



2019 ANNUAL REPORT

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We have become a melting pot of disparate rhythms and cultures. Through our differences, we find great strength and solidarity.

— DR. GATLUAK THACH
PRESIDENT AND CEO

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PRESIDENT'S/CEO'S NOTE


In 2019, the United States made the declaration that it would only be admitting a maximum of 18,000 refugees in the 2020 fiscal year. The harrowing decision was documented as the lowest number of refugees allowed in the U.S. since Congress passed the Refugee Act in 1980, and a nearly 84% decrease in the last three years alone. In contrast, the 2017 fiscal year had the ceiling set at 110,000 and has been in sharp decline every year afterwards. It serves as a grim reminder that the future of millions of people desperately seeking to resettle remains uncertain.

Despite the current opposition we face, NICE's mission has not wavered. **The empowerment of refugees, immigrants, and their families continues to be our ultimate goal.**

Our humble beginnings as a community center for Sudanese refugee women has evolved into a grassroots, Ethnic Community Based Organization (ECBO) with staff from all over the world. We have seen our network of outstanding individuals and families grow into a global community, right here in Nashville, Tennessee. Since our founding fifteen years ago, we have always stood behind the belief that a more diverse Tennessee is a stronger Tennessee. In keeping with that belief, **NICE has served over 31,000 people from 72 different nations since its founding in 2005.** With these values in mind, our theme for 2019 has been "Diversity is our Strength".

The dedication of our staff, clients, and supporters continues to be the driving force behind our success. We seek to empower those who deserve better for themselves—no matter their nationality or language they speak. Together, we have become a melting pot of disparate rhythms and cultures. Through our differences, we find great strength and solidarity.

With gratitude,



Dr. Gatluak Thach

WHO WE ARE



MISSION

To ensure refugees and immigrants achieve their full potential now and for generations to come.

VISION

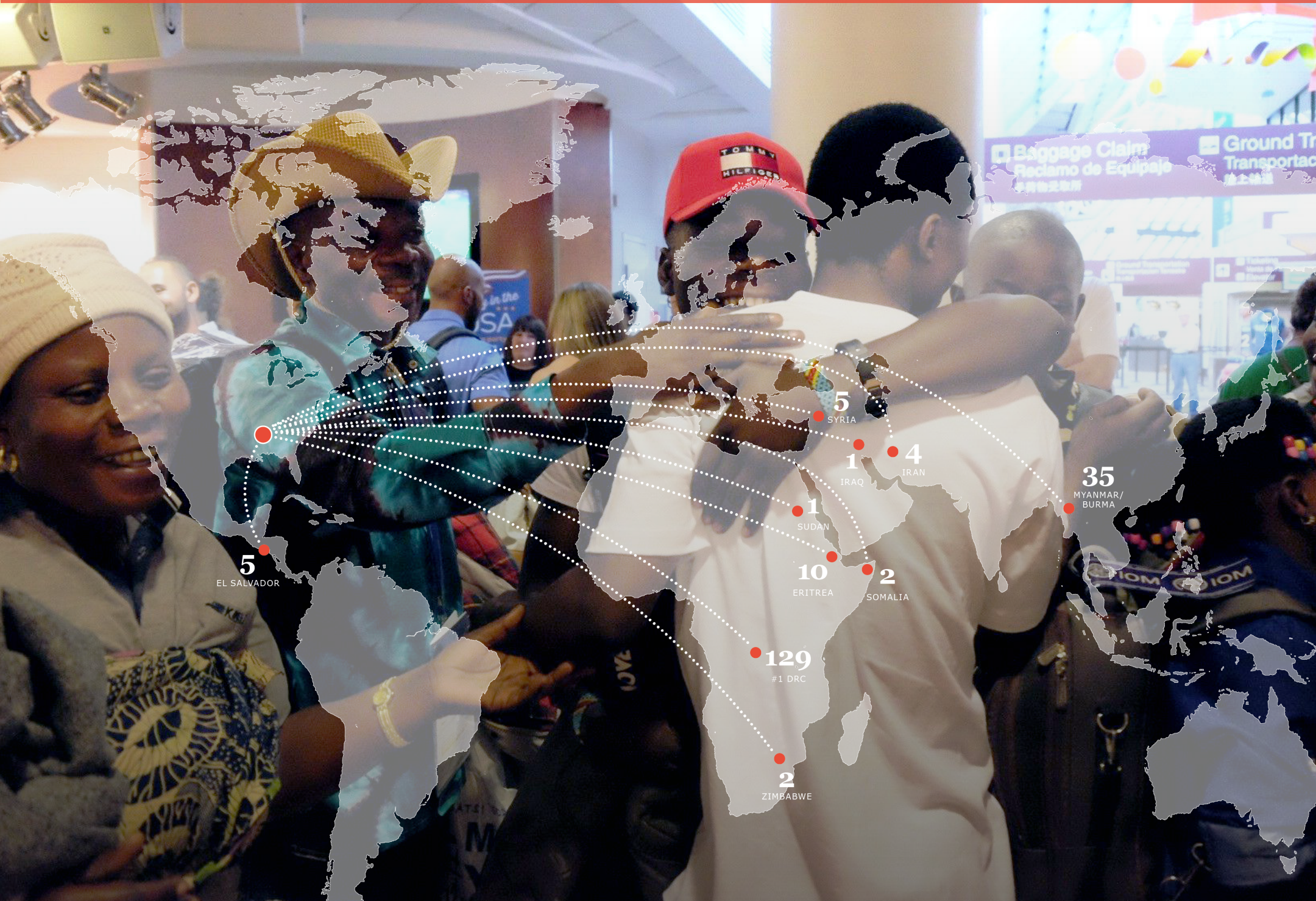
A strong, prosperous and peaceful community enriched by diversity.

