



Dear Neighbors,



As we have begun preparations for our 100th Celebration in 2024 which include reflecting on archives, I continue to be struck that relationships have always been at the core of the Northside Neighborhood House's mission and work. Intentional relationships allow us to respond to our neighbors, developing programs that are responsive and changing as needs shift. It's through these relationships forged where real impact happens, creating positive change for those we serve. As I reflect upon the accomplishments of our past fiscal year, I see firsthand the transformative power that relationships hold in impacting our community.

In this report, you will find stories of individuals and families who have been touched by the strong relationships forged between our staff and our neighbors. These stories illustrate the power of connection in overcoming adversity, promoting cross-generational stability, and eliminating barriers that hinder progress. We are humbled by the impact these relationships have had on the lives of our neighbors, and are thankful for your support which makes this work possible.

As you flip through the pages of this Impact Report, I invite you to reflect on the value and importance of your own relationships and the impact those relationships have had on your life. Please share this report as well, helping us to inspire others to recognize the transformative potential relationships have in creating a better world for all.

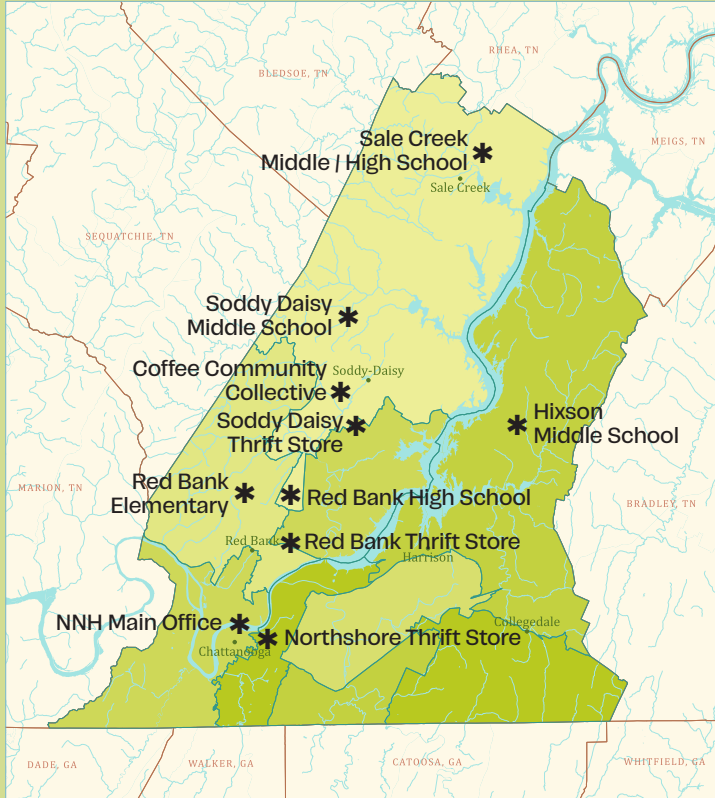
Thank you for being an integral part of our work. We look forward to continuing this incredible journey with you.

