



It's **NICE**
to have you in
Nashville

NICE
to have you in
Nashville

The Work of Welcome





A Statement from Our Founder & CEO

It is an honor and a privilege to perform the work of welcome at NICE. As our New American community continues to grow in Middle Tennessee, NICE grows right alongside it - welcoming our new friends from all around the world. The refugees and immigrants who come through our doors have endured profound hardship. They have fled war, persecution, and violence. We honor their resilience and bravery and acknowledge the immense grief and turmoil that led to their displacement. When we greet them with open arms, they are ready to embark on the next phase of their journey, a new chapter of their story filled with peace, hope, and prosperity.

In 2023, NICE was a part of thousands of such stories. From airport pickups and apartment set-ups to job interviews and citizenship oath ceremonies - the tales of resilience and success make us beam with pride for our community members. The contents of this report share a snapshot of these milestones, but there are countless moments of joy that we are fortunate enough to witness.

In the past year, NICE took a major step to serve more of our new neighbors with the establishment of our second office, located in Gallatin. Gallatin was strategically chosen as our second location due to its history of community support for Sudanese refugees and the kindness of its citizens. We know that we must step up to address the world's growing refugee crisis. As of this writing, over 110 million people are displaced from their homes. NICE's growth fundamentally means one thing: we are able to offer refuge to the ever-increasing number of people who desperately need it. As we look forward, our vision is to create a welcoming infrastructure for refugees and immigrants all across Middle Tennessee.

As Middle Tennessee continues to grow, our population is steadily becoming more diverse and a destination for immigrants and refugees to reunite with families and their diaspora communities. The cultural richness and economic vitality of our immigrant and refugee communities help make this a special place and a world class region. We believe that we have the capacity to welcome. Through support with housing, employment, education, healthcare, and cultural integration, NICE will continue to play our part in this work of welcome we all do together so that our new neighbors can thrive **for generations and generations to come.**

Team

NICE is proud to employ a diverse staff, representing more than 25 nationalities, and speaking a combined 41 languages. Many of our staff members came to the U.S. as refugees and immigrants themselves, some even resettled by NICE. This unique makeup gives us first-hand experiences of the realities faced by newcomers, and allows us to effectively provide culturally and linguistically appropriate services to our community.



25+
nationalities

41
languages

NICE Board of Directors

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Ernest Newsom

Mohamed Shukri Hassan

Zachary Jordan

Tom Negri

Carly Kear

Jeff Pack

Anatina Sharma

Dr. Stan Thangaraj

William Thompson, MD

2023 By The Numbers



6,501
Total served



375
Refugees resettled



465
Employment-Based
Cash Assistance
Programs



421
Immigration



777
Adult
Education



280
Youth
Education



4,107
Health
Education



76
Health Intensive
Case Management



Resettlement: A New Journey Begins

Forced displacement is a global crisis. Over 110 million people have had to leave everything behind and seek safety, away from everything they've ever known.

We know that this problem is human-made, and that the only way to address it is by showing humanity, compassion, and kindness to our neighbors from around the world - in our own communities.



Mustafa (left) and Zekrullah (right), proud owners of Kabul Halal Market in Antioch.

At NICE, we do this by walking alongside our new neighbors on their new journey, starting from the very moment they arrive at the airport.

In 2023, the NICE Reception and Placement Program welcomed 375 refugees from 14 different countries to Middle Tennessee. Our refugee resettlement program secures and furnishes safe and affordable housing for refugee families and provides critical case management services that create a pathway for cultural integration and prosperity.



"We are doing very good now. Always it feels a little difficult; you never forget your land. We always remember Afghanistan."

-Mustafa & Zekrullah



375

Total resettled

6 Guatemala

11 Venezuela

1 Senegal

7 Central African Republic

149 Democratic Republic of the Congo

12 South Sudan

48 Syria

3 Iraq

4 Ethiopia

16 Iran

11 Somalia

58 Afghanistan

38 Myanmar

11 Vietnam

Gallatin: The NICEst Place in America

Gallatin was once dubbed the “nicest place in America”. Now, this wonderful city in Sumner County is carrying on that legacy by welcoming America’s newest neighbors.