VALUES

Love, Unity, Respect, Trust, Community Empowerment, Equal Employment Opportunity, Free of discrimination, Professionalism, Support and Encouragement.

The Nashville International Center for Empowerment is made up of a diverse group of staff and volunteers who have come together with a mission to ensure refugees and immigrants achieve their full potential now and for generations to come. We have developed a deep understanding of the needs and long-term aspirations of refugees and immigrants because of our own professional and lived experiences. NICE is an Ethnic Community Based Organization (ECBO), comprised of a board and staff who are primarily refugees and immigrants. Through a multidimensional social services approach, we aim to make Middle Tennessee a welcome home for New Americans.

RESETTLEMENT FACTS



5
EL SALVADOR

5
SYRIA

1
IRAQ

4
IRAN

1
SUDAN

10
ERITREA

2
SOMALIA

35
MYANMAR/
BURMA

129
#1 DRC

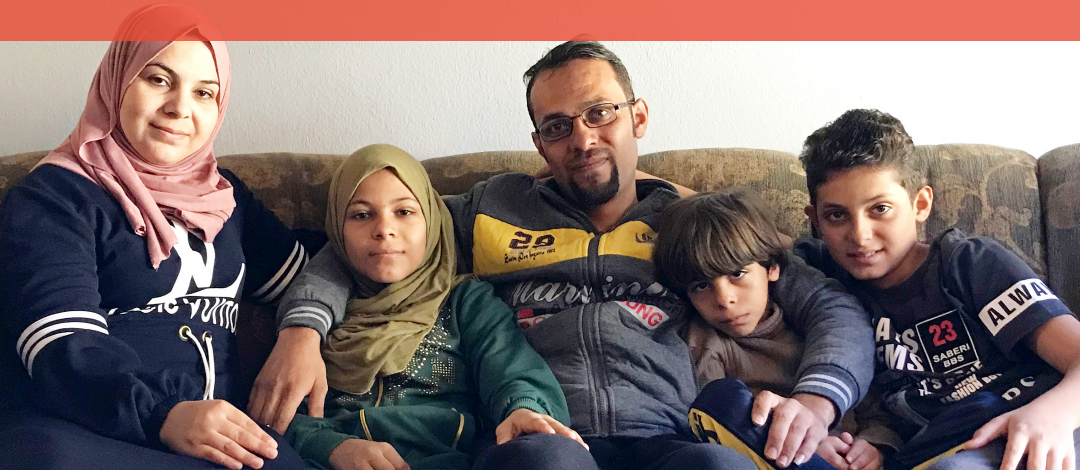
2
ZIMBABWE



STEPS TO
Success

*Resettlement
and Employment Programs*

RESETTLEMENT PROGRAM



Our Resettlement and Placement (R&P) program at NICE **facilitated the resettlement of 194 refugees this year**, who were welcomed as soon as they arrived at the Nashville airport. Members of our R&P team offer assistance with housing, medical appointments, school registration, client transportation, and temporary financial subsidies.

