

# Nashville International Center For Empowerment



NASHVILLE INTERNATIONAL  
*Center for Empowerment*

## General Information

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**Nonprofit  
Address  
Phone  
Web Site  
Facebook  
Twitter  
Email**

Nashville International Center For Empowerment  
417 Welshwood Drive  
615-315-9681  
[www.empowernashville.org](http://www.empowernashville.org)  
<https://www.facebook.com/EmpowerNashville>  
<https://twitter.com/NICENashville>  
[grants@empowernashville.org](mailto:grants@empowernashville.org)

## Mission & Impact

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### Statements

#### **Mission**

Our mission is to ensure refugees and immigrants achieve their full potential now and for generations to come. We're creating a Nashville where everyone belongs, no matter how far you've come to get here. Every minute, 30 people worldwide are displaced from their homes due to war, unrest, or natural disaster. In a new place, with a new language and culture, and away from all they've ever known, they start again. At NICE, we're empowering a more peaceful, tolerant world—a world where everyone belongs. So even if some of us have come a long way to get here, every neighbor is welcomed with open arms and given every opportunity to live the life they dream of. NICE helps our newest neighbors begin a new life in Nashville—through help with education, language learning, health, employment and everything they need to feel part of the community. Because inclusion is a human right. And while we may not be able to change the whole world all at once, we can change it little by little, starting within our own community, one new neighbor at a time. 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), composed 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.

#### **Background**

Nashville International Center for Empowerment (NICE) is an Ethnic Community Based Organization (ECBO) providing essential social services for refugees and immigrants in Middle Tennessee. It is the only Ethnic Community Based Organization (ECBO) in the state of Tennessee founded and run by a former refugee and whose majority of staff are primarily from refugee and immigrant communities. Creating programs that meet the specific needs expressed by New Americans reflects a commitment to empower clients to become self-sufficient and interdependent members of the community. Since 2005, NICE has worked to realize its vision of

integration, empowerment, and civic participation for New Americans by recognizing and equipping New American talent, labor, entrepreneurial spirit, and spending power in Tennessee.

### **Impact**

In 2023, NICE opened a second location in Gallatin, TN in order to meet the needs of an additional 50 refugees annually. NICE is also in a chapter of record growth, with a staff of nearly 100 and a current operating budget of approximately \$5.2M. Partnering with over 75 local organizations, NICE continues its commitment to serve Nashville with a community-centric approach through which our new neighbors can best write their next chapter in Middle Tennessee. In 2024, NICE has been approved by the US Department of State to resettle 400 traditional refugees in the Greater Nashville area, and anticipated 100 more eligible Cuban and Haitian Entrants. In addition, we are approved to resettle 120 refugees in our Gallatin location. Our estimated 2024 impact is broken down by department below: Additional Employment and Cash Assistance for traditional refugee and humanitarian parolees: 150 Health Education Outreach for refugees and immigrants: 4,000 Adult Education: 650 Youth Education: 225 Immigration Services: 700 Total Estimated: 6,245

### **Needs**

1) Immediate transitional housing. With Nashville's cost of living skyrocketing, finding housing for newly-arrived refugees is becoming more difficult. Outside of the city, our communities do not have access to public transportation or critical social services. With additional funding, NICE will develop transitional housing for newly-arrived refugees until they are able to afford their own housing and vehicles. 2) Expand access to immigration legal services. Nashville is a trending destination for immigrants and refugees to reunite with families/communities from their home countries. Since Title 42 was lifted, a series of expanded pathways were announced for displaced people to seek temporary U.S. refuge. However, recent Afghan and Ukrainian refugees have exposed a lack of available asylum legal services, creating a situation where thousands of new Nashville residents become vulnerable to exploitation, trafficking, and homelessness. 3) In-house counseling service for new Americans. Many in our refugee communities, living through recent and current trauma, have expressed a need for mental health services. We welcome this development, as cultural stigma has historically prevented immigrant and refugee communities from expressing this need.

### **Statement from CEO/Executive Director**

Since its inception, NICE has been addressing the diverse needs of a global community thriving in Nashville. Our primary goal has been to provide services to refugees and immigrants in Middle Tennessee's urban areas and assist them in navigating the complex process of migration. Social inequality is at the root of the refugee experience, which in turn contributes to discrimination and generational poverty. While NICE recognizes these challenges facing our New American brothers and sisters, we also recognize the strengths that exist within these communities, and use these strengths to advocate on their behalf. Through NICE, refugees and immigrants who have lived through marginalization, exclusion, and entrenched discrimination in their homeland are able to rebuild their lives with dignity here in the United States. NICE's organizational framework is built on the core principle of social participation. From the beginning, we wanted to connect our mission with the city at large to build strong relationships between the refugee and native-born communities. Shared principles between a nurturing network of partners, community leaders, staff, and volunteers create a sense of belonging, inclusion, and recognition for our new clients. NICE brings people together around a common cause by putting humanity at the center of our work. I have seen different ethnicities and cultures come together in our office; reaching beyond identity to form relationships based on shared values and visions. NICE attributes its success to a myriad of factors, but we would not be here without your commitment. We have learned from our generous funders, individual donors, and volunteers that when we share our lives, we continue to grow and learn together. We look forward to our continued partnership with you in the upcoming year.