“I am thrilled that NICE is expanding to my adopted hometown. Gallatin has long been a welcoming and safe place for the Sudanese community, and I know that our new neighbors from around the world will find peace here. We can’t wait to see the wonderful impact that they will have in Gallatin.” – Chol Rambang, NICE Gallatin Site Manager.



**The NICE Gallatin Office is located at
104 Joslin Ave, Gallatin TN 37066**



“Gallatin is a small city that is very diverse. I’ve always said Gallatin is richer because of its diversity. I want that to continue and I want us to appreciate and honor that.”

Paige Brown, Mayor of Gallatin

Employment:

Creating Pathways to Prosperity

NICE's Employment Department and Workforce Development Program focuses on removing barriers to employment for refugees and immigrants by building relationships with local employers who can offer job opportunities that will lead to financial independence. Our team works one-on-one with our clients to build their professional skills, seek out workforce development resources, and pursue their long-term career goals – including national certifications, graduate school admission, and job promotions.

We are especially proud to work with our "NICE Certified" Preferred Employment Partners, who exemplify the commitment to the New American community by facilitating long-term career solutions that kick start their paths to success in the United States.

"NICE Certified" Preferred Employment Partners



"We are both so honored to say that we are U.S. citizens and we live in a safe country that we call home."

Nuha and Hala are twin sisters from Iraq who were resettled by NICE. Our employment team helped them find their first jobs in the U.S as retail associates at Target. While working, they pursued additional educational opportunities, and eventually secured jobs in their chosen careers as Senior Business Analysts.

465
people served
in the NICE Employment-Based
Cash Assistance Programs

\$17.97
average starting
wage

Immigration

Navigating the U.S. Immigration system can be daunting for newcomers. The NICE Immigration team is accredited by the U.S. Department of Justice and provides caring and affordable services to our community in Middle Tennessee. We assist clients by filing immigration forms, providing interpretation, consultation, conducting immigration case follow-ups, and public notarization.



Our Services Include:

- Citizenship for adults and children
- Citizenship certificate replacement
- Green Card
- Green Card replacement/renewal
- Removal of conditions for Green Card holders
- Family reunification
- Fiancé visa
- Employment authorization
- Travel documents
- Temporary Protective Status
- Notary public

Adult Education

Finding a Common Language

Many newcomers arrive in the U.S. already speaking multiple languages. Their impressive repertoire of language skills continues with the addition of English to their reservoir.

The commitment to learning English breaks down the primary barrier faced by our community. Since our founding in 2005, NICE has prioritized English language education for adults, which allows them to flourish in their new communities.

Our robust English literacy programming includes community-minded workshops that help our adult students achieve their goals such as employment, higher education, cultural integration, and improved family health.

