

ANNUAL REPORT 2016



hope through relationships

INNER HOPE
youth ministries

one story of impact



Nineteen-year-old Brooke joined Inner Hope's Boundless mentoring program when she was fifteen. If you met sweet, soft-spoken Brooke, you likely wouldn't guess that both of Brooke's parents struggled with addiction in her early years and her mom was in and out of jail. Over the last few years, Brooke says that her mentor Jillian has become like an older sister. Brooke's involvement with both Inner Hope and Reality Church have led to a growing faith in Jesus and huge development in her confidence and life skills. She is currently involved in serving with our Sunday Ministry program at Reality Church. Over the years, she has also loved spending a week each summer at Camp Qwanoes. In the summer of 2016, Brooke completed their Counselor-in-Training

program, and is returning this summer as a Leader-in-Training! We are so proud of Brooke and reminded of the impact committed relationships can have on young lives.

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vision & mission

Inner Hope Youth Ministries' vision is youth and families equipped to live healthy lives and to empower the next generation.

Our **mission** is to walk alongside youth and families in East Vancouver nurturing **hope**, **belonging**, and **transformation** through:



SUPPORT

Promoting positive community engagement and loving youth, young adults and families in practical ways



DISCIPLESHIP

Guiding children, youth and youth adults in a relationship with their Creator



LIFE SKILLS

Mentoring youth and young adults to develop the skills needed to build their futures



HOUSING

Offering safe, stable and supportive homes for youth, young adults and their children

CORE VALUES



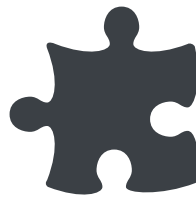
FAITH

We value sharing the love of Jesus and believing in His transformational power.



COMMITTED RELATIONSHIPS

We value long-term relationships with youth, families, and supporters.



COMMUNITY

We value journeying together as a community of diverse individuals who love and care for one another.



INTEGRITY

We value living with honesty, transparency, reliability, and stewardship, knowing we are accountable to God, those we serve, and those who support us.

a letter from jenny



Wrap-Around Model Focuses on Long-Term Relationships & Depth

This past year, Inner Hope continued to focus on building long term relationships with individuals in East Vancouver. One of the qualities that make Inner Hope unique is our wrap around approach. Although we walked alongside almost 250 individuals in 2016, we had a core of 83 primarily youth, young adults and children who with whom we spent most of our time and engaged with at a more consistent, deeper level. Most of these individuals received support from 2, 3 or 4 service areas and built relationships with numerous staff and volunteers. I believe that this approach of going deeper and addressing the needs of the whole person (emotional – Support services, spiritual – Discipleship, mental – Life Skills, and physical – Housing) provides the greatest impact and opportunities for long-term transformation.

One of the biggest milestones of 2016 was completing an update of Inner Hope's shared mandate (vision, mission and values). "You can't have a quality relationship without commitment". Those words were spoken by one of Inner Hope's residents at a Community Advisory Committee meeting in 2016. It was an encouraging and fruitful process to listen to youth, parents, staff, and board members express their heart for East Vancouver and their understanding of whom Inner Hope is and our role in serving the city. We continue to ensure that our vision, mission and values flow from scripture and encompass the teachings of Jesus.

A key change to the mandate include expanding our vision and mission statements from a focus on youth to broadening it to including youth and families. A lot has changed since Inner Hope first opened our doors at The House in 2007. Many past residents have become parents and have welcomed Inner Hope into their children's lives as well. Many of our participants come from cultures that are more community and family-oriented than the individualism of western culture. Holiday dinners at Inner Hope usually include at least two generations of family members and provide a picture of how this reality is being lived out at Inner Hope.

This year has been a stretching one for me personally and I am especially thankful for both the faithful love of God and the ongoing support of Inner Hope's board, staff, youth, families, donors and volunteers.

Sincerely,

A handwritten signature in black ink that reads "Jennifer Shantz". The signature is fluid and cursive.

