

NICE
Impact
Report
2025



Celebrating 20
Years of Service

A Statement from **Our Founder & CEO**

In 2025, NICE celebrated 20 years of service. This milestone year was full of grand victories and triumphs, devastating losses and heartaches, and everything in between. The year began with unprecedented federal funding cuts and uncertainties. Thanks to our incredibly generous donor base and supportive community partners, we were able to fill these gaps and continue serving those in our care. Unfortunately, due to these widespread funding cuts and the termination of the US Refugee Admissions Program, we saw many refugee resettlement agencies around the nation close their doors.

We don't take it for granted to still be able to serve refugees and immigrants in Middle Tennessee. These brave individuals and families have traveled too far and endured too much to not find a path to safety, stability, and self-sufficiency.

While it can be easy to focus on the challenges, we must also celebrate the resilience of our community and the opportunities on the horizon. In 2025, our Adult Education program expanded to 10 sites across Middle Tennessee. English language access is vital to self-sufficiency, and we're proud to be aiding our new neighbors in this way. We saw more individuals give to support NICE for the first time than ever before. We made exciting new community partnerships, placed over 200 individuals with jobs, and raised funds to subsidize rising immigration fees.

2026 will undoubtedly hold challenges and opportunities, but if we learned anything from 2025, it's that together, we can overcome anything.

Sincerely,



Dr. Gatluak Thach
NICE Founder & CEO

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2025 By The Numbers

3,282

total served

748

Social Services

222

Employment

775

Immigration

811

Health

1,222

Adult Education

222

Youth Education

Social Services

748 Individuals Served

In 2025, NICE welcomed 75 new refugee neighbors through case management services, transportation support, and more. After the termination of the US Refugee Admissions Program (USRAP), NICE pivoted strategically to find ways to serve our new neighbors who were already here. Our Social Services team also began hosting outreach events to enroll eligible newcomers in our programs.



*Aisha,
Social Services Client*

75

*new refugee
neighbors*

A single mother originally from Somalia, Aisha moved to South Africa as a refugee child, where she completed her education. Despite her qualifications and strong work ethic, she struggled to find employment that matched her skills due to her refugee status. Seeking a better life, Aisha came to the U.S. in early 2025 to reunite with her parents and build a more stable life for her children.

NICE assisted Aisha as she adjusted to life in the U.S. and helped her obtain her state ID. Shortly after, our employment team arranged job interviews for her. Aisha was offered a dispatcher position, one that aligned well with her experience and qualifications. Today, Aisha is thriving in her new role and is happy with the life she is building in the U.S. alongside her family.

Employment

222 Jobs Secured

In 2025, NICE supported 222 job placements. Securing employment is one of the most urgent needs for newly arrived clients, and a critical step toward self-sufficiency. NICE's Employment team works to remove barriers to work by partnering with local employers and connecting refugees and immigrants to meaningful opportunities that lead to long-term financial independence.



*Emmanuel,
Employment Client*

222
jobs secured

Emmanuel arrived as a refugee in 2025. He has a prosthetic leg and is unable to work like others, and his Social Security application had been pending for a long time. With only his wife working, his family was struggling. Emmanuel came to NICE asking for help to find a job. His caseworker reached out to many employers but found it difficult to find opportunities that would fit his condition. NICE accompanied him to a local business, and after the caseworker explained his situation to HR, they offered him a job that fits his physical abilities. Emmanuel is thrilled to be employed and started working at the end of 2025.

Immigration

775 Individuals Served

Navigating the U.S. immigration system can be overwhelming. At NICE, our community receives caring, affordable support from a U.S. Department of Justice-accredited Immigration team that speaks multiple languages. We offer immigration consultations, assistance with filing forms, public notarization, and additional services designed to make the process clearer and more manageable.

Though 2025 brought many policy changes, our team worked tirelessly to ensure our clients were informed, prepared, and equipped to the best of our ability. Whether it's a green card application or a consultation, NICE stands ready to assist those who need our immigration support.



*Karina,
a new U.S. citizen*

Adult Education

1,222 Students Served

Education access is the catalyst to success for many refugees and immigrants in the United States, opening the door to infinite resources and opportunities. Without language access, the path to self-sufficiency is a difficult one.

NICE offers a variety of classes for adults including English language, digital literacy, citizenship, and high school diploma prep. In 2025, NICE embarked on a new partnership with the Nashville Public Library to offer classes at local branches.