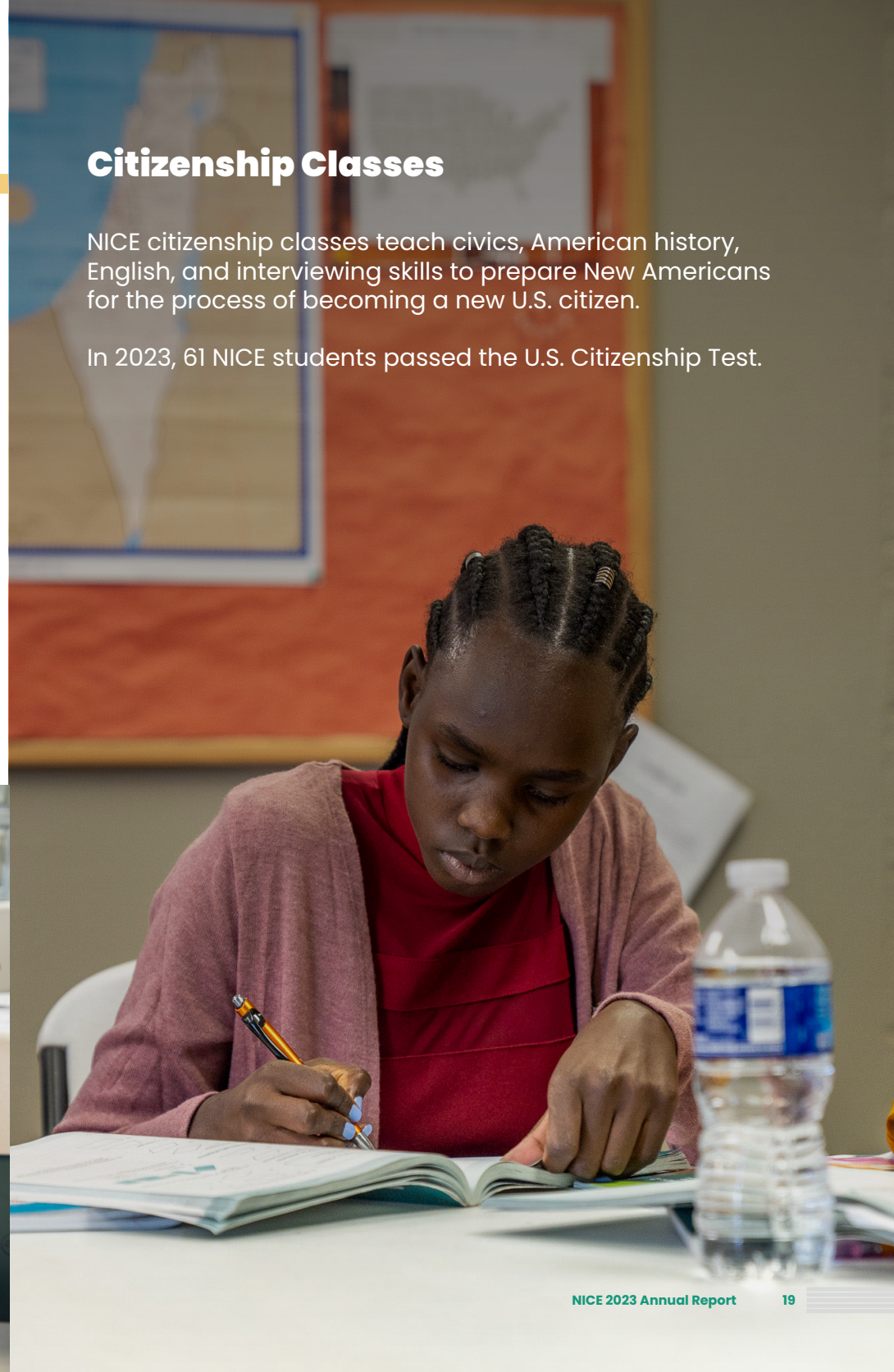
Students Served: 777



Citizenship Classes

NICE citizenship classes teach civics, American history, English, and interviewing skills to prepare New Americans for the process of becoming a new U.S. citizen.

In 2023, 61 NICE students passed the U.S. Citizenship Test.



Youth Education

When NICE resettles a family, it's not only the adults or parents that deal with trauma and the stress of relocation and acculturation.

Refugee children and youth often face a significant adjustment to life in their new community and schools. This includes language differences, not understanding how schools function, not knowing where to go for help, little to no familiarity with the curriculum or social mores, and difficulty making friends.

Through After School, Youth Mentorship, Refugee School Impact and Summer Camp programs, our youth education programming equips the next generation with the support and skills they need to thrive in their new community.

Youth Education Partner Schools

Margaret Allen Middle School

Wright Middle School

McMurray Middle School

Glenclyff High School

Students Served: 280



Youth Education



"This family has given me greater gifts than I have given them...We are fortunate to have such wonderful people living in Nashville," Kristian reflects on the past year+ of mentoring Marjan and befriending her family.

"Marjan is amazing. Her verbal English has improved rapidly, and she is increasingly confident and willing to try new things."

- Kristian Dambrino, NICE Youth Mentor



Health

The NICE Health team assists refugees and immigrants with especially challenging needs through intensive case management services by supporting them in navigating medical and mental health issues, insurance coverage, access to government services, social adjustment services, knowledge of US system and culture, and more.