Jennifer Shantz
Executive Director

"Let us not become weary in doing good, for at the proper time we will reap a harvest if we do not give up." Galatians 6:9

volunteers

Board of Directors

Leanne Warawa

Chairperson (Jan-Apr 2016)

Business Manager, McDonald & Duncan LLP

Peter Legg

Chairperson (May-Dec 2016)

Vice President of Finance and Administration, BC Lions Society for Children with Disabilities & Easter Seals BC/Yukon

Leon Vose

Secretary

IT Asset Manager, Finning Canada

Jeff Block

Treasurer

Chartered Accountant, Partner

Rebecca Janke

Member

Self-Employed Parent Consultant & Adoption Social Worker

Barbara Schmidt

Member

President, Jordan Development Corporation

Andrea Nisyok

Member

Volunteer Leader at New Beginnings Church

Community Advisory Committee

Andrea Nisyok

Volunteer

Erica Saunders

Post-Secondary Program participant

Mickey Barton

Boundless Program participant

Corey-Lyn Baron

Parent

June Rose

Parent

Phillip Joseph

Resident

Diana Thompson

Parent

Kayla McDonald

Parent

Rebel Arrance

Post-Secondary Program participant

Elizabeth Adams

Post-Secondary Program participant and parent

Leslie Arrance

Post-Secondary Program participant

Richard Baron

Boundless Program participant

Ellen Barton

Parent

Marcey Norman

Volunteer

Volunteers

[TOTAL: 116 | SCREENED: 54 | UNSCREENED: 51]

Board	7
Community Advisory Committee	14
Housing	4
Life Skills	28
Community Life	17
Discipleship	40
Other	11

6

Total Volunteer Hours:
2928

**5 volunteers served in multiple program areas.*



2016 Team: Staff & Contracts

Jenny Shantz
Executive Director

Kiersten Ballard/Diana Squires
Director of Programs

Katherine Savage
Boundless Program Coordinator

Marco Sotres/Hope Hart
Post-Secondary Program Coordinator

Ben & Deirdre Stevens
House Parents/Mentor Couple

Cherise Gudlaugson & Josiah
Abubakar
House Parents

Linette Schut/Andrea Vaags
Respite House Parent

Sarah Hartung/Rebecca Young
*Volunteer & Community Life
Coordinator*

Kitty Chan/Melissa Chan
*Communications & Human Resources
Assistant*

Darrell Bedford/Sarah Hau
Sunday Ministry Coordinator

Eric Chu
Bookkeeper

Rose Saunders
Housekeeper

Hannah Plant
Summer Intern



Left photo (from top to bottom, left to right): Rebecca, Deirdre, Cherise, Hope, Andrea; Ben, Melissa, Jenny.

Right photo (from left to right): Rebecca, Jenny, Rose, Sarah Hau, Katherine, Hope, Melissa, Kiersten, Deirdre, Andrea.

Professional Development

- **Indigenous Culture and Christianity:** Patti Victor shared her story of faith and culture with the IH staff team
- **Navigating for Non-Profits** workshop
- **Indigenous Dialogue Course:** a 2-day cultural safety workshop
- **Transforming Speakers:** Jenny and Kiersten participated in this bi-weekly public speaking group
- **Community Engagement Workshop** offered by World Vision

- **SDI (Strength Deployment Inventory):** Consultant Leslie Ann Marriot led Inner Hope's staff team through a half-day seminar to glean insight into team members' personality and conflict traits
- **LEAP 3 and 4:** program evaluation workshop hosted by World Vision Canada
- **Trauma and Fetal Alcohol Spectrum Disorder** Workshop at Inner Hope's volunteer/staff training day
- **Food Safe Certification** (House Parent)

highlights of 2016



Top: Family Camp; Bottom: Post-Secondary Christmas party

The Home continued to be a stable, nurturing home environment. Since opening in fall of 2014, 6 out of 10 residents have lived in The Home at least 1 year and 8 out of 10 residents for at least 6 months. Growth and transformation takes time. This level of stability is incredibly valuable in these youths' lives.

