



Northside
Neighborhood
House

2025
IMPACT REPORT

Dear Friends,

Reflecting on my first year as CEO at NNH, I'm filled with immense gratitude and pride for this work we get to do together. It's been truly inspiring to witness the unwavering spirit of our community and the profound impact NNH has in fostering stability and growth for so many.

This past year, we've deepened our roots, solidifying our commitment to empowering individuals and families in North Hamilton County. As you'll see in this report, your support has translated into tangible change. From the transformative learning environments in our Community Schools to the essential resources provided through our Case Managers and the impact our thrift stores have through donated clothes and household goods. Each story here is a testament to the resilience of our neighbors and the power of community and loving your neighbors. We've also refreshed our brand, ensuring our message resonates powerfully as we move into a new century, always guided by our core values.

What has become clearer than ever in my first year is that our families need us now more than ever. We're seeing deeper interactions as students and families navigate complex challenges. This increased need underscores the critical importance of our work and reinforces our commitment to listening and providing support when it matters most.

None of this would be possible without your dedication. To our incredible donors, volunteers, and partners, thank you. Your trust and investment in NNH are how we do this work each day. As we look ahead, we're filled with renewed purpose. We are actively developing a new strategic plan that will serve as our roadmap for the coming years, guiding us toward innovative solutions and even greater impact as we continue to address the critical needs of our neighbors.

I'm more optimistic than ever about the future. Together, we will continue to build a stronger, more vibrant community for everyone.

With heartfelt thanks,

Jessica Whatley
CEO



WELCOME TO OUR 2025 IMPACT REPORT

LEADERSHIP

NNH is committed to the following:

OUR CORE VALUES

Relationships:

We cultivate authentic relationships by fostering trust, empathy, and intentionality with everyone we encounter.

Accountability:

We take ownership of our actions, decisions, and results, holding ourselves to the highest standards of excellence and integrity.

Respect:

We honor the experiences, values, and perspectives of every individual we serve and work alongside.

Collaboration:

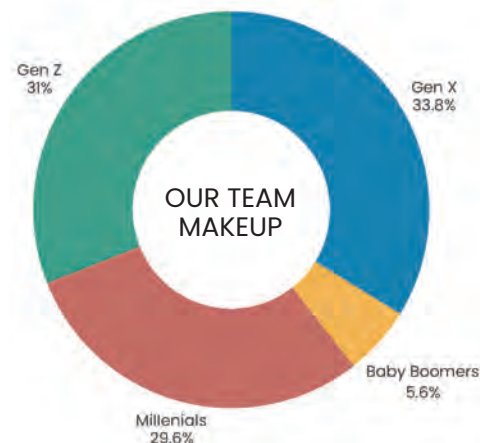
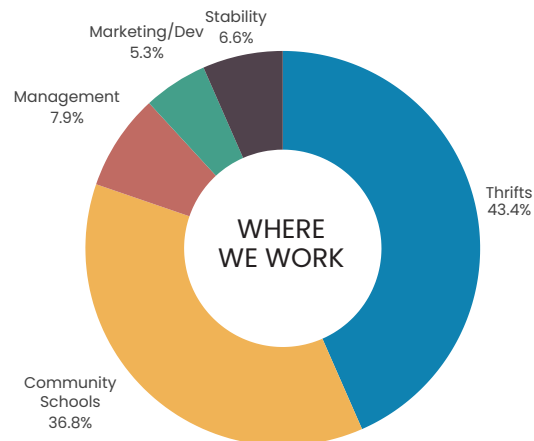
We achieve greater impact by aligning our team and supporting community initiatives that empower our neighbors.

Passion:

We are passionate and dedicated to making a difference. This passion fuels our commitment to relationships, accountability, respect, and collaboration, enabling us to create a lasting impact.

Northside Neighborhood

House is a mission-driven workplace where every team member's efforts make a lasting difference in the community. With a supportive, inclusive culture that values growth and collaboration, staff work together to promote stability, education, and empowerment for neighbors.



NNH COMMUNITY SCHOOLS



COMMUNITY SCHOOLS bring families, educators, and community partners together to create a nurturing environment where every student can thrive. By identifying both strengths and needs, school staff and coordinators work alongside families to build a shared path to success. Students benefit from academic support, enrichment opportunities, and strong relationships that encourage personal growth. In this welcoming space, students feel safe, supported, and inspired to overcome challenges and reach their full potential.

Northside
Neighborhood
House



COMMUNITY
SCHOOLS



COMMUNITY SCHOOLS

Chronic Absenteeism

Missing more than 10% of the school year hurts grades, graduation rates, and student engagement. Community Schools combat this by partnering with administrators, building strong family relationships, and addressing the root causes of missed days.

