



Annual Report

July 2024 - June 2025



chattanoogaroomintheinn.com

From the Executive Director



Dear CRITI family,

As I reflect on this past year, my heart is full of gratitude for your support, your belief in our mission, and your commitment to the women and children we serve. Together, we've helped families not only find stability but begin to envision bold, hopeful futures.

One of the most meaningful moments this year was completing an eight-month evaluation of our program. For the first time, we reached out to alumni to ask how they're doing now. The stories they shared were powerful and deeply affirming. One graduate told us, "Because of my new stability, I have a better insight of our future on what next year might look like and how I can make that happen." Another reflected, "Believing in myself, because I used to doubt myself a lot. But being here, you know, I learned that I can do it."

These words reminded me: CRITI doesn't just meet urgent needs, we help families build lasting confidence, resilience, and independence.

This year we also completed the first full year of our new Aftercare Program, with 27 program graduates currently enrolled. We're proud to continue supporting families for a full year after graduation, helping them gain the tools to grow success beyond the shelter. Thanks to a grant from United Way, we're hiring a part-time team member who will strengthen this program, offer dedicated coaching, and launch a Client Advisory Board to ensure that our programming continues to reflect the voices and needs of the families we serve.

Continued...

After many delays and a lot of determination, we're thrilled to finally open our thrift store. This new venture will provide sustainable revenue to support CRITI's programs while also meeting the direct needs of the families we serve. When clients graduate from CRITI, they'll be able to select furnishings and household items of their choice at no cost as they move into their new homes. We know that the cost of setting up a home can be overwhelming, and this resource will play a vital role in helping families continue on their path to success and self-sufficiency.

Of course, we continue to face challenges, especially a lack of space. Our facility is stretched thin, with too few rooms to meet the growing demand and too little space to house our expanding programs. We are deeply grateful to Hamilton County for donating property, and we continue to work with our Board of Directors on a long-term facilities plan to grow CRITI's capacity and impact for years to come.

Thank you for making this work possible. Your support gives our clients a foundation to believe in themselves. As one graduate said, "If you really want it, and you follow how they are going about things, you will have structure when you leave that place. I promise you that."

You are part of every graduate's success story, every child who found stability and every family who left CRITI believing in their own strength. I hope you'll continue this journey with us as we grow, learn, and strive to ensure every woman and child in our community has a safe place to call home.

With gratitude,
Taylor Hixson
Executive Director
Chattanooga Room in the Inn

You're Invited!

Join Us for Our Thrift Store Grand Opening!

We're thrilled to announce the Grand Opening of the Chattanooga Room in the Inn Thrift Store on Tuesday, September 9th!

Stop by to shop great deals, discover hidden treasures, and support our mission to provide shelter and hope for women and children in need. Every purchase helps change lives right here in our community.

Location: 3807 Ringgold Road in East Ridge

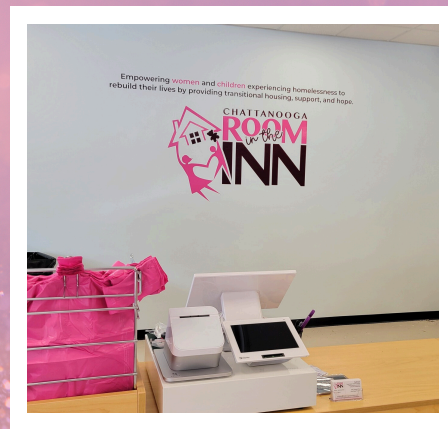
Date: Tuesday, September 9, 2025

Time: 10am to 5pm



THRIFT STORE

VIP Coupon



Mission, Vision, & Values



Mission: Empowering women and children experiencing homelessness to rebuild their lives by providing transitional housing, support, and hope.

Vision: That every woman and child in our community has a safe place to call home and the resources to maintain it.

OUR CORE VALUES

Dignity - We honor the inherent worth of every individual, fostering an environment of respect and trust.

Equality - We commit ourselves to providing a welcoming, safe place that fosters ethical practices. Safeguarding these practices ensures everyone equal opportunities for individual success.

Integrity - We act with honesty, professionalism, and a deep commitment to doing what is right.

Growth and Innovation - We believe in the power of growth, setting bold goals and embracing new ideas to build a stronger future.

Compassion - We lead with empathy, offering wholehearted kindness and care to every person we serve.

Program & Mission Highlights

A year of progress,
impact, and hope



Aftercare Program

Once a resident graduates our program, one of our on-staff Social Workers will follow up with the graduate monthly for up to twelve months ensuring all areas we focus on during their stay (Health, Housing, Finances, Family, and Career) are still in balance and provide additional resources and tools to intercept the threat of becoming homeless again.

Project Impact

Through a program evaluation using interviews and surveys from current and former participants, including program graduates and those who did not complete the program, clients reported transformational outcomes, such as lasting growth in budgeting, parenting, and confidence; stronger family engagement in school life; and evidence that even a brief period in CRITI's nurturing environment can lead to enduring change.