Summer Camp and Retreats became a much bigger ministry at Inner Hope. We doubled the number of youth, young adults, children and parents who were supported in their attendance at a Christian retreat or weeklong camp from the previous year. 46 individuals attended one or more of the following: the RUSH youth retreat, Qwanoes Family Camp, Reality Daycamp, Qwanoes children or youth camps, Camp Luther, and the Fall Qwanoes Sr. High Retreat.

Inner Hope's **Post-Secondary Program completed its first full year as a formalized program.** 800 support hours were given to 17 young adults who were guided in the development of an education or employment plan and supported in their transition into adulthood.

The Parental Suite launched November 1st. The opening of this suite was a natural expansion. With Ben and Deirdre leaving their role as House Parents in The Home, they were able to locate a home with a basement suite below. A father and his son who were residents of The Home were able to move into the suite below them in a supportive, but more independent home environment.

This year Inner Hope **updated our Shared Mandate (vision, mission and values).** Long time Inner Hope friend, Gary Klassen, helped guide the process with over 50 individuals consulted. When Inner Hope initially launched, we were primarily focused on youth and young adults. This reach has expanded over the years as past participants continue to engage with us and include us in the lives of their children. Our updated vision and mission expands our mandate from just youth to youth and families as our target demographic, although we continue to offer the greatest opportunities and depth of service to youth and young adults. We also narrowed our values from six to four. Our guiding values are now Faith, Committed Relationships, Community, and Integrity. Increased clarity around our vision, mission, and values will guide Inner Hope into the coming years.

Inner Hope participated in the **Ride for Refuge** event for the 2nd year in a row with 55 riders or walkers participating at two locations! \$23,000 was raised through this fundraising event.



Some friends of Inner Hope who participated in the Ride for Refuge.

partnerships

Formal Partnerships

World Vision Canadian Programs – Inner Hope worked with World Vision Canada National Program in establishing our Post-Secondary Program, until World Vision Canada's National Programs Department shut down this summer.

Reality Church – In 2016, Inner Hope relaunched our Sunday Ministry partnership with Reality Church, aiming to increase the integration of youth and families into the Reality family. This partnership includes matching individuals and families with rides to church, and hosting monthly Sunday lunches.

Bakerview Church – In 2015, Bakerview Church initiated a 5-year partnership with Inner Hope as a 50th Anniversary project. Their annual support covers a significant portion of our discipleship costs.

Informal Partnerships

Camp Qwanoes – Inner Hope sent youth and children to a week of summer camp, and Jenny and some of our young adults led a training for their staff.

Networks and financial supporters:

Schools

Britannia Secondary, including Outreach and Streetfront programs
Langara College
NITEP (Indigenous Teacher Education) at UBC
South Vancouver Learning Centre
Trinity Western University
Total Education Centre
Vancouver Community College
Whytecliff Agile Learning Centre

Churches

Bakerview MB Church – Abbotsford, BC
Bethel Baptist Church – High Prairie, AB
First United Mennonite – Vancouver, BC
Granville Chapel – Vancouver, BC
Mountainview Christian Fellowship – Vancouver, BC
Reality Church – Vancouver, BC
Richmond Baptist Church – Richmond, BC
Tenth East Van Church – Vancouver, BC

Agencies

Creative Solutions Counselling, Colleen Fuller
Ministry of Children and Families – Youth Office
Sarah McLachlan School of Music
UNYA (Urban Native Youth Association)
Youth Unlimited

Businesses

Dickinson+Hicks Architects
Marriott Management Group
The Sellution Quality Consignment
Wilson's Big O Tires Ltd.

Foundations

Canary Foundation
First Baptist Church Foundation
Rina M. Bidin Foundation
2 foundations prefer to remain anonymous

programs

TOTAL SERVED: 240

(69 children, 50 youth, 35 young adults, 86 adults)

All our programs fall under the service umbrellas of support, discipleship, life skills, and housing. Many individuals were served in multiple program areas, as our goal is to develop deep relationships with youth and families and walk alongside them in all areas of life.

Support & Community



We were not meant to live life alone! At Inner Hope, we walk alongside individuals in their day-to-day lives. Community events are often the entry point for connecting with youth and families.