Egide, a refugee from the Democratic Republic of the Congo, was resettled by NICE in 2019 after 23 years spent living in refugee camps in Rwanda. The camps Egide lived in faced issues of low quality housing, insufficient food supply, and lack of opportunity. **Egide says his main source of hope was to be resettled in the US.** He explains, “You may suffer from different things, but you think that tomorrow, at the end of this year, next year, I may see my name called to go there.” This September, Egide was welcomed into the Nashville community and NICE family.

You may suffer from different things, but you think that tomorrow, at the end of this year, next year, I may see my name called to go there.

— EGIDE

REFUGEE FROM THE DEMOCRATIC
REPUBLIC OF THE CONGO

NICE’s Employment Program is designed to help refugees and immigrants prepare for and secure employment in Nashville. We aim to help our clients reach complete self-sufficiency and financial independence. Some of our key partners include Tyson foods, Belmont University, Fresh Point Tomato, Lipscomb University, Cheesecake Factory, Nissan Varsity, and others. **This year, NICE placed 237 clients in jobs across Nashville.**

Our Employment Specialist, Bhuwan Nepal, has been working at NICE since 2011, after being resettled to the U.S. in 2009. Bhuwan is a Bhutanese-Nepali

refugee who spent seventeen years of his life in a refugee camp after his family fled ethnic violence and persecution at the hands of the Bhutanese government. When Bhuwan arrived in Nashville, he worked as a translator for NICE and then became a caseworker. When asked why he chose to dedicate his career to serving refugees and immigrants, he explains, “All these people came from a similar background, and I didn’t want them to suffer. I don’t want them to feel what I felt in the beginning.” Bhuwan helps incoming refugees feel safe and cared for, all while making their transition to life in the U.S. as smooth as possible.



EMPLOYMENT PROGRAM

HEALTH PROGRAM



EMPOWERMENT THROUGH **Wellness**

*Adult Education
and Health Programs*



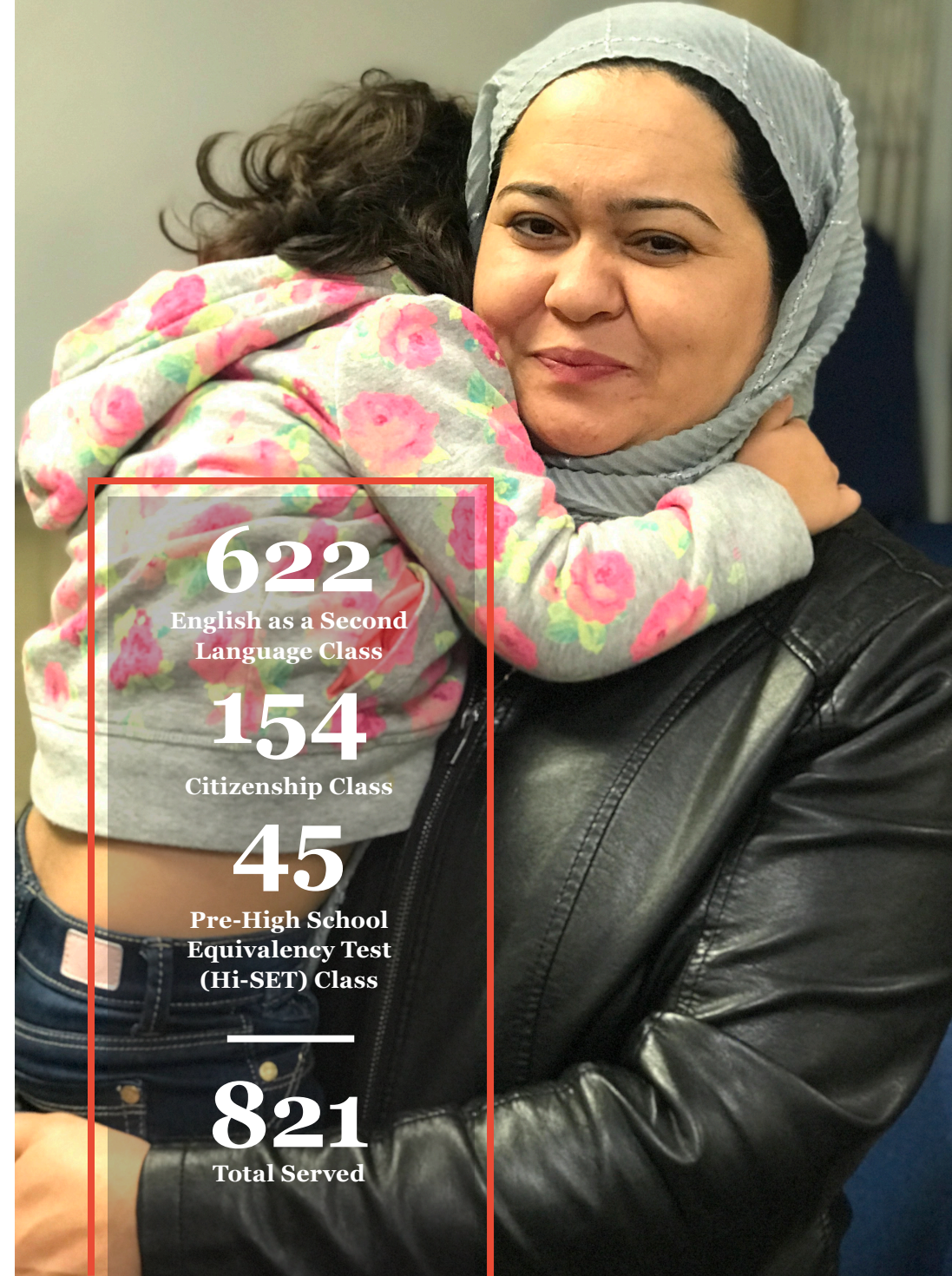
A major aspect of ensuring that refugees achieve their full potential is providing access to adequate health care. **Our Intensive Case Management (ICM) Program helped 321 clients this year**, offering culturally and linguistically competent services that address mental health, medical coverage, employment, access to assistance services, social adjustment, and knowledge of the U.S. healthcare system. Our clientele include people who are elderly, people with disabilities, survivors of violence and torture, and those experiencing psychological issues stemming from living through war and conflict.



