



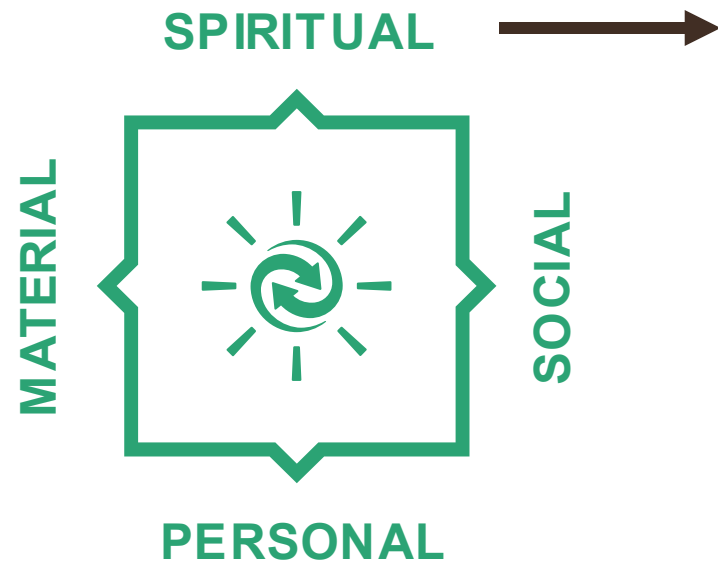
CLIENT SPIRITUAL JOURNEY

Framework & underlying assumptions for engaging clients in spiritual transformation

Updated June 2021



Desired impact



Spiritual Impact
CLIENTS GROW CLOSER TO CHRIST

How do clients grow closer to Christ?



Client Spiritual Journey

At HOPE International, our desire is to see all **clients grow closer to Christ.**

Through interactions with HOPE & the local church, all clients ...

EXPERIENCE
CHRIST-CENTERED
SERVICE

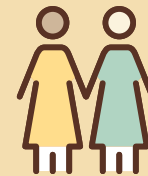


ARE
PRAYED FOR



ARE PURSUED FOR DEEPER DISCIPLESHIP
with opportunities to

Build
deeper relationships



Hear and
respond to Jesus and
His Word



Grow in following
Jesus and impacting
others





Client Spiritual Journey - Assumptions

All clients experience Christ-centered service, are prayed for, and are pursued for deeper discipleship.

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We partner with the local Church and other Christ-centered organizations to invest in clients' spiritual growth.



All clients should experience the Gospel lived out through how we serve them in our regular interactions, products, and services. Excellent customer service and CCDM are two examples of this.

This prayer may happen with the client, or be done by staff for the client even if the client isn't aware. Prayer is an important part of serving a client, and prayer is an important part of discerning with whom and how to build deeper relationships and proclaim the gospel.

Clients can be invited into deeper discipleship in a variety of ways. This can be done through inviting a client to an opt-in activity or could look like being intentionally invited into informal but deeper relationships with HOPE staff or partners.

We want all clients who do not follow Jesus personally to have the opportunity to hear the Gospel proclaimed to them. While we do not expect that all clients will hear the Gospel proclaimed in every context, we will do our best to share the gospel in contextually appropriate ways, both in formal and informal ways. Not forcing clients, but intentional, proactive, and persistent.



Investing in the Client Spiritual Journey

At HOPE International, our desire is to see all **clients grow closer to Christ**.
To support clients in their spiritual journey, HOPE staff and the local church ...

SERVE



PRAY



DISCIPLE





Client Spiritual Journey – A Strategy Tool for Leaders

Client Spiritual Journey

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The client spiritual journey is a framework that identifies the most common observed experiences of clients in growing closer to Christ through their interactions with HOPE and church partners across MFI methodologies (group, IL, SME).

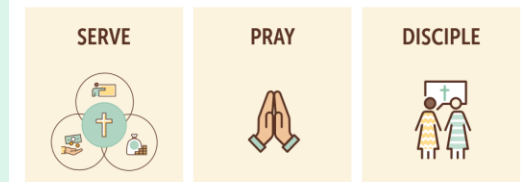
This framework is meant to be a strategy design resource that can help management intentionally design for a client experience that draws clients closer to Christ.

A key part of leadership for all MFIs is ensuring that there are defined strategies for helping clients progress in their spiritual journey. The client spiritual journey framework can support management in ensuring that there are inputs in place for clients to experience Christ-centered service, be prayed for, and be pursued for deeper discipleship.

The identified strategies and inputs can then be translated by management into concrete action plans for MFI program staff in the specific ways that they support the client experience.

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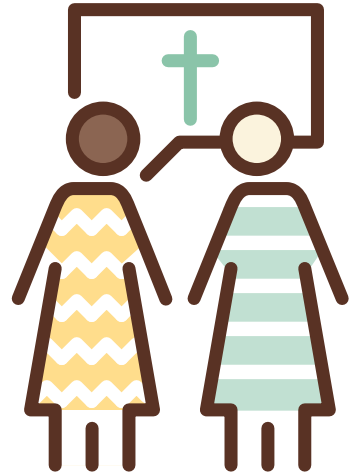


“Serve, pray, disciple” is a simple summary of ways that staff invest in the spiritual journey of an MFI client.

These key words describe what staff do that correlates to what we desire clients to experience in their interactions with HOPE and church partners.



Our desire



We desire that every client is invited to an opportunity to hear the Gospel, formally or informally.

Intent: Our desire is that all clients have access to opportunities to hear the Gospel proclaimed. While this is not yet a consistent reality for us in all contexts, we want to dream and spur one another on in this direction together.

Context-specific: We desire to be context-appropriate in this pursuit, discerning the most effective approaches and goals in each context. There is flexibility for specific contexts, particularly in Frontier contexts where there is hostility to the Gospel.

Deep discipleship: While we desire to push ourselves to give all clients the opportunity to hear the Gospel, we continue to prioritize investing in deep discipleship relationships with engaged clients, just as Jesus invited people out of the crowd to go deeper in following him.