- » Total individuals served: **240**
- » Individualized support: **216**
(advocacy, hospital + jail visits, rides, mailing addresses, birthday celebrations, funerals)
- » Community engagement: **131**
(individuals who attended a community event)

Discipleship



Inner Hope partners with Reality Church, integrating our youth and families into the Reality family through developing relationships, providing rides, and hosting a monthly lunch. We also send youth and families to summer camps and retreats.



- » Total individuals served: **83**
- » Attended church: **66**
- » Sunday Lunch participants: **50**
- » Attended summer camp/retreat: **46**

Life Skills



Inner Hope supports youth and young adults in gaining the skills they need to thrive through Boundless, our one-on-one mentoring program, and through our Post Secondary Program.

» Total individuals served: **54**

BOUNDLESS [AGES 13–18]

» Total served: **34** through **2221** hours of mentoring

» Matched with a mentor and set goals: **24**

» **12** workshops attended by **28** individuals

POST-SECONDARY [AGES 19–24]

» Total served: **20** through **805** support hours

» Full participants: **17**
(those who developed an education or employment plan)

» Attended socials: **13**



Housing



Our housing exists for inner city youth and young adults in East Vancouver who desire a safe, supportive home environment with live-in adult support and mentoring. We currently offer two options: The Home and The Parental Suite.

» Total served: **14**

» Those assisted with moving: **7**

THE HOME

» Total residents: **8**

» Total guests: **63**
(family & friends of participants)