Humbly,

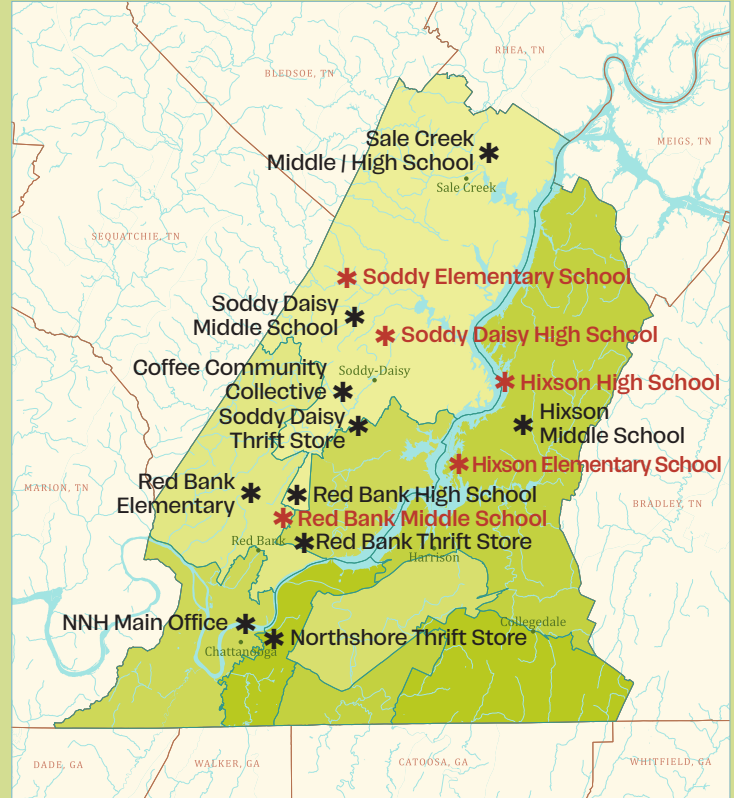
Rachel Gammon, CEO



NORTHSIDE NEIGHBORHOOD HOUSE EXPANSION



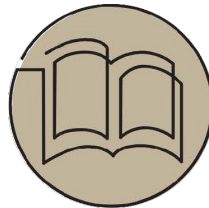
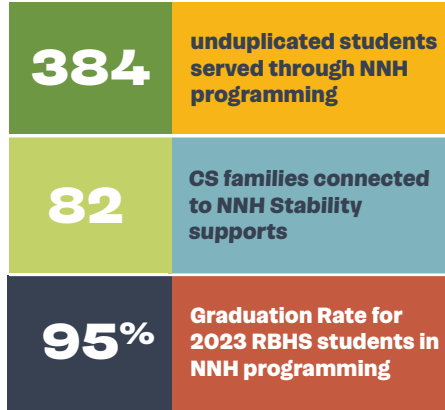
2022



2023

COMMUNITY SCHOOLS

Centering on the local school, the Northside Neighborhood House CommUNITY School (CS) model provides wrap-around supports to meet the physical, social, and emotional needs of the school community. Full-time CS Coordinators provide programming to offer a range of support services and opportunities to children, families, and communities. From one-on-one support throughout the day to dedicated homework time, snack time and varied afterschool activities, students value the relationships fostered through the programming.



IMPACT STORY

When a family lost everything in a house fire, our Hixson Middle CS Coordinator immediately got involved. She connected them to the CS afterschool and NNH Stability programs, where they were able to get food, school supplies, and clothes, as well as gas cards and housing assistance. Through this relationship, the coordinator was able to help them feel supported as they took their next steps.

PILLARS OF COMMUNITY SCHOOLS



Integrated systems of support



Powerful student and family engagement



Rigorous community-connected classroom instruction



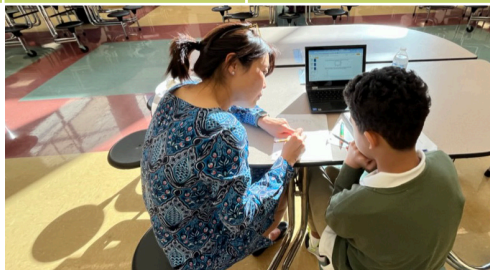
Enhanced learning opportunities



Collaborative leadership, shared power, and voice

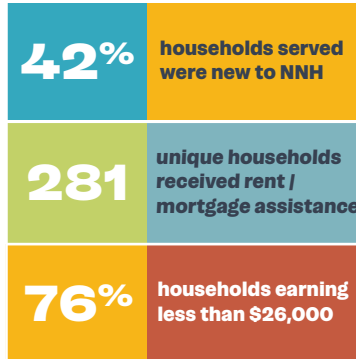


Personalized culture of belonging, safety, and care



STABILITY

The Northside Neighborhood House's Stability Program offers a hand up to families and individuals when they need it most. In addition to meeting basic needs and keeping families housed, NNH's relationships with partnering organizations allows us to help neighbors of all ages thrive.