Highlights

6 students received their high school diploma equivalency

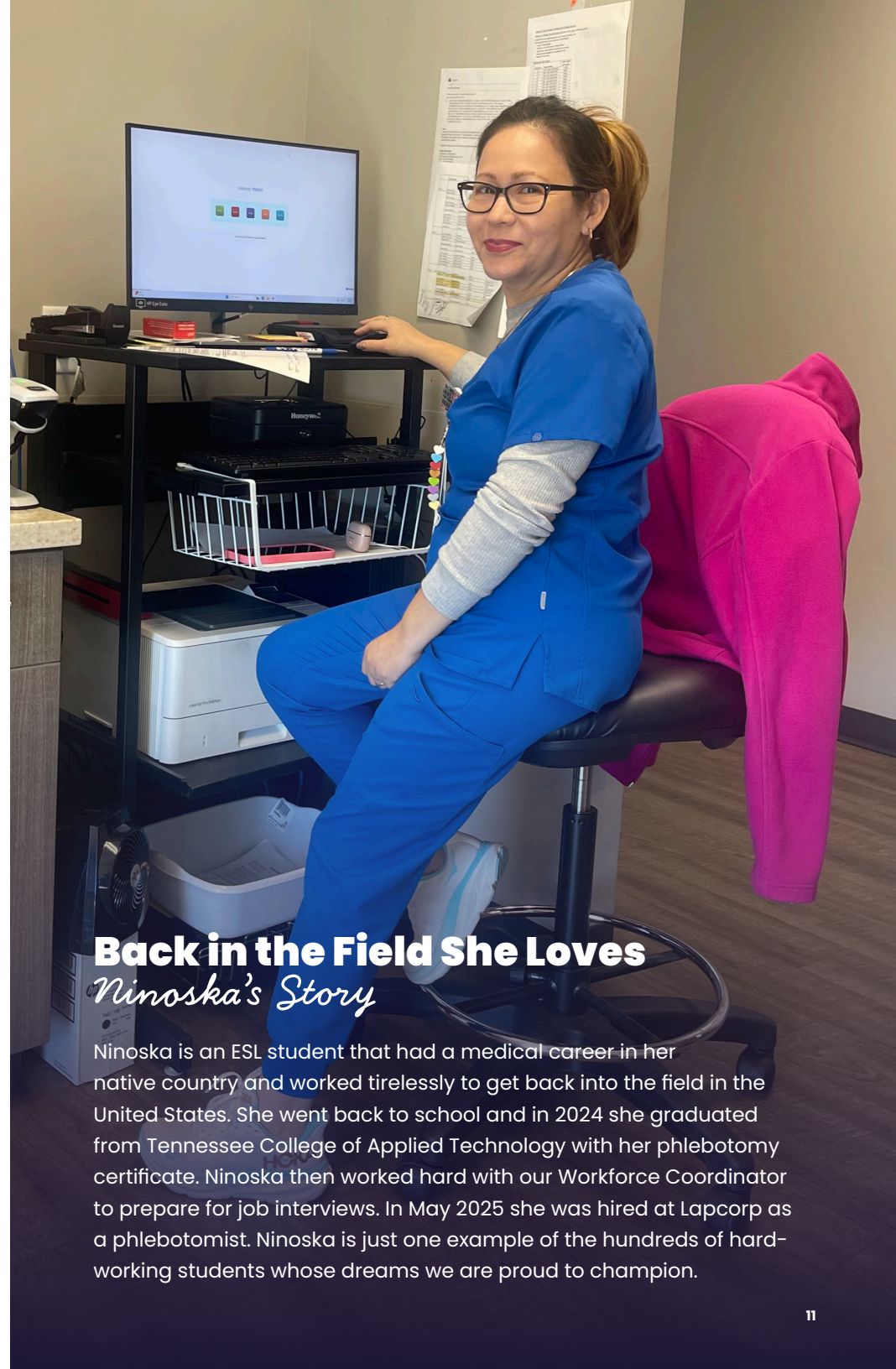
39 students earned their Bilingual Banking certification

50 of our Citizenship students became U.S. citizens

12 Bilingual Banking students were hired by local banks

169 students received a new computer and earned digital literacy certificates

97 individuals received intensive career coaching



Back in the Field She Loves *Ninoska's Story*

Ninoska is an ESL student that had a medical career in her native country and worked tirelessly to get back into the field in the United States. She went back to school and in 2024 she graduated from Tennessee College of Applied Technology with her phlebotomy certificate. Ninoska then worked hard with our Workforce Coordinator to prepare for job interviews. In May 2025 she was hired at Lapcorp as a phlebotomist. Ninoska is just one example of the hundreds of hard-working students whose dreams we are proud to champion.