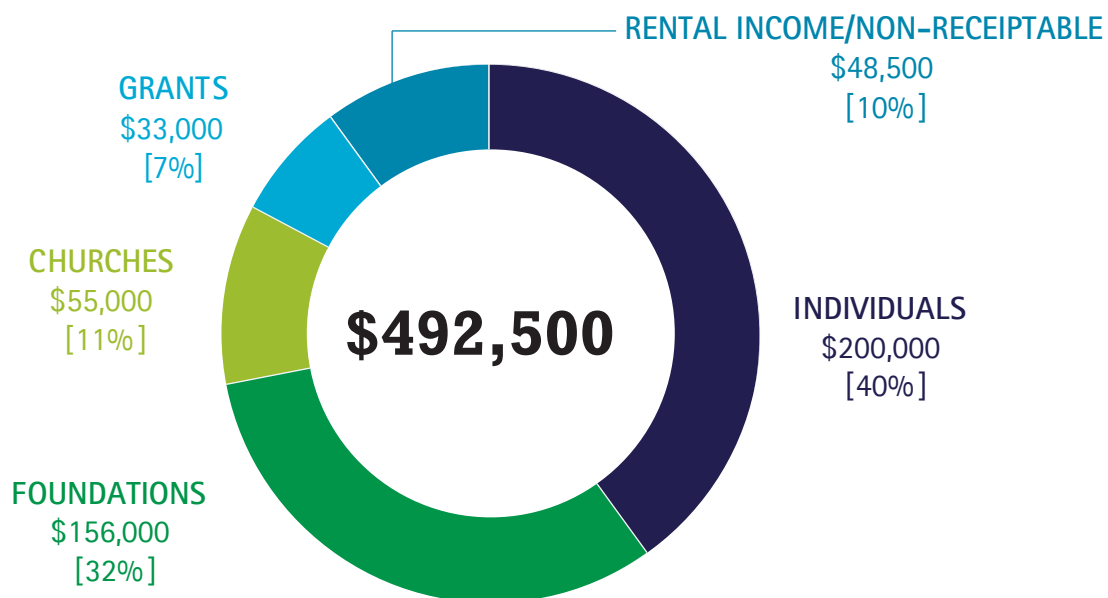
» Total overnight guests: **16**

THE PARENTAL SUITE

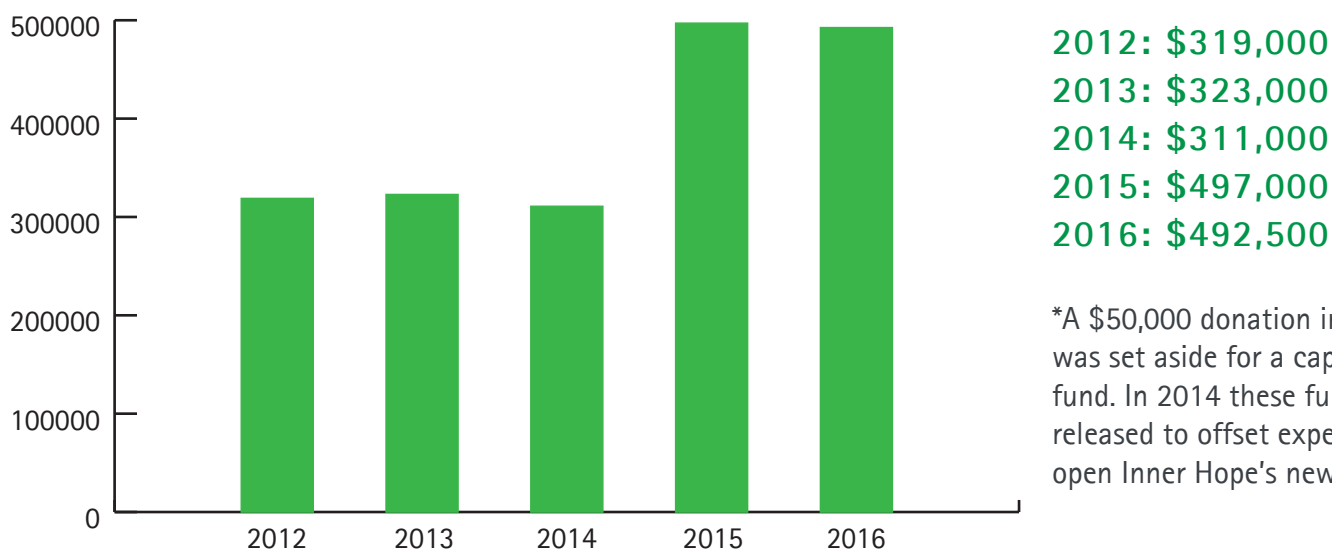
» Total residents: **2**

income

2016 Revenue & Designated Funds



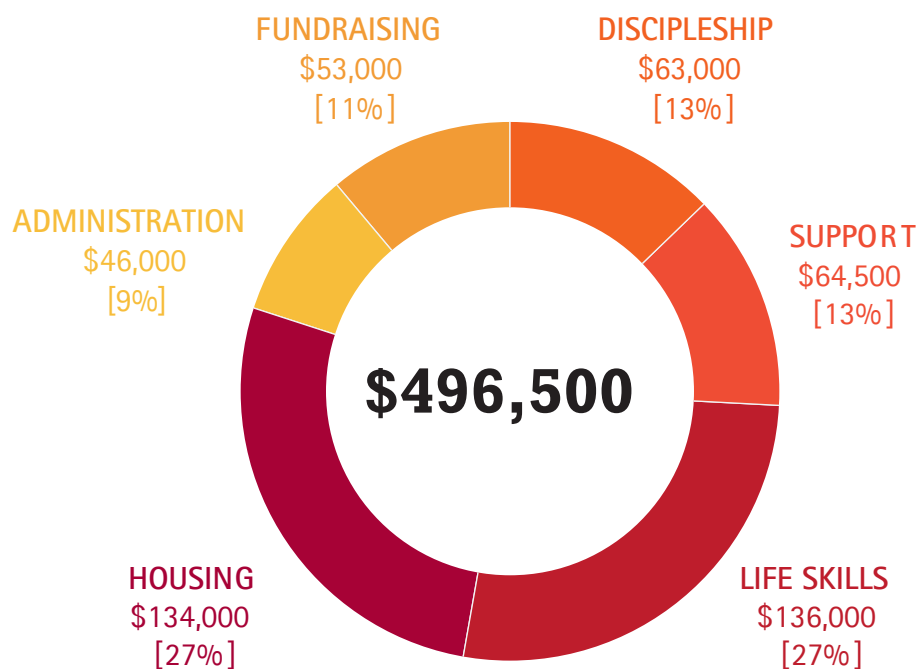
Revenue Growth



*A \$50,000 donation in 2012 was set aside for a capital fund. In 2014 these funds were released to offset expenses to open Inner Hope's new home.

