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

- Sale Creek Middle / High School
- Soddy Daisy Middle School
- Coffee Community Collective
- Soddy Daisy Thrift Store
- Hixson Middle School
- Red Bank Elementary
- Red Bank High School
- Red Bank Thrift Store
- NNH Main Office
- Northshore Thrift Store
- Soddy Elementary School
- Soddy Daisy High School
- Red Bank Middle School
- Red Bank Thrift Store
- NNH Main Office
- Northshore Thrift Store
- Hixson Elementary School
- Hixson High School
- Hixson Elementary School
- Red Bank Middle School

2022

2023
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.

| **384** | Unduplicated students served through NNH programming |
| **82** | CS families connected to NNH Stability supports |
| **95%** | Graduation Rate for 2023 RBHS students in NNH programming |
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
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.

**STABILITY**

| 42% households served were new to NNH |
| 281 unique households received rent / mortgage assistance |
| 76% households earning less than $26,000 |

**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.
**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
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 hope meetings, trainings, or community gatherings.

**COFFEE COMMUNITY COLLECTIVE**

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.

**IMPACT STORY**

- **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.
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**
- Thrift Stores: 51%
- Coffee Community Collective: 14%
- CommUNITY Schools: 22%
- Stability: 21%
- Management & Fundraising: 34%
- Thrift Stores: 9%
- Coffee Community Collective: 9%
- Annual Fund: 13%
- Grants: 11%
- Special Events: 8%
- Misc. Income: 8%

**EXPENSES**
- Thrift Stores: 34%
- Coffee Community Collective: 21%
- CommUNITY Schools: 22%
- Stability: 21%
- Management & Fundraising: 14%
- Annual Fund: 13%
- Grants: 11%
- Special Events: 8%
- Misc. Income: 8%

Based on 2022/2023 Fiscal Year
SAVE THE DATE

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

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
Andrew and Kadi Brown
Gary and Peggy Buchanan
The Clark Family Foundation
Joe and Kimberly Conner
Jim and Nina Coppinger
Steve and Tammy Cox
Marc and Allison Cromie
Dallas Bay Church
Shawn and Stephanie Devine
Brad and Savannah Dixon
Jim Durm
Tom and Beth Eberle
EMJ Construction
Trip and Lisa Farmer
Food City Charitable Foundation
Seth and Rachel Gammon
Sal and Jeanie Geraci
Shan and Angie Gilliam
Chad and Megan Goodman
Frank and Liz Grant
John and Jane Guthrie
Wayne and Carolyn Hale
Eddy and Atalie Henle
Jimmy and Sam Hudson
Matt and Jenny Hullander
Linda Rath and John Behrmann
Tom and Edith Lester
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Suzanne Mickles
Kenneth and Cindy Moore
Todd and Erica Moreland
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North Chattanooga Council,
Chattanooga Area Chamber of Commerce
Scott and Linda Owens
David and Laura Paschall
Marcy Porter
Tom and Kim Quillen
Jim and Cynthia Reagan
Sally Richardson
Michael and Rhonda Rigsby
Rivermont Presbyterian Church
Linda Andreae and Ron Harr
Kyle Rossil/Weed Man of Chattanooga
Matt and Barbara Royal
Scenic Community Credit Union
Soddy United Methodist Church
South Atlantic, LLC
Jean St. Charles
Michael and Judy St. Charles
James and Marian Steffner
Mary Ann Stewart
Stone Source
Storey Trucking
Charlie and Lee Stout
Patrick and Julie Stowe
Mel and Jenny Stripling
Glenn and Angie Sutherland
Missy Tortora
Triad Electric
Carrie Turcotte
Unum
Upstream's Pillars with Purpose
Bill and Katie Warren
Danny and Jennifer Waxenburg
Jonathan and Tiffany Whaley
Sam and Joann Williams
Steve and Sandy Zabel
Bruce and Regina Zeiser
Chuck and Joanne Zeiser
John and Anita Zeiser
Sustaining Donors ($1,000 - $1,999)