This year, our Health Department partnered with Vanderbilt Medical Center and Shade Tree Clinic to provide free flu shots to members of the refugee and immigrant community. According to the Center for Disease Control, U.S. workers miss approximately 17 million workdays due to the flu. For New American workers, missed work days can mean a job loss or loss of income that is hard to recover from. **Thanks to NICE's team, 70 individuals were protected from the flu in 2019!**

ADULT EDUCATION PROGRAM

NICE's Adult Education program offers courses in English Literacy and Civic Engagement to help students reach long-term goals such as advancing career goals, pursuing higher education, and becoming naturalized citizens. The curriculum integrates community-centered workshops that open up access to resources like the library, public transportation, police assistance, and medical care. NICE also provides courses that prepare students for the U.S. citizenship test. This course focuses on American history, civics, English, and interviewing skills. This year, **622** adults attended English as a Second Language (ESL) classes, **45** students moved towards achieving higher levels of education by taking our Pre-High School Equivalency Test (Pre-HiSET) class and **154** students prepared to become U.S. citizens by taking our citizenship class.



622

English as a Second
Language Class

154

Citizenship Class

45

Pre-High School
Equivalency Test
(Hi-SET) Class

821

Total Served



TEACHING THE
Future

Youth Education Program

YOUTH EDUCATION PROGRAM

Wilondja, a NICE after school student at Margaret Allen Middle School, was born in the Democratic Republic of the Congo and lived in a refugee camp in Malawi after fleeing violence in his home country. Although it has only been 10 months since his family's resettlement, Wilondja's English speaking skills are almost perfect.

Did you know? **Over 50% of refugees are children.** NICE prioritizes youth education, offering programs from children from pre-K to high school. Upon arriving to the U.S., most refugee and immigrant youth speak little to no English. Additionally, due to violence, conflict and lack of education in refugee camps, many kids miss out on large chunks of their education. With this in mind, NICE's youth education program focuses on English literacy, academic achievement, and mitigating the effects of past trauma through social emotional learning.

NICE offers free childcare for parents participating in adult education classes. Preschool and Elementary aged kids enjoy activities and lessons that promote school readiness and healthy behavior. For six weeks during the summer, **67 children of all ages participated in NICE's 2019 summer camp program**, where they were able to explore Nashville, make new friends and practice reading and speaking English. During the school year, NICE

offers an after school program at Margaret Allen and McMurray Middle Schools, and provides in-school assistance for refugee and immigrant students at Glencliff High School. Additionally, in partnership with Metro Nashville Public Schools and the Tennessee Office of Refugees, NICE's Refugee School Improvement Program supports newly arrived refugees in navigating the school system.