IMPACT STORY

Due to her husband's deteriorating condition in the hospital, a client arrived for her appointment but could only manage a partial visit. She rescheduled and completed the appointment from the ICU waiting area. Their mortgage had already received hardship forbearance and modification. The husband came home with severe organ damage and an inability to work after spending 8 weeks in the ICU. Despite efforts from hospital staff, disability pay was still in the appeal process. The wife can't work due to caregiving responsibilities and limited technology skills. In this extremely difficult period, the Northside Neighborhood House stepped in to cover the family's mortgage and establish a lasting connection with them, aiming to provide during this tough time.

A black and white photograph of a young girl with braids, smiling and holding a backpack with a stuffed animal inside. The background is slightly blurred, showing what appears to be a clothing store or a donation center with various items hanging and folded. On the right side of the image, there is a decorative red zigzag pattern.

Basic Needs Supports:

- Rent and mortgage assistance
- Utility bill assistance
- Prescription help
- Emergency food boxes
- Hygiene products
- Gas cards

Empowerment Supports:

- Computer classes and access
- Cooking classes
- Resume building / job application support

Special Distributions:

- Christmas food and toys
- school supplies

Referrals offered in collaboration with other partners:

- Eviction prevention
- Client advocacy
- Loan re-financing
- Renter education
- Thrift vouchers

COFFEE COMMUNITY COLLECTIVE

At the Coffee Community Collective (C3) we offer support and serve great coffee! C3 was created as a means to remove barriers for people living across northern Hamilton County. In a culture where it is difficult to ask for help, a coffee shop offers a safe and comfortable environment for our neighbors to enter, share their stories, and receive the help they need. The shop also offers free space to community organizations seeking a place to hold meetings, trainings, or community gatherings.



I M P A C T S T O R Y

We had a neighbor walk into the Coffee Community Collective and request assistance with getting a job. She was newly unemployed and also newly pregnant. One of our case managers sat with her to look at jobs and help her create an Indeed account. She then proceeded to tell him that since all this had happened in her life, she hadn't had anyone who was willing to just sit and listen to her, let alone help her get over the hurdles of applying for a job. The Case Manager shared that bridging gaps was a part of the NNH mission and that if she needed any other help, she could come in again. A couple of weeks later, she came in looking for other support, while dressed in her new job's uniform. We were able to cheer her on and connect her with further wrap-around supports as she works toward stability.

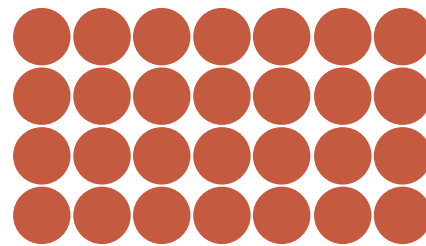
14 groups utilizing Community Room Space

\$39,977 in rent | mortgage payments for 36 households

178 CommUNITY School students engaged in after school programs

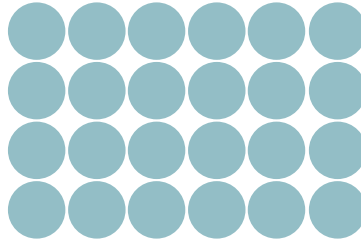
\$28,380 in utility bills paid for 103 households

NNH's annual investment in northern Hamilton County.



THRIFT STORES

When you shop at or donate to the Northside Neighborhood House Thrift Stores, you are making a difference in the lives of your neighbors. Revenue generated through our Thrift Stores generate approximately 50% of the operating income, increasing our ability to serve our neighbors.