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    Christian Church  
    Candace Barber  
David and Apryl Barrett  
BASF Corporation  
Jack and Tina Bowen  
David and Cara Bowman  
Scott Bucher  
Builtwell Bank  
Burks United  
    Methodist Church  
Jamie Buttram  
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Beth Hamilton  
Tonya Hathorne  
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John and Caroline Hetzler  
Hixson United  
    Methodist Church  
Hutton Real Estate Holdings  
Matthew Jones  
Ann Keown  
Joseph Kotsis  
Ladies of Philoptochos,  
    Annunciation Greek  
    Orthodox Church  
Jon and Sharon Law  
Jessica Lolley  
Jake Lowe  
Brandon and Dena Malone  
Olan and Norma Mills, II  
Bill and Elise Mitchell  
NAI Charter Real  
    Estate Corp.  
Nooga Lights  
Northshore Merchants  
    Collective  
Niki Phillips Cooke  
Rock Bridge Community  
    Church, Inc.  
Bill and Lorie Runge  
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Adam and Nickie Soufleris  
Chris and Lisa St. Charles  
John and Liz Sterner  
Susan Street  
David and Lesia Stuart  
The Right Hand Fund  
Charlie and Kathy Umbarger  
Wasco, Inc.  
Brian and Beth Webb  
Ted and Michelle Wells  
Justin and Jennifer Wilhoit

Grant Funders:

Benwood Foundation  
Bishop Family Foundation  
Bobby Stone Foundation  
Card Family Foundation  
Chrysalis Foundation  
Community Foundation of  
    Greater Chattanooga  
Generosity Trust  
    Young Giver's Circle  
George R. Johnson Family  
    Foundation  
Jack & Charlotte Frost  
    Family Foundation  
Lillian L. Colby Foundation  
Maclellan Foundation  
Schillhahn-Huskey  
    Foundation  
St. Paul's Episcopal Church  
Tucker Foundation  
United Way of Greater  
    Chattanooga  
Unum  
Weldon F. Osborne  
    Foundation, Inc.
# Special Thanks

## 2022 Not-So-Silent Auction

**Presenting Sponsor**
- EPB

**High Five:**
- Elliott Davis
- First Horizon
- HHM Certified Public Accountants
- Lee Company
- Monica’s Bridal
- Pinnacle Financial Partners
- Quality Tire Pros
- Regions
- TVA
- Unum

**Hand Up Sponsors:**
- The Group Real Estate
- Maxi Auto Service
- Publix Super Market Charities
- Reynolds and Park Wealth Management
- UBS Financial Services

**Heads or Tails Sponsor:**
- TVFCU

**Bourbon Pull Sponsor:**
- Chattanooga Tent

**In-Kind Sponsors:**
- Athen Distributing
- Coker Tire
- Coca-Cola
- Chattanooga
- Chattanooga Cookie Company
- Ivey Photo
- Siskin Children’s Institute
- Tamara Dillard/Sophie’s Shoppe

**2022 Stuffing Strut**

**Platinum Sponsors**
- CHI Memorial
- Dallas Bay Church
- LJA Engineering
- Steam Logistics

**Gold Sponsors**
- First Horizon Bank
- Goosehead Insurance
- Senator Bo Watson

**Silver Sponsors**
- Alder & Cox Insurance
- Jake Marshall, LLC
- Quality Tire Pros
- Regions
- Simply Bank
- USD

**Bronze Sponsors**
- El Fogón
- Mike and Amy Dunne
- Simply Bank

**2023 - 2024 Officers**

**Board Officers:**
- Cynthia Reagan, President
- Josh Cropp, 1st Vice President
- Paul Thomas, 2nd Vice President
- Katie Warren, Recording Secretary

**Treasurer**
- Marcus Johnson
- Rhonda Rigsby, Assistant Treasurer
- Rachel Gammon, Chief Executive Officer

**Board Members:**
- Keely Anderson
- Tiffany Bell
- Molly Blankenship
- Tiffany Coleman
- Kristin Copeland
- Chad Goodman
- Melissa Graham
- Josh Holland
- Jenny Hullander

**Ex-Officio Board**
- Hicks Armor
- Roger Brown
- Pete Cooper
- Kelly Fitzgerald
- David Hudson
- Stacy Lightfoot
- Mike St. Charles
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**
- 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.

**Community Impact Strategist**
- Expanded from five to ten schools allowing more students to be connected to career and hobby exploration opportunities.

**Alternative Revenue Models**
- 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.
- 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
Chattanoogan 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.

<table>
<thead>
<tr>
<th>Amount</th>
<th>Description</th>
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<tbody>
<tr>
<td>$5000</td>
<td>provides rent assistance to six families in need</td>
</tr>
<tr>
<td>$2500</td>
<td>provides year-round support for five students</td>
</tr>
<tr>
<td>$1000</td>
<td>keeps the electricity on for five families</td>
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<tr>
<td>$500</td>
<td>provides supplies for four school enrichment activities</td>
</tr>
<tr>
<td>$250</td>
<td>provides prescriptions for three seniors</td>
</tr>
<tr>
<td>$100</td>
<td>provides school supplies for two children</td>
</tr>
</tbody>
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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.

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