### **Statement from Board Chair**

## Service Categories

**Primary Category**  
**Secondary Category**  
**Tertiary Category**

Human Services - Ethnic/Immigrant Services  
Education - Adult Education  
Employment - Employment Preparation & Procurement

## Areas Served

We serve the South Nashville area, Davidson County, and neighboring districts. Our primary focus is in Middle Tennessee.

TN - Davidson, TN - Rutherford

## Programs

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### Health Program

#### **Description**

To contribute to the realization of NICE's vision of ensuring that refugees and immigrants achieve their full potential now and for generations to come, the goal of the Nashville International Center for Empowerment's Health Program is to assist refugees and immigrants overcome barriers that may hinder their progress to successful integration into the American society as they find home in the middle Tennessee area. Through our Intensive Case Management (ICM) Program, we strive to ensure provision of culturally and linguistically competent services in the following areas: Medical/mental health services, medical coverage, employment, access to assistance services, social adjustment, and knowledge of the US system and culture, among other services. Our clients include elderly refugees, single heads of households, refugees with physical disabilities, survivors of torture, youth and young adults, and refugees experiencing psychological difficulties resulting from wars.

#### **Budget**

### Employment Program

#### **Description**

NICE's Employment Program is a multi-faceted job preparation and placement program that seeks to empower its clients to become self-sufficient. While the ultimate goal for all clients is economic independence through sustainable, long-term employment, individual educational benchmarks are also recognized as essential for sustainable success. Through the incorporation of a comprehensive client skill assessment and analysis, an in-depth individual action plan, and a focus on relationship building with potential employer partners, the employment program is instrumental in putting its clients on the road to sustainable employment.

#### **Budget**

### Refugee Resettlement and Placement

#### **Description**

In 2011, NICE officially began its R&P Refugee Resettlement Program. NICE resettled 144 new refugee arrivals in 2018; 97 from the DRC, 16 from Burma, 14 from Bhutan, 8 from Afghanistan and 3 from Eritrea. The R&P resettlement team facilitates the entire resettlement process for individual refugees and family arrivals, including documentation, arranging housing and accessing essential initial services upon arrival. Members of the resettlement team meet the refugees at the airport and assist the individual or families through some of the most difficult aspects of resettlement, such as medical appointments, school registration and community mapping.

NICE's resettlement department has aided the resettling of refugees from nations including Afghanistan, Democratic Republic of the Congo, Iraq, Syria, Uganda and more. Through the R&P department, refugee clients are empowered to have a strong beginning in their new home.

**Budget**

Education Program

**Description**

NICE's Education Department is divided into two departments, Adult Education and Youth Education. NICE's Adult Education Department offers seven levels of English Language Learner classes, with free childcare provided during the class. Citizenship classes, which allow clients to prepare for the naturalization interview and citizenship application process at large and pre-HSE which prepare clients to take the high school equivalency (HSE) exam, are also offered. The Youth Education Department provides academic support to Metro Nashville Public School (MNPS) refugee and immigrant students through afterschool, in-school and summer programming.

**Budget**

Immigration Program

**Description**

Immigration aims to enable our clients to effectively and efficiently transition into life in Middle Tennessee. Refugees and immigrants come to America with little or no knowledge of the resources available to them, and it is our goal to empower refugees to integrate into the community by offering services such as:

- Board of Immigration Appeals Accredited Staff
  - Completing and Filing Immigration Forms
  - Interpretation
  - Consultation Services
  - Immigration Case Follow-Up
  - Notary Public
- Budget**

## Governance

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**Board Chair**  
**Company Affiliation**  
**Term**  
**Email**

Muna Muday  
 Vanderbilt University  
 January 2022 to December 2024  
 mmunday17@gmail.com

