



2024

Annual REPORT



Table of Contents



A Message From President and Board Chair **3**

Our Vision and Mission **4**

Our Leadership **5**

Programs and Services **6**

Low Vision Clinic **7**

Behavioral Health **8**

Technology & Education Training **9**

Youth & Adult Programs **10**

Residential & Assisted Living **11**

Table of Contents

Partnerships & Volunteerism	12
RightHear	14
Creating with Blind Abandon & Achilles International	15
Event Highlights	16
Strategic Plan	17
New Initiatives	18
Financials	19
Premium Business Services	20
Donors	21
Contact	24



A MESSAGE FROM the President & Board Chair

We are proud to say The Lighthouse of Houston has been serving people with vision loss of all ages and levels for 85 years. We offer health services, programs, activities, and events that are accessible and affordable for everyone, no matter their age, income, or background.

Our vision is to create a life without limits for people with vision loss, and we are determined to make sure that they have equal opportunities in every situation. We impacted the lives of thousands of people through our tireless efforts to enable and empower people who are blind or low vision to achieve their full potential, and we are committed to creating inclusive communities with accessible resources that support personal and family well-being, learning, development, and employment.

We continue to focus on building capability with our 4 strategic priorities that aim to improve and enhance the lives of the people we serve and their families. Those priorities are Community and Empowerment, Technology and Innovation, Partnerships and Philanthropy, and Commitment and People.

We are proud to say that 58% of our workforce is blind or has low vision. Most work on contracts related to our Premium Business services, such as call/contact center, document management, or kitting/packaging business services. This past year, our focus on building a people-centric culture has enabled team members to increase their skillsets and grow personally and professionally.

We strengthened our community outreach efforts, offering events and workshops designed to educate the public about vision loss and promote inclusivity. Our volunteer program has also seen a significant increase in participation, with over 185 volunteers joining our cause.

We are committed to our mission and will continue to innovate and adapt to meet the evolving needs of those we serve. Together, with the support of our donors, volunteers, community partners, staff team members, and board of directors, we can and will make a real difference.



Jenna Dhayer,
President

A handwritten signature in black ink, appearing to read "Jenna Dhayer".

Kim Colburn,
Board Chair

A handwritten signature in black ink, appearing to read "Kim Colburn".



Our Vision

A life without limits for people who are blind or low vision.



Our Mission

To enable and empower people who are blind or low vision to realize their full potential.

Our

Leadership



Jenna Dhayer
President



Shelly Zander
Vice President
of Programs
and Services



Terry Vaughn
Vice President of
Operations and Sales

Board of Directors

Executive Committee

Jenna Dhayer-Ex-Officio/President
David Donat-Chair
Kim Colburn-Secretary, Chair-Elect
Bruce Gourd-Operations Chair

Chris Reinecker-Finance Chair
Christine Stevenson -Human Resource Chair
Daniel Williams-Ex-Officio/VP Operations
Doug Yeager-Nominating Chair
Jeffrey Smith-Services Chair

Members

Caitlin Bakhtiary
Chelean Zander-VP
Cody Biller
Cope Bailey
Erin Applegate
Lonnie Knowles
Omer Malik

Mazher Poonawala
Merle Petty
Michael McCulloch
Michael Twa, OD, PhD
Ruhi Soni, MD
Vivecca Hartman



Programs & Services

	Client Impact
LOW VISION CLINIC	425
BEHAVIORAL HEALTH	739
GROUP SUPPORT	774
ADULT DAY PROGRAM	6632
ADULT ACTIVITIES/EVENTS	500
YOUTH CAMP	61
YOUTH ACTIVITIES/EVENTS	326
TECHNOLOGY EDUCATION & TRAINING	444
INFORMATION & REFERRAL	3486
COMMUNITY EVENTS	52
RESIDENTIAL & ASSISTED LIVING	1062
VOLUNTEERS	194
Total Impact	14,695

In 2024, we had 77 employees, 58% were blind or low vision.



Low Vision Clinic

Our specialized Low Vision Clinic provides comprehensive, individualized support for individuals of all stages of vision loss. We deliver low vision exams, personalized care and therapy, one-on-one assistance with vision rehabilitation exercises and adaptive aids, and the latest in adaptive technology.



We just want more people to know we exist and we want to help. We have all these amazing resources and support. It means so much to me to be able to help spread the word and inform people about what we do.

