

NICE
Impact
Report
2024



ensuring
refugees and
immigrants
achieve their
full potential
now and for
generations
to come

*revised 4/14/2025

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A Statement from **Our Founder & CEO**

Our mission at NICE is to ensure refugees and immigrants achieve their full potential now and for generations to come. I am proud to say that in 2024 we lived out this mission. The refugees and immigrants who walked into the NICE office have experienced some of life's most harrowing circumstances. With many of our staff being former refugees themselves, we are able to offer culturally competent services and compassionate care often rooted in lived experience.

In 2024, NICE was a part of thousands of stories of resilience. The work of welcome may start with us, but it does not end there. Through dedicated community partnerships, steadfast volunteers, and generous supporters, we are making a generational impact on these families who now call Tennessee home.

For two decades, the New American community has trusted NICE to provide an environment of understanding, empathy, and hope. No matter the challenges we face, we are committed to our vision of creating a Middle Tennessee where everyone belongs and has the opportunity to prosper.

We look forward to continuing this work in 2025 as we celebrate 20 years of NICE. Will you join us?

Sincerely,



Dr. Gatluak Thach
NICE Founder & CEO



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2024 By The Numbers

5,463
total served

From Sudan to Venezuela, Iraq to Myanmar—**NICE welcomes our new neighbors from all around the world.** With a multitude of programs and services, we are honored to lead the vital work of welcome in Middle Tennessee.

Whether through a green card application, help navigating the U.S. healthcare system, job placement assistance, or obtaining a high school diploma, **NICE exists to ensure refugees and immigrants in Middle Tennessee not only survive, but thrive—now, and for generations to come.**

712
Refugees
Resettled

795
Employment-Based
Cash Assistance

837
Immigration

2,223
Health

656
Adult Education

479
Youth Education



Resettlement

712 Refugees Resettled

According to the UN, 120 million people worldwide are currently displaced from their homes. In 2024, NICE helped over 700 refugees from around the world begin to resettle in Middle Tennessee. From airport pickups to cultural orientation, **we help our newest neighbors begin again.**

In 2024, we saw dozens of community members step in to volunteer to **mentor refugee families**, making a generational impact through their kindness and generosity. No one chooses to be a refugee—**but we can choose how we respond.**



 **712**
Total resettled

 **16**
Countries Represented

Afghanistan, Burma, Central African Republic, Democratic Republic of Congo, Guatemala, Honduras, Iraq, Nicaragua, Rwanda, Saudi Arabia, Somalia, South Sudan, Sudan, Syria, Venezuela, Vietnam

Employment & Cash Assistance

465 Individuals Served

One of the greatest needs for our clients when they arrive is **securing employment**, ensuring they are on their way towards self-sufficiency. NICE's Employment team focuses on **removing barriers to employment** for refugees and immigrants by **building relationships** with local employers who can offer opportunities that will lead to financial independence.

In 2024, we secured new partnerships with local businesses such as **Nashville Record Pressing** who offered jobs to those still learning English.



Immigration

837 Individuals Served

The U.S. Immigration system can be **confusing and daunting** for the populations we serve. At NICE, we provide **caring and affordable services** to our community. Our Immigration team is **accredited by the U.S. Department of Justice** and speaks many languages. We offer a variety of services including immigration consultations, filing immigration forms, public notarization, and more.

In 2024, we served over 800 individuals, filing over 600 applications for new Tennesseans from over 30 different countries. Immigration is challenging—**we're here to help.**



Health

2,223 Individuals Served

Refugee and immigrant mothers are at the **highest risk of poor birth outcomes**. In 2024, NICE began to tackle this issue by launching the **Maternal Infant Health Outreach Worker (MIHOW) program** in conjunction with Vanderbilt University. The MIHOW program is a **mother-to-mother peer mentoring program** designed to support mothers and children ages 0-3.

From **prenatal care to postpartum support**, our program equips mothers with the knowledge and resources they need to make confident, informed decisions for their health and their baby's future.

The NICE Health team also assists refugees and immigrants through intensive case management, health education, mental health support, and more.

Adult Education

656 Students Served

Many refugees and immigrants arrive in the U.S. without the English language skills they need to thrive. **Education access is their catalyst for success**, opening the door to infinite **resources and opportunities**. NICE offers a variety of classes for adults including English language, digital literacy, citizenship, and high school diploma preparation.

Maryam enrolled in English classes at NICE just two months after arriving from Afghanistan. She learned quickly and enrolled in college only two years later. **Maryam won the TAACE Adult Learner of the Year Award in 2024.** We are so proud of her!

Maryam Joma Khan
Afghanistan



Youth Education

479 Students Served

Refugee children and youth face a **significant adjustment** to life in their new community and schools including language differences, not understanding U.S. school customs, and difficulty making friends.

Through our After School, Youth Mentorship, Refugee School Impact and Summer Camp programs, our youth education programming equips the next generation with the **support and skills** they need to thrive in their new communities.

In 2024, we had one of the most **successful Summer Camp** programs to date. Over **40 newly-arrived students from 10 different countries** enjoyed academic lessons, field trips, and enrichment activities at a new site in **partnership with Rolling Hills Community Church**. Summer Camp 2024 was packed with an impactful English Language Learning curriculum—we can't wait to do it again!

Analysis of Operations



Entity	Income	% of Total
Federal Gov't	\$4,268,927	37.4%
State & Local Gov't	\$3,880,465	34.0%
Organizations	\$2,134,861	18.7%
Foundations	\$728,368	6.4%
Individuals	\$216,971	1.9%
Program Revenue	\$194,130	1.7%
Total Income	\$11,423,722	100.0%



Entity	Expense	% of Total
Program	\$8,540,583	89.8%
Admin & Fundraising	\$975,347	10.2%
Total Expense	\$9,515,931	100.0%

Funders



- Auto Club Group Foundation
- Bridgestone Corporation
- Cummins Business Services
- Community Foundation of Middle Tennessee
- Dan and Margaret Maddox Fund
- Davidson County Emergency Food and Shelter Program
- Dollar General Literacy Foundation
- The Episcopal Diocese of Tennessee
- Ethiopian Community Development Council
- Food Lion Feeds Charitable Foundation
- HCA Healthcare Foundation
- The Healing Trust
- Joe C. Davis Foundation
- The Kroger Co Zero Hunger Zero Waste Foundation
- Memorial Foundation
- Meta Data Center Community Action Grants
- Metro Human Relations Commission
- Metropolitan Development and Housing Agency
- Metropolitan Transit Authority
- Nashville After Zone Alliance
- Office of Refugee Resettlement
- Phoenix Club of Nashville
- Scarlett Family Foundation
- St. George's Episcopal Church
- Tennessee Department of Economic and Community Development
- Tennessee Department of Education
- Tennessee Department of Labor and Workforce Development
- Tennessee Department of Health
- Tennessee Immigrant & Refugee Rights Coalition
- Tennessee Office for Refugees
- Tyson Foundation
- United Way of Greater Nashville
- Wal-Mart Foundation
- Yield Giving Open Call

ensuring refugees
and immigrants
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potential now and
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NICE

empowernashville.org