Board of Directors

| <b>Name</b>               | <b>Affiliation</b>                 | <b>Status</b> |
|---------------------------|------------------------------------|---------------|
| Andrea Ayers              | Law Office of Andrea M. Ayers      |               |
| Asrar Babakir             | Catholic Charities Nashville       |               |
| Chuol Both                | Toshiba                            |               |
| Bruce Buchanan            | Office of Siskind Susser PC        |               |
| Veronica Calvin           | Lifepoint                          | Voting        |
| Joseph Dickson            | HealthTrust Purchasing Group       |               |
| Mahmoud Eltighani         | Tennessee State University         |               |
| Mr Lelann Evans           | Lelann for President, LLC          | Voting        |
| Mr. Malick Gaye           | Nashville Area Chamber of Commerce | Voting        |
| Mohamed Hassan            | Mayor's Office of New Americans    |               |
| Ms. Rosemary Lokule Board | Self-Employed                      | Voting        |

|                                   |  |           |
|-----------------------------------|--|-----------|
| Chair                             |  |           |
| Casey McKeon                      | Cigna  |           |
| Ms. Muna Muday Vice Chair         | Student  | Voting    |
| Tom Negri                         | Community Volunteer                            |           |
| Jeff Pack                         | Community Volunteer                            |           |
| Dr. Alex Sekwat                   | Tennessee State University                     | Voting    |
| Anatina Sharma                    | Google   |           |
| Dr. Gatluak Thach President & CEO | Nashville International Center for Empowerment | NonVoting |
| Dr. Stan Thangaraj                | City College of New York                       |           |
| William Thompson                  | Doctors Without Borders                        |           |
| Mr John Ujwok                     | Vanderbilt University                          | Voting    |

### Board Demographics - Ethnicity

|  |   |
|--|---|
| <b>African American/Black</b>          | 6 |
| <b>Asian American/Pacific Islander</b> | 0 |
| <b>Caucasian</b>                       | 1 |
| <b>Hispanic/Latino</b>                 | 0 |
| <b>Native American/American Indian</b> | 0 |
| <b>Other</b>                           | 0 |

### Board Demographics - Gender

|                    |   |
|--------------------|---|
| <b>Male</b>        | 4 |
| <b>Female</b>      | 3 |
| <b>Unspecified</b> | 0 |

### Governance

|  |      |
|--|------|
| <b>Board Term Lengths</b>  | 3.00 |
| <b>Board Term Limits</b>   | 2    |
| <b>Board Meeting Attendance</b>  | 100% |
| <b>Does the Organization have written Board Selection Criteria?</b>      | Yes  |
| <b>Does the Organization have a Written Conflict of Interest Policy?</b> | Yes  |
| <b>Percentage Making Monetary Contributions</b>                          | 100% |
| <b>Percentage Of Board Members Making In Kind Contributions</b>          | 100% |
| <b>Does the Board include Client Representation?</b>                     | Yes  |
| <b>Number of Full Board Meetings Annually</b>                            | 4    |

### Standing Committees

Board Governance  
 Development / Fund Development / Fund Raising / Grant Writing / Major Gifts  
 Executive  
 Finance

## Management

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**Executive Director**  
**Email**  
**Term Start**  
**Gatluak's Experience:**

Dr. Gatluak Thach  
 gatluak@empowernashville.org  
 January 2003

## Staff

|                                  |     |
|----------------------------------|-----|
| <b>Number of Full Time Staff</b> | 67  |
| <b>Number of Part Time Staff</b> | 22  |
| <b>Volunteers</b>                | 45  |
| <b>Contractors</b>               | 11  |
| <b>Staff Retention Rate</b>      | 80% |

## Plans & Policies

|  |                   |
|--|-------------------|
| <b>Fundraising Plan?</b>   | Yes               |
| <b>Strategic Plan?</b>   | Yes               |
| <b>Years Strategic Plan Considers<br/>When Strategic Plan Adopted?</b> | 3<br>January 2016 |
| <b>Management Succession Plan?</b>                                     | Under Development |
| <b>Policy and Procedures Plan?</b>                                     | Yes               |
| <b>Nondiscrimination Policy?</b>                                       | Yes               |
| <b>Whistle Blower Policy?</b>  | Yes               |
| <b>Document Destruction Policy?</b>                                    | Yes               |

## Senior Staff

|                  |   |
|------------------|---|
| <b>Name</b>      | <b>Title</b>  |
| Cindy Cunningham | Chief Finance, Operations & Resettlement<br>Officer |

## Formal Evaluations

|  |     |                  |
|--|-----|------------------|
| <b>Is there a formal evaluation for...</b> |     | <b>Frequency</b> |
| <b>CEO/Executive Director</b>              | Yes | Semi-Annually    |
| <b>Senior Management</b>                   | Yes | Semi-Annually    |
| <b>Non-Management</b>                      | Yes | Semi-Annually    |

## Awards

| <b>Award/Recognition</b> | <b>Organization</b>                 | <b>Year</b> |
|--------------------------|-------------------------------------|-------------|
| CEO of the Year finalist | Center for Nonprofit Management     | 2014        |
| Champion of Change       | White House                         | 2015        |
| Human Rights Award       | Justice for Our Neighbors Tennessee | 2017        |
| Power of Inclusion Award | CABLE                               | 2013        |
| Rising Advocate Award    | Tennessee Human Rights              | 2013        |
| Service Award            | Sudanese Presbyterian Church        | 2015        |
| CEO of the Year Award    | CNM Salute to Excellence 2022       | 2022        |