485 clients served through partner agencies

\$15,643 value of items provided to clients through partner agencies

\$692,054 total dollars back to Northside Neighborhood House

104,800 total shoppers

27,941 donations



IMPACT STORY

A CommUNITY School Coordinator referred one of his student's family to us. When they sat down with our case manager to look at their budget, it became apparent that the expense of the laundromat with a family of her size was taking a huge portion of money from her very limited budget. Through partnering with our thrift store in Red Bank, we were able to give this single mother a washer and dryer, putting precious money back into her budget to care for her family.

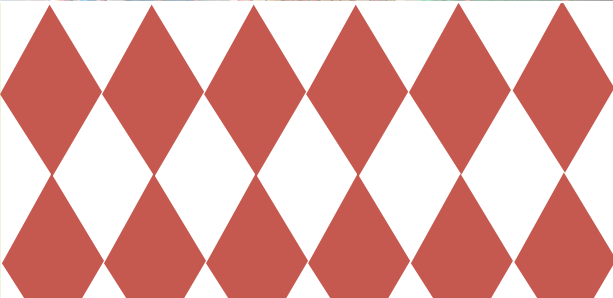


good neighbor

by Northside Neighborhood House

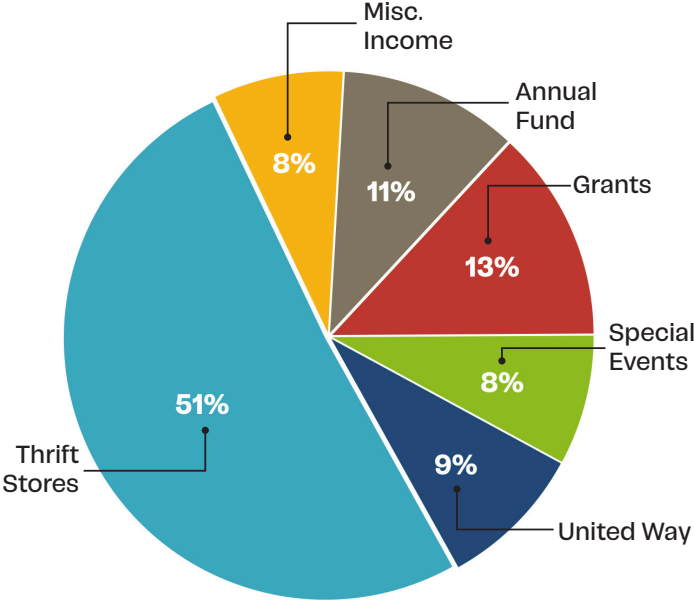


In 2022, we launched Good Neighbor, a new online shopping experience that supports the work of the NNH. Offering luxury clothes, shoes, and accessories, vintage items, and collectibles Good Neighbor is making an impact!

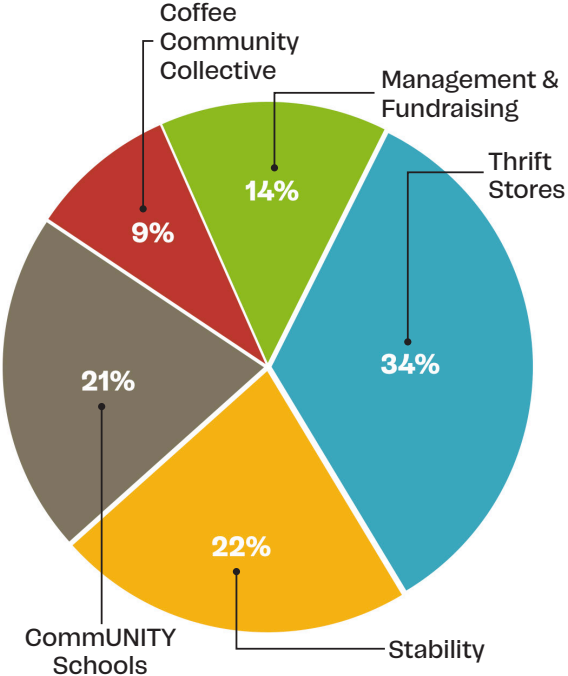


REVENUE & EXPENSES

Based on 2022/2023 Fiscal Year



REVENUE



EXPENSES

SAVE THE DATE



**16th Annual
Not-So-Silent Auction**
Thursday, October 19, 2023
Chattanooga Convention Center



SPONSOR

ATTEND

DONATE

PROMOTE



**11th Annual
Stuffing Strut 5K Run/Walk**
Thanksgiving Day 2023
Chester Frost Park

Contact Jenny Stripling, jstripling@nnhouse.org,
for more event information



SPECIAL THANKS

Leadership Donors (\$2,000 +)