Youth Education

222 Students Served

Refugee children and youth often face major adjustments as they enter new schools and communities—navigating language barriers, unfamiliar school systems, and the challenge of building friendships. NICE’s youth education programming supports young people through this transition, equipping the next generation with the skills, confidence, and relationships they need to thrive.

Through our After-School, Youth Mentorship, Refugee School Impact, and Summer Camp programs, NICE provides consistent academic support, social connection, and leadership development. In late 2025, we received approval and funding to expand the age range of our Youth Mentorship program. In addition to 5-14, the program can now serve young people ages 15-24. We also launched a new After-School Program at Antioch Middle School in Fall 2025, while concluding services at McMurray Middle School.



Health

811 Individuals Served

Navigating an unfamiliar healthcare system is a daunting task. Our health clients receive assistance finding doctors, support navigating insurance, and initial appointment scheduling. In 2025, many clients also received direct transportation and accompaniment to their appointments.

Our team also hosted many brand-new outreach events in 2025, including health navigation fairs, fatherhood engagement, Afghan community events, and women’s sewing groups. These events built community, taught skills, and broke down barriers to health literacy in the United States.

In 2025, NICE continued the Maternal Infant Health Outreach Worker (MIHOW) program in conjunction with Vanderbilt University, supporting mothers and children ages 0-3. Through outreach events, one-on-one peer mentoring, and community partnerships, we supported hundreds of young families in Middle Tennessee. Our incredible community partnership with Mother to Mother provided us with over 120,000 baby items for our clients, totaling nearly \$170,000 in value.

Analysis of Operations



Entity	Income	% of Total
State & Local Gov't	\$4,647,523	61.9%
Federal Gov't	\$1,247,457	16.6%
Foundations	\$847,460	11.3%
Program Revenue	\$265,091	3.5%
Organizations	\$264,682	3.5%
Individuals	\$235,140	3.1%
Total Income	\$7,507,353	100.0%



Entity	Expense	% of Total
Program	\$6,818,238	88.9%
Admin & Fundraising	\$847,686	11.1%
Total Expense	\$7,665,924	100.0%

2025 Funders

American Family Insurance Dream Foundation
 Auto Club Group Foundation
 Bridgestone Americas Trust Fund
 Campaign for Southern Equality
 Center for Nonprofit Excellence Middle Tennessee
 Christ Church Cathedral
 Communities Foundation of Texas
 Community Foundation of Middle Tennessee
 Dan and Margaret Maddox Fund
 Dollar General Literacy Foundation
 Ethiopian Community Development Council
 Ethos Church
 Food Lion Feeds Charitable Foundation

HCA Healthcare Foundation
 Holloway Family Foundation
 Jewish Federation of Middle Tennessee
 Joe C. Davis Foundation
 Kroger Co Zero Hunger Zero Waste Foundation
 MARS Petcare
 Memorial Foundation
 Metro Nashville Arts Commission
 Metropolitan Development and Housing Agency
 Nashville After Zone Alliance
 Nashville Metropolitan Transit Authority (WeGo)
 Nashville Public Library
 NSC Community Fund
 Office of Refugee Resettlement
 Paula S. Henson Foundation
 Pinnacle Financial Partners
 Raikes Foundation
 Scarlett Family Foundation
 Schooner Foundation
 St George's Episcopal Church
 STEM Preparatory Academy
 Tennessee Department of Economic and Community Development
 Tennessee Department of Education
 Tennessee Department of Health
 Tennessee Department of Labor and Workforce Development
 Tennessee Immigrant & Refugee Rights Coalition
 Tennessee Office for Refugees
 The Healing Trust
 The Hello in There Foundation
 The Shapiro Foundation
 Touchpoint Support Services
 United Way of Greater Nashville
 University School of Nashville
 Vanderbilt University Community Impact Fund

With special thanks to our neighbors:

Carly & Josh Kear	Wendy Paulson
Paul Worley	Laura Brewer
Chris & Linda Hauser	Carolyn Heinrich
Paul Stob	Jenni Moscardelli
Wyatt Curry	Nancy Rhoda
Dave & Beth Ann Yakes	Jonnie Wethington
Gini Pupo-Walker & Edward Wright-Rios	Eric and Sue Broder
Karen Winkelmann	Greg & Tracy Kaiser
Matthew Solberg	Ralph & Harriette Shivers
John Wallace	Jodi Hughes
Roger & Paula Wiemers	



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Center for Empowerment

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