Our 10 Community Schools saw an average of a **22.8% decline in chronic absenteeism** from the 2022–2023 school year to the 2024–2025 school year.

From Discipline to Growth: Students Stay on Track

While some disciplinary incidents are a normal part of school life, repeated infractions often signal deeper challenges for students. Across our schools, we've seen a positive shift with fewer students struggling with repeated behavioral issues, allowing them to better focus on academics and personal growth. **Red Bank Elementary** reduced the percentage of students with multiple infractions from **8.7%** to just **1.9% over the last two years**, a **78% decrease**. **Hixson High** and **Soddy Daisy High** also saw more than a **50% reduction**. These results show how the Community School model, through strong relationships and support, helps address underlying issues and creates the conditions for student success.

Collaborative leadership



Integrated systems of support



Powerful student and family encouragement

Personalized culture of belonging, safety, and care



Rigorous community-connected classroom instruction



Enhanced learning opportunities

NNH STABILITY PROGRAMS

OUR STABILITY AND EMPOWERMENT PROGRAMS

offer compassionate, practical support to help neighbors build a stronger foundation for their future. From emergency assistance and food boxes to school supplies and Christmas support, we meet immediate needs with dignity and care. Through personalized budgeting help, free skill-building classes, and connections to partner resources, neighbors are empowered to take confident steps forward.



68% of families accessed financial services only 1x in the last 3 years.

Northside
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House



Every service is rooted in our belief that with the right support, long-term stability and resilience are within reach.



90% of families we supported earn below **\$40,000**

We made over **1700** referrals to over **75** partners or agencies

397 kids were served from Back to School Shop and Santa's Workshop combined

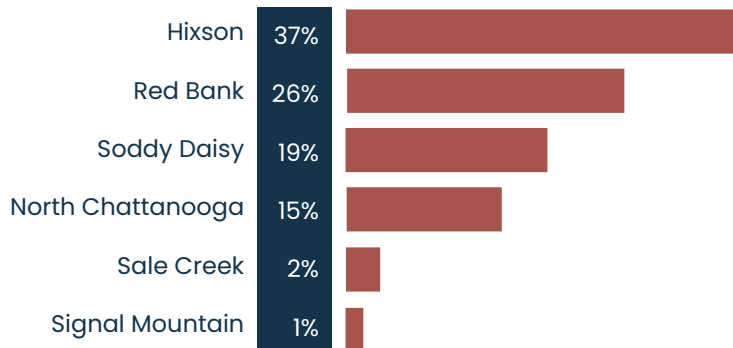
654 households were served through Stability Services last fiscal year and **\$349,765.65** in Mortgage/Rent/Utilities/Medication/Gas Cards/Misc. was given

STABILITY PROGRAM

654 families supported

1780 people in those households

GEOGRAPHIC BREAKDOWN



FROM EVENT TO IMPACT: HOW YOUR SUPPORT CHANGES REAL LIVES



UPCOMING EVENTS

Not So Silent Auction

October 23, 2025
The Signal

Stuffing Strut

November 27, 2025
Chester Frost Park

Runway Remix

April 10, 2026
The Signal

IMPACT STORY

Finding Hope After a Career Setback

After working more than 25 years for the same company, our neighbor's world turned upside down when a corporate buyout cost her the job she had dedicated her life to. Unemployment benefits barely covered the basics, and soon she faced an impossible choice: pay her mortgage or keep the lights on. She exhausted her savings before reaching out to NNH.



"It was embarrassing to have to ask for help," she admitted. "But I couldn't go without essentials while trying to find work." Even walking through our doors was daunting, she feared someone she knew might see her.

Her case manager listened without judgment, reminding her that everyone needs a hand sometimes. We pledged support to keep her electricity and natural gas from being disconnected, updated her résumé, and connected her to weekly job listings, partner agencies, and energy assistance programs.

Within months, she took on two part-time jobs while continuing her search for full-time work. Then came the call we'd all been hoping for – an offer letter for a full-time position.

With a steady income on the horizon, she is confident she will soon be caught up on her bills and able to rebuild her stability. "This time of testing is almost over," she told us with a smile. "Now I can see the light at the end of the tunnel."



For more than 100 years, Northside Neighborhood House has focused on providing holistic support for our neighbors of all ages north of the Tennessee River, offering a hand up for a brighter future. Every donation of time, items, and money helps NNH provide support and create opportunities for our community to learn, connect, and thrive. Join us today and help create a brighter future for our neighbors.