Our clients 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.

NICE is also committed to providing health education, helping break down barriers that many refugees and immigrants face as they adjust to life in the United States.

NICE's health program provides culturally sensitive preventative education focusing on vaccine hesitancy, health system barriers, and distrust of western medicine.

“We didn't know about anything when we moved to Nashville. NICE helped us with appointments and taking us to the doctor. We are better now and are more familiar. We can navigate things on our own.” –Yasamen and Irshadullah, Iran



Community Partners

1 Hotel Nashville
 12 South Neighborhood
 ABC Technologies
 Acklen Avenue Church of Christ
 Alpha Kappa Alpha Sorority, Inc.
 American Automobile Association
 American Job Center
 American Muslim Advisory Council
 American Red Cross
 Belmont University
 Belmont University
 Bruce Buchanan
 Catholic Charities
 Center for Nonprofit Management
 Centerstone
 Christ Church Cathedral
 Church at Pleasant Grove
 Church of Jesus Christ Latter Day Saints
 Community Resource Center
 Commute with Enterprise
 Councilwoman Zulfat Suara
 Cross Point Church
 Crown Bakeries
 Dollar General
 Elmahaba Center
 Enfield Management
 Frist Art Museum
 Glenclyff High School
 Goodwill Industries of Middle Tennessee

Greater Nashville Regional Council
 Hands On Nashville
 Hattie B's Hot Chicken
 Jewish Federation and Jewish Foundation of Nashville and Middle Tennessee
 Just Serve
 Kroger
 Law Offices of Steven J Simerlein
 LEAD Southeast
 Lentz Public Health Center
 McGruder Family Resource Center
 Meharry Medical College
 Mental Health Cooperative
 Metro Human Relations Commission
 Metro Nashville Police Department
 Metro Nashville Public Schools
 Metro Office of Public Safety Middle
 Midtown Fellowship West Nashville
 MJ Morgan
 Mother to Mother
 Music City Soccer Club
 Nashville Adult Literacy Council
 Nashville Children's Theatre
 Nashville Diaper Connection
 Nashville Pan-Hellenic Council
 Nashville Predators
 Nashville Public Library Foundation
 Nashville Public Radio
 Nashville Public Television
 Nashville St. Thomas Hospital

Nashville Zoo
 Nashville Software School
 National Healthcare Corporation
 Neighborhood Health
 Newroz Market
 Project Redesign
 Redpepper
 Second Harvest Food Bank
 Sewanee, The University of the South
 Shade Tree Clinic
 Share Mobility
 Siloam Health
 Soles for Souls
 Southern Word
 St. George's Episcopal Church
 STEM Preparatory Academy
 Tennessee Department of Human Services
 Tennessee Foreign Language Institute

Tennessee Immigrant and Refugee Rights Coalition
 Tennessee Justice Center
 Tennessee Justice for our Neighbors
 Tennessee Office for Refugees
 Tennessee Resettlement Aid
 Tennessee State University
 The Donelson Fellowship
 The Nashville Food Project
 The Temple
 Thriftsmart
 Tyson Foods
 Under Armor
 United Way of Greater Nashville
 Vanderbilt Law School Legal Clinic
 Vi-Jon
 Woodmont Hills Church
 Workforce Essentials
 World Central Kitchen



Funders

Amazon Logistics for Good
Cummins Business Services
Community Foundation of Middle Tennessee
Dan and Margaret Maddox Fund
Davidson County Emergency Food and Shelter Program
Dollar General Literacy Foundation
The Episcopal Diocese of Tennessee
Ethiopian Community Development Council
Food Lion Feeds Charitable Foundation
HCA Healthcare Foundation
The Healing Trust
Hope through Healing Hands
Joe C. Davis Foundation
The Kroger Co Zero Hunger Zero Waste Foundation
Memorial Foundation
Metro Human Relations Commission
Metropolitan Transit Authority
Nashville After Zone Alliance
Office of Refugee Resettlement
Protecting Immigrant Families
Scarlett Family Foundation
Tennessee Department of Labor and Workforce Development
Tennessee Department of Health
Tennessee Immigrant & Refugee Rights Coalition
Tennessee Office for Refugees
Tyson Foods
United Way of Greater Nashville

NICE Neighborhood

The NICE Neighborhood is a group of dedicated individuals committed to empowering Nashville's refugee community by donating monthly and making a sustained impact.

