









Northside Neighborhood House

2026
IMPACT REPORT

WELCOME TO OUR 2026 IMPACT REPORT

Dear Friends,

This was a year that asked us to step up for our neighbors, and I am proud of how our team answered.

For a lot of our neighbors, the ground got shaky. More families came to us needing help with the basics, like food, rent, and keeping the lights on. Our team met that need without flinching, the way neighbors do for each other.

What I am proudest of is not any one program. It is how the work fits together. When we help a parent steady their rent while their child is getting real support at school, we are helping a whole family at once. That is two-generation work, and it is where lasting change happens. A kid does better when home feels steadier. A parent breathes easier knowing someone at school has their child's back.

Our Community Schools did some of their most impactful work yet this year, and it showed in fewer kids missing school, fewer getting sent out of class, and more of them believing they can do the work in front of them.

We also started something new that we intend to grow. Rooted Together is a long-term program we are piloting with a cohort of single moms, walking alongside them on the path to stability. It is slower work than emergency help, and it is the kind that can change the direction of a whole family.

And our thrift stores had their best year yet, voted Best of the Best in our community for the seventh year running. That is what happens when a team and a community keep showing up.

We also set our direction for the years ahead. Our new strategic plan is built on five pillars that shape every part of the organization, and it gives all of us one clear map to follow.

None of it happens without you. Thank you for trusting us with it.

Organizations change and leaders change. What stays the same is the thing that has always held NNH together, neighbors showing up for neighbors. The plan points the way forward, and I am confident in the people who will carry it. That, and my gratitude for all of you, is not going anywhere.

With thanks,

Jessica Whatley, CEO



LEADERSHIP



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.

OUR CORE VALUES

NNH is committed to the following:

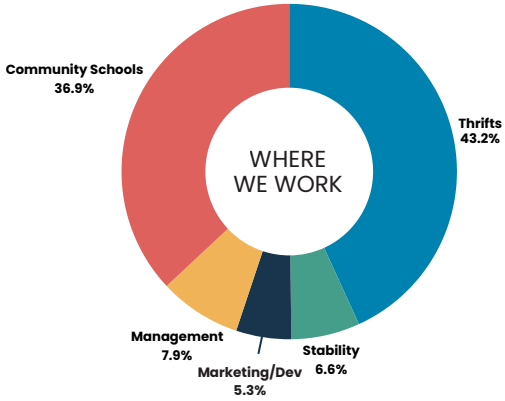
Relationships:
We cultivate authentic relationships by fostering trust and empathy.

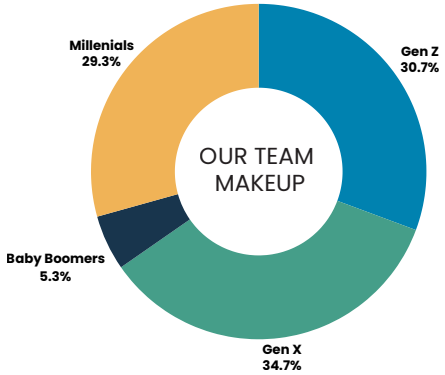
Respect:
We honor the experience, values, and perspectives of every individual.

Collaboration:
We achieve greater impact by aligning our team and supporting community initiatives.

Accountability:
We take ownership of our actions, decisions and results.

Passion:
We are dedicated to making a difference.





CORE VALUES

Our staff reflect the core values of our organization. Each year staff are selected by their peers for the Core Value awards for reflecting our values in their work. Below are this year's award recipients:



Relationships

Relationships are at the core of who I am. I'm genuinely curious about people and want everyone to feel seen and valued. I strive to treat everyone with the same respect, listen first, and put others before myself.

Being recognized by my peers means so much because it shows they've noticed the effort I make to help others feel seen and appreciated.

-Jenny Stripling
Chief Development Officer



Respect

I strive to treat everyone with kindness, dignity, and respect, regardless of their role or circumstances. In this work, empathy and meeting people where they are at is essential, and I try to model those values every day.

Receiving this award is an honor and a reminder of why I do this work. It motivates me to lead by example, support my colleagues, serve our clients with integrity, and help create a culture where everyone feels valued.