I'd like to be a policeman because I need to help people.... Police help people stop fighting, stop killing, shooting. I'd like to stop that.

— **WILONDJIA**
REFUGEE FROM DEMOCRATIC REPUBLIC
OF THE CONGO

114

Students with Interrupted
Formal Education at
Glencliff High School

47

After School Program at
Margaret Allen Middle School
and McMurray Middle School

67

Summer Program (K-12)

228

Total Served



GROWING OUR
Community

Immigration Program

IMMIGRATION PROGRAM

Our immigration services include application assistance, translation, public notarization, and consultation; all of which break down barriers and make the complex and ever-changing immigration system more accessible. **This year, we helped 648 clients file applications.** We also registered over fifty people from fourteen different countries of origin to vote through our Vote for our Future campaign in partnership with Tennessee Immigrant & Refugee Rights Coalition (TIRRC).

Aisha White, our Immigration Services Manager, is originally

from Nigeria and has been working with NICE since the organization's beginnings. In 2012, Aisha welcomed Mesfin Desbella, an asylee client from Ethiopia, to Nashville. This year, Aisha had the opportunity to help Mesfin welcome his son Yonas home to Nashville. The two were reunited after nine years of being apart. NICE is privileged to be a part of this family's story and to help grow Nashville's immigrant and refugee communities.



WELCOME TO THE NICE Neighborhood



This year, we launched the NICE Neighborhood, a community of people committed to empowering Nashville's refugee and immigrant population by donating monthly. 2019 was a difficult year for refugees, with over 70.8 million people displaced due to violence and persecution. While the crisis is overwhelming, there is a major

opportunity to welcome and support refugees and immigrants right here in Tennessee. **As a NICE Neighbor, each monthly gift is tied to a direct service that helps someone in our community,** and when you donate, you will receive regular updates about the real impact your donation is having on people.

Meet Our NICE Neighbors

Caroline and Lee Sprouse • Carolyn Heinrich • Delani Pechioli
Kathy MacLachlan • Laura Henkhaus • Leah Hashinger
Martha Henely • Randall Fry • Sarah Mickle
Yancey Gregory

JOIN THE NICE NEIGHBORHOOD



Level 1

\$10 a month provides school supplies for one New American child for a year



Level 2

\$20 a month covers 15 hours of translation service



Level 3

\$40 a month covers the cost of 1 year of English classes for 1 New American student



Level 4

\$100 a month provides emergency rent assistance for 1 New American family



Level 5

\$400 a month supports the employment of 1 New American

One World, One Dream



One World, One Dream has become more than an annual charity event. It is a celebration which brings together various members of the community who all share a similar passion: empowering immigrants and refugees reach their full potential. For one night in 2019, over 200 people came together to celebrate NICE's work and mission under the stars. Our "Starry Night" gala included live music performances, a catered dinner, a silent auction, and an award ceremony to honor those who have made an impact on the lives of refugee and immigrant families during the year.



With the earnings from our auction, donor gifts and sponsorships, we were able to raise an astounding \$12,000 towards funding our organization's services. None of this would have been possible without the hard work of our NICE staff and volunteers, and our sponsors for generously donating items to the auction.

We would also like to express gratitude towards the Woodmont

Hills Church for providing a venue free of charge; Bloom Flowers for graciously donating floral arrangements; and Newroz International Market for catering the event.

To our sponsors, volunteers, performers, staff, and donors—thank you for continuing our mission towards strengthening the community.



2019 BY THE NUMBERS



1,049

Individuals Served Through Education Programming



321

Clients Utilized Our Health Program



194

Clients Resettled



411

New Volunteers



237

Clients Employed



648

Clients Utilized Our Immigration Program



2,449

Total Served



Entity	Income	% Of Total
Federal	\$862,678	42.7%
State & Local Gov't	\$709,093	35.1%
Foundations	\$261,560	13%
Individuals	\$32,904	1.6%
Program Revenue	\$75,139	3.7%
Faith Based	\$22,128	1.1%
In-kind	\$2,088	0.1%
Organizations	\$54,041	2.7%
Total Income	\$2,019,631	100.0%



Entity	Income	% Of Total
Program	\$1,798,896	89.4%
Admin & Fundraising	\$214,145	10.6%
Total Expense	\$2,013,041	100.0%