Thrift Store

Our thrift store serves as a hub to receive public donations that are turned into precious funding for our other programs. It will also serve as a place where our residents can gather items they may need once permanent housing is obtained, at no charge to them.

chattanoogaaroomintheinn.com/thriftstore

Fiscal Year 24/25 Impact

Residents Sheltered	119
Aftercare Enrolled	27
Permanently Housed	28
Counseling Sessions	women 79 / children 26
Life Skills Classes	142
Maintained Permanent Housing	85.7% (24 out of 28 reported)
Child Enrichment Activities	350
Tutoring Services	89 sessions
Resident Income Growth	\$11,700.16



Two Reasons We Do What We Do

From Fear to Keys in Hand

This year, one graduate's journey reminded us of what's possible for every woman who walks through our doors. She arrived tired, fearful, and unsure if she could move forward. Today, she's stepping into her own home with her children; proud, hopeful, and full of dreams.

Her story captures the heart of our mission: small acts of encouragement, safety, and community can rebuild confidence and creativity. She wrote a letter to future residents to encourage and cheer them on. Here are a few quotes from her letter:

- "Before coming here, I wasn't in the best place mentally... To be honest, I was scared to come here."
- "The comfort and safety among other women and the encouragement from staff helped me realize I should pursue my creative passions, something I've always longed to do."
- "I did get inspired to believe in myself again."
- "Now that I have my keys... my children are excited to have a place of their own to decorate for the first time in a long time."
- "Don't give up. Do cry. Do get frustrated. But know that these ladies will help you feel better, whether all you need is a smile or a hug."

Her letter is more than gratitude, it's a message to every future resident: You are not alone. There is a path forward. And it starts right here.

From Shelter to Strength: A Family's Next Step

After years of housing instability, one mom found the courage to take life-changing steps toward a safe, stable future for her family.

A highlight of their time with us was watching her son walk across the stage at his high school graduation, knowing he would soon begin a community college welding program, a dream finally within reach.

This May, they proudly completed our program and opened the door to their very own apartment. Now, through our Aftercare Program, they'll continue receiving the support and encouragement they need to make their new house a true home.

A Few Memories From This Year



HAMILTON COUNTY LAND DEDDED TO CRITI

We are deeply thankful to the Hamilton County Commission for their support in approving the transfer of 3.5 acres of land to Chattanooga Room in the Inn. This marks an important step as we explore expansion and assess how we can best serve women and children experiencing homelessness.



POWERFUL MESSAGES IN SMALL GESTURES

Sometimes, the smallest gestures carry the most powerful messages. Jessica, CRITI's Child Advocate, received a bouquet of hand-picked flowers from a young resident. It was a reminder that kindness knows no bounds, even in the most difficult times. It's moments like these that make our work so meaningful.

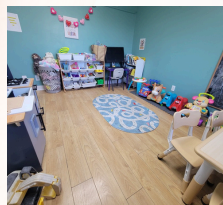


ONE HOPEFUL STEP AT A TIME

A resident slowly walked the hallway, her 9-month-old gripping her fingers as he took his first wobbly steps. Here, safety means more than a roof. It's peace, support, and space to grow, a place where this mom could help her son move forward, one hopeful step at a time.



With over \$100,000 raised for the first time, this was the most fun we've had at ChattaDerby! From the delicious food and thrilling silent auction, to the live-stream of the race and best-dressed contests, it's certainly a sell-out event for a reason. Thank you again to our Triple Crown and Gold Trophy sponsors.



Thank you to our Fiscal Year 2024 - 2025 Donor Society Members

- Karen Scott
- Deborah Hulse
- Pamala and Robert Thompson
- Jordan Farmer
- Julie Russell and Bill Crunk
- Julie and Chris Edmondson
- Joseph Shown
- Chris and Tamara Daugherty
- Mitzi and Scott Ruth
- Jacob Hennings
- Anonymous (x50)

Your support provides more than shelter, it creates access to clean clothing, mental health care, and life skills that lead to lasting stability.

Be part of the impact at chattanoogaroomintheinn.com/society

chattanoogaroomintheinn.com





Staff & Fiscal Year 2025 Board

Officers

- Beth Reed, Chair
- DeeAnna Petree, Vice Chair/Chair-Elect
- Alex Lemons, Treasurer
- Donna Pryor, Secretary

Board of Directors

- Ashby Angell
- Jim Catanzaro
- Krystal L. Collins
- Luis De La Torre
- Kimberly George-Race
- Holly Jo Haynes
- Joi Mason
- Charlotte Mattingly
- Amber Mueller
- Jessica Roden
- Scott Smith
- Angie Souther

Staff

- Jessica Brackett, *Child Advocate*
- Kaitlyn Bureau, *Lead Case Manager*
- Sara Collier, *Director of Operations*
- Sharon Collins, *Volunteer Coordinator*
- Taylor Hixson, *Executive Director*
- Sabrina Hubbard, *Administrative Assistant*
- Latasha Johnson, *Program Assistant*
- Adrienne Koon, *Director of Development and Thrift Store Operations*
- Gina Moss, *Case Manager*
- Heather Nicoson, *Thrift Store Manager*
- Mayra Pineda, *Aftercare Coach*
- Michiba Smith, *Workforce Development and Safety Specialist*



Ways to Give, Be Involved, and Stay Connected



Donate

- Monetary Donations
- Donate through our Amazon Wishlist
- Shop, Donate, or Volunteer at our Thrift Store
- Planned Giving through an IRA, donor-advised fund, stocks, or your will
- Join the Shelter to Stability Donor Society
- Donate a Vehicle and have the proceeds from the sale donated to CRITI
- Volunteer as Admin, Child Advocate, or Maintenance
- Host a Fundraiser and share the proceeds with CRITI
- Sign up to receive our monthly newsletter
- Follow us on socials



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