-Heather Wright
Chief Stability Officer



Collaboration

Collaboration has shaped my work this year. Working across departments has shown me how much stronger decisions are when everyone has a voice.

Winning this award means a lot because it validates how much I value collaboration. It's one of the reasons I love coming to work, and I hope it encourages others to build trust and work together.

-Whitney Glaze
Chief of Executive Strategy

CORE VALUES

At NNH, our staff helps our neighbors build a foundation for lasting stability. We are committed to our neighbors and passionate about building meaningful relationships that create lasting impact.



Accountability

Accountability means taking ownership, following through, and always looking for ways to improve. This year, I helped drive record-setting thrift revenue, lead store remodels, strengthen data oversight, and develop new HR policies.

This award means so much because I believe accountability starts with myself. If I expect it from others, I should hold myself to the same standard.

-Devin Edwards
Chief Operations Officer

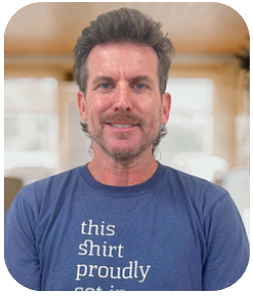


Accountability

Accountability shows up in the details, deadlines, and consistency. I hold myself accountable to protect both our organization and our people by making resources accessible and keeping processes fair and consistent.

Being recognized by the team means so much. Knowing my work is seen and valued reassures me that I'm making a positive impact.

-Amy Flamenco
HR Manager



Passion

I believe passion can be harmonious or obsessive at times. Learning self-awareness, empathy, and emotional regulation helped me channel that passion in a healthier, more sustainable way. I believe this award reflects that growth and validates the difference we're making at NNH.

I don't simply do an activity, I see it as a part of me, and who I am as a human. I see it as a choice, an emotional investment that aligns with my values and interests.

-Sean Clisham
Community School Coordinator

NNH
COMMUNITY SCHOOLS


Community School Team

Community Schools bring families, educators, and neighbors together so every student has what they need to succeed, not just in the classroom, but at home. Coordinators sit with families to figure out what's actually in the way, then help clear it: a ride to school, a tutor, a coat for winter, a conversation with a teacher who needed context. Students who feel steady show up more, act out less, and start believing they can do the work in front of them.

Bridging the Gap

How Community School Coordinators Drive Attendance & Future Success

When we remove non-academic barriers, students stay in class, families thrive, and communities grow stronger. Across our 10 school sites, our integrated model doesn't just manage referrals. It fosters belonging, drives family engagement, and keeps students showing up.

2.18%
Average Reduction in Chronic Absenteeism across our 10 Community Schools

7,705 individuals
Engaged across 65 community and family events

Chronic absenteeism counts every missed school day, excused or not. Any drop in that number shows a coordinator with real relationships, at school and in the community, ensuring fewer barriers stand in the way, and creating more reasons to show up. Here's what that looks like for two students.



Back to School
School supplies distribution event


Soddy Daisy High School
Reality Check event

COMMUNITY SCHOOLS



Runway Remix
Red Bank High School student Talib's captstone project



Red Bank Elementary
Outdoor Family Night



Hixson Elementary
Hispanic Heritage night



Sale Creek Middle/High
Music festival

Restoring Health & Daily Attendance

When a Red Bank Elementary student was diagnosed with epilepsy last school year, his parents stayed up all night monitoring for seizures, unable to afford a medical monitor. Their lack of sleep resulted in missed school days. Our Community School Coordinator leveraged NNH's internal micro-grant program to cover the cost. Now, the family sleeps safely, and the student is back in class with the daily attendance needed to succeed.

Unlocking Potential Through Connection

A Hixson High School coordinator knew a senior football player was couch surfing while chasing a near-full scholarship to play college football. When a local donor asked her how to help a student, she shared his story, and the donor gave enough for a few suits, ties, and pullovers he could wear to interviews, internships, football walks, and even prom! It wasn't just clothing. It was proof someone was paying attention to him. That connection kept him showing up and helped him work towards a brighter future.