expenses

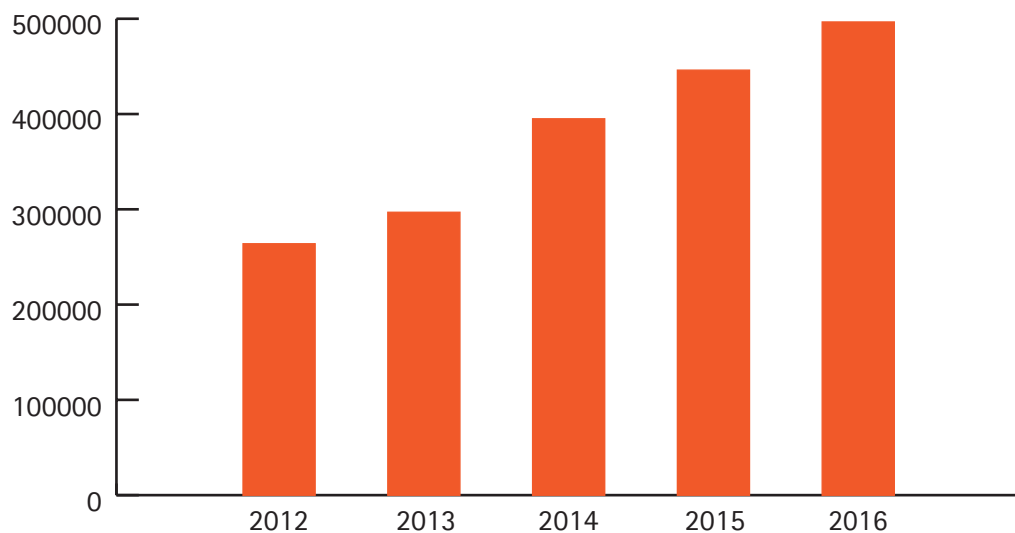
2016 Expenses



FINANCIAL SUMMARY

TOTAL INCOME
[\$492,500]
-
TOTAL EXPENSES
[\$496,500]
=
-\$4000

Expense Growth



2012: \$264,000
2013: \$297,000
2014: \$395,000
2015: \$446,000
2016: \$496,500

10 year highlights

500+

*individuals engaged
through
Support*

200+

*individuals engaged
through
Discipleship*

73

*individuals involved
in the Boundless
Program*

21

*individuals involved
in the Post-
Secondary Program*

48

*individuals involved
in Housing (short +
long-term stays)*

2007

- » Carla and Jenny moved into **The House** with 3 young people and 1 child.
- » B.C. Society Status was approved!

2008

- » Official charity status received.

2010

- » The **Boundless Program** was officially launched.

2011

- » An informal partnership began with **Reality Church**.

2014

- » Received possession of **The Home**!

2015

- » Launched our **Post-Secondary Program**.

2016

- » Opened a new housing location, **The Parental Suite**.



goals for 2017

- 1 Grow our board team to 9 members.
- 2 Continue to strengthen Inner Hope's programs and services (launched new Boundless model in January 2017).
- 3 Complete the development of a 3-year strategic plan (in progress).
- 4 Reach our goal of 100 monthly donors.
- 5 Increase staff retention.

* Celebrate Inner Hope's 10 year anniversary!





Ways to Partner:

- Become a **Board Member** (seeking 3 individuals)
- Become a **Volunteer** (seeking 3 mentors, 2 cooks, 1 career coach)
- Become a **Friend of Hope** (seeking 30 new monthly donors)
- Host an **awareness dinner** to introduce friends and family to Inner Hope
- Participate in our 2017 **Ride for Refuge** event
- Join our **Prayer Team**

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