Paul and Ann Bartlett
Barry and Alexis Bogo
Bill and Nootsie Brooks
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The Clark Family Foundation
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SPECIAL THANKS

2022 Not-So-Silent Auction

Presenting Sponsor

EPB

High Five:

Elliott Davis

First Horizon

HHM Certified

Public Accountants

Lee Company

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VISION FOR 2026

We envision a thriving community working together to facilitate cross-generational stability, empowerment, and elimination of barriers for our neighbors.

The following are accomplishments to date and future goals for the initiatives that were part of the Vision for 2026 created by the NNH Board and Leadership team.

Strategic Initiatives: **Client-Centered Service Model**

✔ Restructured monthly Stability team meetings to reflect on trends around barriers and brainstorm new possible partnerships.

✔ BetterFi started working out of C3 to work with neighbors on debt management.

■ *Develop text message update program to increase neighbor's ability to provide feedback on supports provided and to promote programming.*

Housing

✔ Hosted landlord listening sessions

■ *Starting Good Tenant Workshops in collaboration with THDA and Consumer Credit Counseling of Chattanooga and the TN River Valley.*

■ *Continuing to research housing programs across the southeast.*

Building Social Capital

✔ Started new mentor group at Soddy Daisy Middle in the 22-23 school year focused on young men and skill building.

■ *Expanded from five to ten schools allowing more students to be connected to career and hobby exploration opportunities.*

Community Impact Strategist

✔ Streamlined data collection processes across programs.

✔ Created two whitepapers that can be found on the NNH website on Affordable Housing and Living Wages.

■ *Continue working with the Community Advisory Board to gain feedback on barriers and strategies to remove them using lived experiences.*

Alternative Revenue Models

✔ Launched Good Neighbor, NNH's online e-commerce site.

■ *Continue to grow monthly giving engagement. Develop more intentional planned gift program.*

NNH IS TURNING 100!

Please join us

100 Birthday Celebration Breakfast

**Tuesday, February 20, 2024
Chattanooga Hotel**

Please plan to join as we recognize different individuals and groups from each decade who have shaped the NNH and its impact on our neighbors' lives and our community.



"What I have tried to establish here is a place where all who need help can come to find the means to survive at that moment, and more importantly, the skills and abilities to survive for a lifetime."

—Rose S. Longgley, Founder and former Executive Director of NNH



Northside Neighborhood House



**YEAR ANNIVERSARY
CELEBRATION!**



MAKE A DIFFERENCE TODAY

For 100 years, the Northside Neighborhood House has provided **hope, empowerment, and stability** for our neighbors north of the Tennessee River. Our mission has remained the same: to create relationships with and connect neighbors to resources to support their path to stability. Using a holistic approach, the Northside Neighborhood House meets our neighbors, where they are at all ages and stages of life. We walk alongside our neighbors ensuring individuals are housed with working utilities and supporting students in achieving academic success. We have been a steadfast resource to our neighbors for 100 years and look forward to providing for the evolving needs of our community for the next 100 years.



| | |
|---------------|--|
| \$5000 | provides rent assistance to six families in need |
| \$2500 | provides year-round support for five students |
| \$1000 | keeps the electricity on for five families |
| \$500 | provides supplies for four school enrichment activities |
| \$250 | provides prescriptions for three seniors |
| \$100 | provides school supplies for two children |



Northside Neighborhood House

a hand up through education and assistance

Connect with us on social media for the latest program news, thrift deals and more.