Red Bank Middle
Waterways conservation event



Hixson High School
Brooke our Community School Coordinator helping a senior football playeer with interview attire

NNH
STABILITY PROGRAM


Rooted Together 2026 cohort

Our Stability Programs meet neighbors exactly where they are: facing a missed rent payment, an empty pantry, or a utility bill that came due at the worst possible time. We provide immediate assistance while helping neighbors build stability through emergency assistance, budgeting support, skill-building classes, and our new long-term stability program, Rooted Together.

Nourishing a Family Through Challenging Times

Since July 2025, significant changes to the Supplemental Nutrition Assistance Program (SNAP) have created additional barriers for many of the individuals and families we serve.

One family came to Northside Neighborhood House last fall seeking rental assistance. The household included a grandmother and her three grandchildren. The children's father was not involved in their lives, and their biological mother had lost custody. As a result, the grandmother became their full-time caregiver and worked to support the family using only her Social Security benefits.

She shared that she frequently relied on local food pantries to supplement the family's groceries. However, recent changes to SNAP had made it increasingly difficult to access enough food to meet the family's needs. During her rental assistance appointment, she learned for the first time that Northside Neighborhood House also operates a food pantry. She was thrilled to discover that she could access the pantry once every 30 days and that it was the closest food pantry to her apartment.

Through generous funding from United Way and Hamilton County, Northside Neighborhood House had been able to purchase fresh produce and dairy products for the pantry. The grandmother was able to take home vegetables, milk, and other essential pantry items for her family.

She expressed immense gratitude for the support available through Northside Neighborhood House and the reassurance that her family would have greater access to nutritious food.

STABILITY PROGRAM


Santa's Workshop



Cooking classes


CEAP monthly meetings


Landlord Roundtable

The food crisis response

When food costs climbed and our neighbors' pantry needs outpaced what we could source through partner food banks, we didn't wait for someone else to solve it. We started distributing food ourselves. This year, that meant **316 food boxes/23,220 pounds** of food going directly to neighbors who needed it, on our timeline instead of someone else's.

316 Food Boxes
distributed to families in need

87% of families
we support only need support every few years

Building self sufficiency

87% of the families we support only need to reach out once every few years. Most people who come through our doors aren't looking for ongoing help — they're looking for a bridge to get through one hard season, and then they're back on their feet.

This year, **1,693 individuals across 641 households**, from North Shore to Sale Creek, found steadier ground through our Stability Services.


NNH client Eleora finding new housing


Food donation from Blue Cross

FROM EVENTS TO IMPACT


Not So Silent Auction



Stuffing Strut

UPCOMING EVENTS

Not So Silent Auction
September 24, 2026 | The Signal

Stuffing Strut
November 26, 2026 | Chester Frost Park

Runway Remix
April 9, 2027 | The Signal

Your support changes real lives

Just one month after receiving rent assistance, one of the single moms we worked with shared how financial coaching and budgeting support from her case manager have helped her take control of her finances and make lasting changes.

We are so proud of her determination and the progress she's made! Stories like hers remind us that a little support, paired with hard work and commitment, can create lasting stability and confidence.

"I am so proud of myself because I am doing better about not spending money I don't have. I've told my kids no more snacks and sodas, no more eating out, and no unnecessary spending."

-NNH Client


Lead Case manager with a neighbor

A HAND UP FOR A BRIGHTER FUTURE

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.

Make a donation today!



$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 four families



$500
provides food boxes for five families



$250
provides prescriptions for three seniors



NNH
THRIFT STORES



Thrift Store management team

Every time someone shops, donates, or drops off a bag of clothes, they're doing two things at once: keeping usable goods out of a landfill and putting affordable essentials within reach of a neighbor who needs them. It's the rare kind of good deed that doesn't cost you anything extra. You were probably going to clean out that closet anyway.

Giving donations a second life

This year, our thrift stores diverted over 750,000 pounds of clothing and household goods from local landfills, roughly the weight of nine fully loaded semi-trucks. Every one of those donations had two lives: one in someone's closet, and a second one on our racks.

750,000+ lbs of clothing
divereted from local landfills

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

Red Bank Thrift store renovation

This year we gave our Red Bank Thrift Store a refresh with new clothing racks that make it easier to shop and allow us to showcase even more merchandise. We've also expanded several departments, including a dedicated men's section, a women's dresses and accessories section, a larger children's department, and expanded home goods and furniture sections. And we're not finished yet. There's even more to come!