## Financials

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### Financials

|                           |
|---------------------------|
| <b>Fiscal Year Start</b>  |
| 01/01/2024                |
| <b>Fiscal Year End</b>    |
| 12/31/2024                |
| <b>Projected Revenue</b>  |
| \$11,797,997.00           |
| <b>Projected Expenses</b> |
| \$11,502,487.00           |

### Detailed Financials

#### Revenue and Expenses

| <b>Fiscal Year</b> | <b>2023</b>   | <b>2022</b>   | <b>2021</b>   |
|--------------------|---------------|---------------|---------------|
| Total              | \$6,137,621.0 | \$4,607,730.0 | \$2,966,739.0 |
| Revenue            | 0             | 0             | 0             |

|                      |                |                |                |
|----------------------|----------------|----------------|----------------|
| Total Expenses       | \$5,890,424.00 | \$4,648,384.00 | \$2,716,157.00 |
| Revenue Less Expense | \$247,197.00   | (\$40,654.00)  | \$250,582.00   |

### Revenue Sources

| Fiscal Year                              | 2023           | 2022           | 2021           |
|--|----------------|----------------|----------------|
| Foundation and Corporation Contributions | \$0.00         | \$0.00         | \$0.00         |
| Government - Federal                     | \$0.00         | \$0.00         | \$0.00         |
| Government - State                       | \$0.00         | \$0.00         | \$0.00         |
| Government - Local                       | \$0.00         | \$0.00         | \$0.00         |
| Government - Unspecified                 | \$5,843,744.00 | \$3,470,278.00 | \$2,043,380.00 |
| Individual Contributions                 | \$0.00         | \$768,764.00   | \$722,539.00   |
| Indirect Public Support                  | \$124,226.00   | \$246,163.00   | \$73,000.00    |
| Earned Revenue                           | \$114,477.00   | \$81,253.00    | \$90,894.00    |
| Investment Income, Net of Losses         | \$0.00         | \$0.00         | \$0.00         |
| Membership Dues                          | \$0.00         | \$0.00         | \$0.00         |
| Special Events                           | \$55,174.00    | \$41,272.00    | \$36,926.00    |
| Revenue In-Kind                          | \$0.00         | \$0.00         | \$0.00         |
| Other                                    | \$0.00         | \$0.00         | \$0.00         |

### Expense Allocation

| Fiscal Year                  | 2023           | 2022           | 2021           |
|------------------------------|----------------|----------------|----------------|
| Program Expense              | \$5,065,312.00 | \$4,011,656.00 | \$2,339,320.00 |
| Administrative Expense       | \$417,875.00   | \$392,796.00   | \$190,013.00   |
| Fundraising Expense          | \$407,237.00   | \$243,932.00   | \$186,824.00   |
| Total Revenue/Total Expenses | 104%           | 99%            | 109%           |
| Program                      | 86%            | 86%            | 86%            |

|  |    |    |    |
|--|----|----|----|
| Expense/Tot al Expenses                  |    |    |    |
| Fundraising Expense/Con tributed Revenue | 7% | 5% | 7% |

**Top Funding Sources**

| <b>Fiscal Year</b>                            | <b>2023</b>                        | <b>2022</b>                                     | <b>2021</b>                                 |
|---|------------------------------------|---|---|
| Top Funding Source & Dollar Amount            | Government Grants - \$5,843,744.00 | Government Grants - \$3,470,278.00              | Government Grants - \$2,043,380.00          |
| Second Highest Funding Source & Dollar Amount | Federated Campaigns - \$124,226.00 | Contributions, Gifts, and Grants - \$768,764.00 | Contributions, Gifts, Grants - \$722,539.00 |
| Third Highest Funding Source & Dollar Amount  | Program Revenue - \$114,477.00     | Federated Campaigns - \$246,163.00              | Federated Campaigns - \$73,000.00           |

**Assets and Liabilities**

| <b>Fiscal Year</b>    | <b>2023</b>    | <b>2022</b>  | <b>2021</b>  |
|-----------------------|----------------|--------------|--------------|
| Total Assets          | \$1,223,029.00 | \$896,951.00 | \$897,200.00 |
| Current Assets        | \$1,119,575.00 | \$896,951.00 | \$897,001.00 |
| Long-Term Liabilities | \$0.00         | \$0.00       | \$0.00       |
| Current Liabilities   | \$351,021.00   | \$272,140.00 | \$231,735.00 |
| Total Net Assets      | \$872,008.00   | \$624,811.00 | \$665,465.00 |

Endowment Info

**Do you have an endowment?**

No

Capital Campaign Info

**Currently in a Capital Campaign?**

No

Solicitation Permit Info

**State Charitable Solicitations Permit**

Yes