Allison Chan	Kathy MacLachlan
Amanda Adams	Kingston Smythe
Andrea Flores	Kristen Ingebretson
Annette Calloway	Laura Henkhaus
Ashley Panas	Lauren Ross
Benjamin Haynes	Leah Hashinger
Carolyn Heinrich	Linda Hauser
Charles O'Dell	Lynne Maynor
Christoph Zeller	Margaret Lane
Claire Hampton	Martha Henley
Corey Spicer	Nathan Foust
David Foster	Pat & Marty Schweinhart
Delani Pecchioli	Quin Evans Segall
Donna Davis	Ralph Shivers
Farris Smith	Rebeca Bell
Fletcher Prouty	Samantha Lee
Garth Barlow	Sarah Urbanski
Georganne Ross	Sharon Kozy
Harriette Shivers	Shawn Reilly
Helen Orlet	Shivangi Parikh
Isabelle Speed	Steven Christman
James Walters	Sydney Mathieu
Jerome Jourquin	Timothy Brewer
Jonathan Niconchuk	Travis O'Guin
Joshua Grahe	William Stout
Kaitlyn Kownacki	

Analysis of Operations



Entity	Income	% of Total
Federal Gov't	\$2,753,387	44.8%
State & Local Gov't	\$2,736,885	44.6%
Private Foundations	\$368,279	6.0%
Individuals/Organizations	\$164,593	2.7%
Program Revenue	\$114,477	1.9%
Total Income	\$6,137,621	100.0%



Entity	Income	% of Total
Program	\$5,069,771	86.1%
Admin & Fundraising	\$820,652	13.9%
Total Expense	\$5,890,424	100.0%



The Nicest Night in Nashville

Our biggest annual benefit event was also the “Nicest” Night in Nashville. Over 300 attendees celebrated our work by enjoying musical performances, amazing food from Vui’s Kitchen and Barcelona Wine Bar, and a screening of a special multimedia project created by Vanderbilt University that highlighted the stories of refugees who settled in Nashville.

Our tradition of recognizing those who have made a significant impact on the lives of refugees and New Americans in our community continued in 2023 at the Nicest Night in Nashville event.

Welcoming Sponsors



NICE Friend Sponsors



NICE Neighbor Sponsors



Beverage Sponsor



Table Arrangements by Sunny Ridge Flowers



Nashville Mayor Freddie O'Connell

2023 NICE Community Award Winners

The Sonrisa Trippe Volunteer of the Year Award

Awarded annually to an outstanding volunteer.

Presented to Jonathan Hiskey

Donna Pack Community Empowerment Award

Awarded to the person or group that has had a significant influence on the lives of refugee and immigrant families during the year.

Presented to Project Redesign

New Arrival Award


Awarded to a person, group, or entity that has made it possible for newly arrived refugees to find a home with opportunities and to become empowered through access to social services.

Presented to Enfield Management

The Genesis Award

Presented to a person, group, or entity that has had a long-time, significant impact on the lives of refugees in Middle Tennessee.

Honoring Avi Poster

Two men are standing side-by-side against a light-colored brick wall. Both are smiling broadly. The man on the left is a Black man with a goatee, wearing a grey t-shirt. The man on the right is an Asian man with a goatee, also wearing a grey t-shirt. Both t-shirts feature the text 'It's NICE to have you in Nashville' with a white silhouette of the state of Tennessee behind the word 'NICE'.

It's **NICE**
to have you in
Nashville

It's **NICE**
to have you in
Nashville

**Leading the Work of Welcome for Refugees and
Immigrants in Middle Tennessee since 2005.**



NASHVILLE INTERNATIONAL
Center for Empowerment

www.empowernashville.org