\$5,000

provides rent assistance
to five families on the
verge of homelessness

\$2,500

funds a Good Tenant
Workshop focused on
renter education

\$1,000

keeps the electricity
on for five families

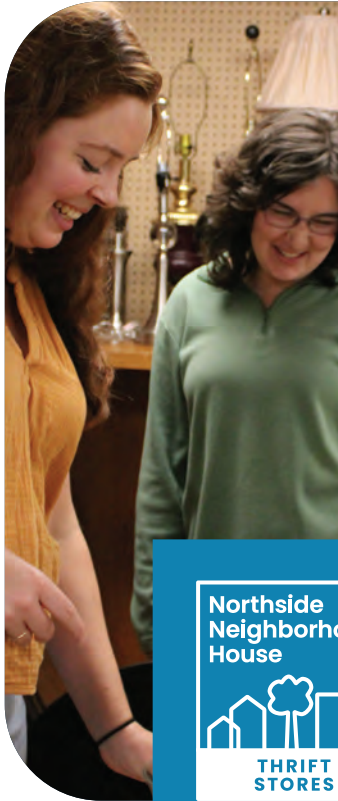
\$500

provides food boxes
for five families

\$250

provides prescriptions
for three seniors

NNH THRIFT STORES



Supported **13**
partner agencies
across Chattanooga,
providing free
clothing and
household goods to
help individuals
beyond our footprint

\$1,000

(average) raised
monthly through
Round-up
Campaigns

35,414 Donations
received

Our Thrift Stores offer more than just great deals; they're places where shopping, donating, and volunteering help strengthen our community. Gently used clothing and household items are available at affordable prices, or free through partner agency vouchers, helping neighbors meet basic needs and stretch their budgets. Whether you're a shopper, donor, or volunteer, you're part of a mission that changes lives.

Voted Best of
the Best for 6
years in a row!



VOLUNTEERS

Volunteers are vital to every aspect of our work. From supporting students in afterschool programs to sorting donations in our thrift stores, volunteers make an impact across Northern Hamilton County.

354 unique individuals
volunteered over
5,000 hours

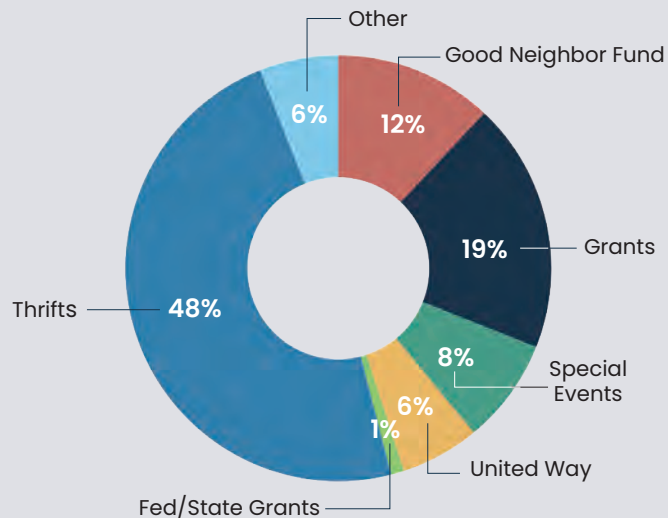


In TN, the estimated value of volunteer time is **\$29.93/hr.** That equates to nearly **\$150,000** invested to support NNH.



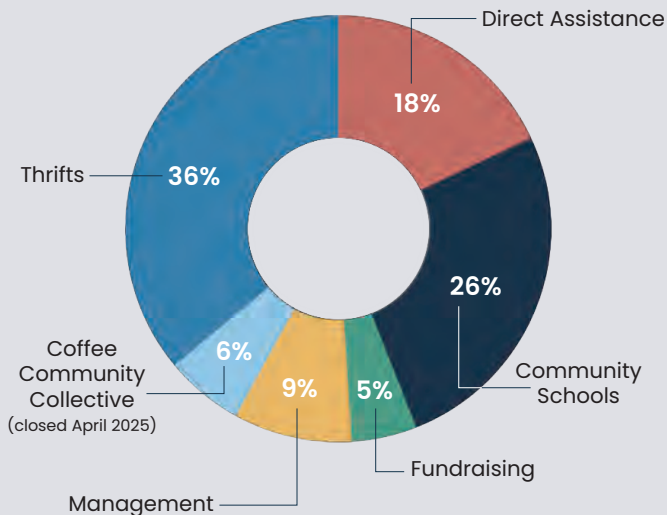
REVENUE & EXPENSES

Based on 2024 | 2025 Fiscal Year



Revenue

\$4,123,745



Expense

\$3,744,146

SPECIAL THANKS

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A Gift Given in Thanks to God

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Tamara Dillard/
Sophie's Shoppe
Trader Joe's
TriStar Beverage
Tritex Services
Wash Your Dirty Face

*Special Thanks-
Cover Artwork
by Laura Haley*

Connect with Us with QR codes



NNH



NNH Thrifts



NNH



NNH Thrifts



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423-267-2217

Our Mission: To uplift and empower our neighbors north of the river.