FINANCIALS

BOARD/EXECUTIVE OFFICERS

Chair: Rosemary Lokule | Self-Employed
V. Chair/Secretary: Muna Muday | Vanderbilt University
Treasurer: Nawzad Hawrami | Salahadeen Center of Nashville
 Beatrice Gatebuke, MA | FASHA
 Lelan Evans | Lelan for President, LLC
 John Uwok | Vanderbilt University
 Alex Sekwat, PhD | Tennessee State University
President/CEO: Dr. Gatluak Ter Thach | NICE

Advisory Members

Andrea Ayers | Law Office of Andrea M. Ayers
 Asrar Babikir | Catholic Charities, Nashville
 Bruce Buchanan | Office of Siskind Susser PC
 Chuol Both | Toshiba
 Joseph Dickson | HealthTrust Purchasing Group/HCA
 Mahmoud Eltighani, PhD | Tennessee State University
 Mohamed Shukri Hassan | Metro Nashville Arts Commission
 Julia Lydon, PhD | Retired
 Tom Negri | Community Volunteer
 Jeff Pack | Community Volunteer
 Avi Poster | Nashville for All of Us
 Anatina Sharma | Google
 Stan Thangaraj | City College of New York
 William Thompson, MD | Doctors Without Borders



The Dorothy Cate and Thomas F. Frist Foundation



OFFICE OF REFUGEE RESETTLEMENT
 An Office of the Administration for Children & Families



Tennessee Office for Refugees
"Be not forgetful to entertain strangers; for thereby some have entertained angels unawares."



FUNDERS

THANK YOU TO OUR COMMUNITY PARTNERS

Alpha Kappa Alpha
American Job Center
American Red Cross
American Wonder Porcelain
Arrington Vineyards
Bearded Iris Brewing
Belmont University
Belmont University
Biscuit Love
Bloom Flowers
Carpenter's Square
Catholic Charities
Center for Nonprofit
Management
Centerstone
Cheekwood Estate and
Gardens
Church of Jesus Christ Latter
Day Saints in Spring Hill
City Winery
Community Resource Center
Cross Point Church
Culture Loving LLC
Dollar General
Donelson Christian Academy
Frist Art Museum
Hands On Nashville
Hattie B's Hot Chicken
Hot Topic
Korean Blessed Baptist

Church
Korean Presbyterian Church
Korean Unity Baptist Church
Lentz Public Health Center
Martin's Bar-B-Que
Meharry Medical College
Metro Nashville Police
Department
Metro Nashville Public
Schools
Metro Office of Public Safety
Middle Tennessee State
University
Mother to Mother
Music City Soccer Club
Nashville Adult Literacy
Council
Nashville Children's Theatre
Nashville Diaper Connection
Nashville Junior League
Nashville Predators
Nashville Public Library
Foundation
Nashville Soccer Club
Nashville Sounds
Nashville Zoo
Newroz Market
Panera Gives
Peace Ambassadors USA
Rasoul's Market

Revelator Coffee
Sewanee, The University of the South
Shade Tree Clinic
Shelbyville Supermercado
Siloam Health
Soles for Souls Nashville
St. Thomas Hospital
Tennessee Foreign Language Institute
Tennessee Immigrant and Refugee Rights Coalition
Tennessee Titans
The Belcourt Theatre
The Donelson Fellowship
Thriftsmart
Topgolf
Trader Joes
Tyson Foods
Under Armour
Woman's Club of Nashville
Woodmont Hill's Church
Workforce Essentials



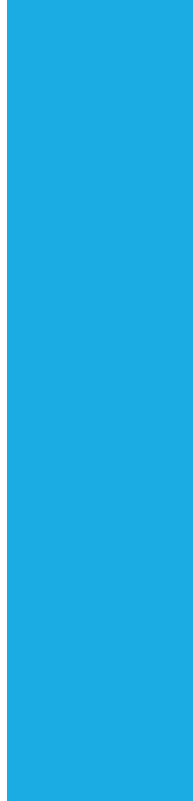
CULTURE LOVING ❤️

TOGETHER WE ARE
NICE
WORLD INTERNATIONAL CENTER FOR EMPLOYMENT
www.wicnyc.org

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SALE
\$ 7.50 coffee pouch
\$ 6.50 Tea
\$ 3.50 Boule

100% ORGANIC GREEN TEA
LARK GREY



Nashville International
Center for Empowerment