$19,500
raised monthly through Round-up campaigns


Red Bank thrift renovation



Voted Best of the Best
for 7 years in a row!

NNH VOLUNTEERS



2026 Volunteer appreciation event

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.

The Value of Giving Back

Volunteers are the reason so much of what's in this report was possible at all. This past year, **437 people gave 6,653 hours**, sorting donations, tutoring kids after school, and helping transform our Red Bank thrift store from the ground up.

437 individuals
volunteered their time

6,653 hours
volunteered this past year

"If you are part of this community and you want to continue to see it thrive, do that through volunteering. NNH provides many ways to get involved."
-Liz Grant, *NNH Volunteer*

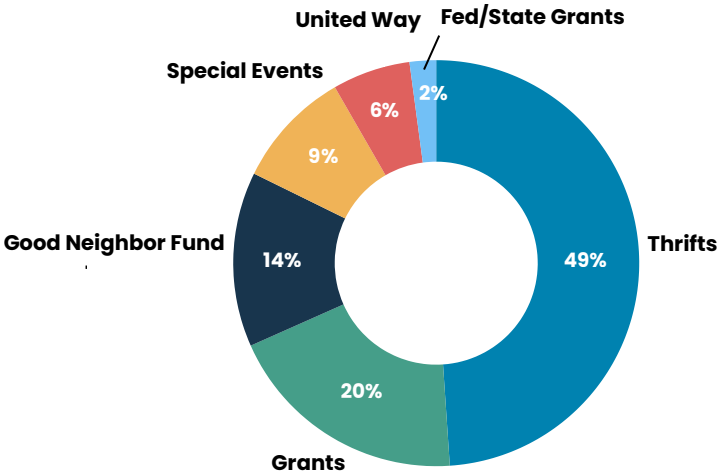
In Tennessee, volunteer time is valued at **$29.94 an hour**. What our volunteers gave this year adds up to roughly **$199,200**, helping NNH to use more of our budget to fund direct services for local families.

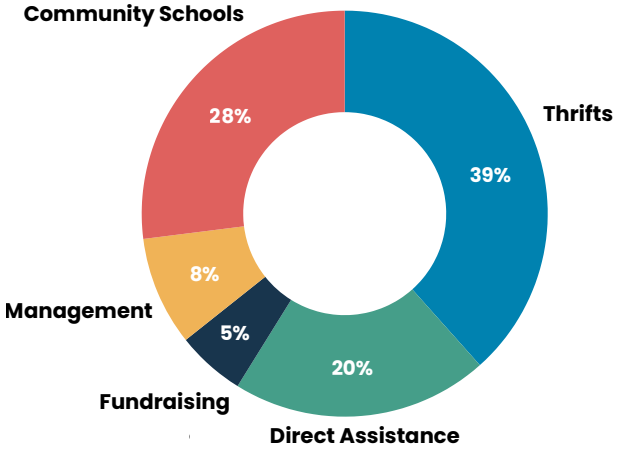




REVENUE & EXPENSES

Based on 2025 | 2026 Fiscal Year





Revenue
$4,368,314

Expense
$4,016,929

**unaudited*

SPECIAL THANKS

LEADERSHIP DONORS
($2,000+)

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A Gift Given in Thanks to God

**Indicates a monthly or quarterly donor*

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($1,000-1,999)

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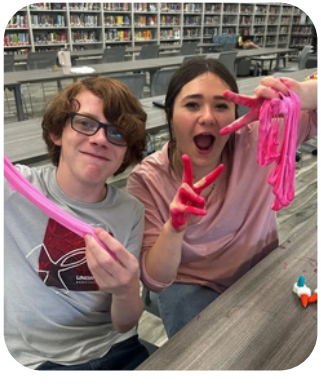
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Tina Williams







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Northside Neighborhood House

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Our Mission

To uplift and empower our neighbors north of the river.

CONNECT WITH US WITH QR CODES

NNH

NNH Thrifts

NNH

NNH Thrifts

NNH