Dr. Kia B. Eldred McGee, OD, FAAO

Behavioral Health

Mental health is often impacted when a person loses their vision, so we offer two complimentary support groups, Behavioral Health and Diabetes Education. The purpose of these support groups is to create a safe space for people to connect and provide a community of resources. Our licensed staff specialize in the treatment of various mental health concerns associated with vision loss, including depression, anxiety, stress, anger issues, family issues, relationship issues, and many others.



One of the first services I received was mental health counseling from Melinda Benjumea. To know I wasn't alone, that I didn't miss.

Once I started last year and found out other people are going through different stages of vision loss, different causes, but we all had common ground, then we all felt safe. We all felt open to share, cry, laugh. It meant a lot to me.

Marcela San Miguel



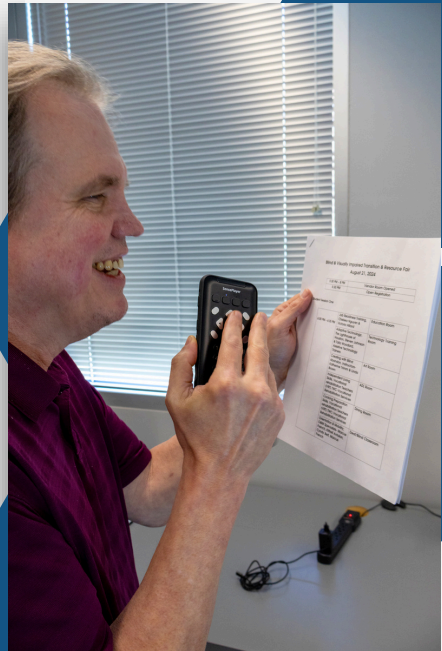
Diabetes Support Group

Our diabetes support group focuses on various health topics related to diabetes. Learn about educational resources and make new connections with people who will understand the challenges of managing diabetes and will provide companionship and emotional support in a caring environment.

Technology & Education Training

Empowerment through technology and skills training is an important aspect of our mission. Our comprehensive programs evaluate and matches individuals with assistive technology devices, software, and programs tailored to their unique needs and objectives.

We also provide employment training programs and classes that focus on preparing people for the workforce and enhancing job skills to increase employability. Whether you are a new job seeker or looking to build new or enhance employment skills, we aim to provide you with the training necessary to enable you to achieve your employment goals.



Milestone:

The Lighthouse of Houston added a complementary & public Computer Lab. It provides accessible computer access for blind and low vision individuals to practice essential computer skills, such as typing, email, internet browsing and purchasing, document creating, and more.



This may sound obvious, but without assistive tech, it would be extremely difficult, if not impossible for us to do our jobs.

I learned about assistive tech very early in childhood because my educators recognized that that was the only pathway to gainful employment for me because my vision was so bad. The tech at that time was very old school, like Apple computer with a voice synthesizer, but as I grew up, so did the tech, and it's always been an essential part of my life.

Jennifer Parrish



Youth & Adult Programs



Our youth and adult programs, activities and events are designed to enable and empower individuals who are blind or low vision to realize their full potential by enhancing social skills, self-esteem, confidence, independence, personal and family well-being.

We provide programmatic, social and recreational activities and spaces to belong and connect, such as our Adult Day Program, Youth Day Camps, Family Events, Parent's Night Out, Choir, Bingo Nights, Art Classes, Wine Tastings, and so much more. Sighted family members, friends and caregivers are encouraged to participate in activities and events.



The Lighthouse of Houston has been incredibly helpful with helping our family find resources and access to different things that we wouldn't have previously known about. Events where Avery has been able to connect with other children her age.

She's been doing the Creating with Blind Abandon program, we've been here for the Easter events, we've done the Parent's Night Out, the summer programs, and it really helps her understand that there is so much more out there for her.

Amanda McClain



Residential & Assisted Living

Our Deaf Blind residential care program included 6 clients who are deaf and blind with multiple disabilities (DBMD). This program was licensed through the Health & Human Services Commission (HHSC) Deaf Blind Multiple Disabilities Medicaid Waiver program. We provided 24-7 compassionate care for these 6 clients, as well as 4 blind clients who participate in our Adult Day Program during the day. By February of 2024, all of our wonderful clients were placed in new residential communities and the program was discontinued.

Lighthouse Living Centers 1 and 2 are located in Southwest Houston and offer independent living for low income, disabled individuals. Multi-Family housing HUD 202, Section 8 subsidized rent is determined by the individual or family's income level including allowable expenses. Each center offers one and two-bedroom units. We have 108 residents living in 79 units.



Partnerships & Volunteerism

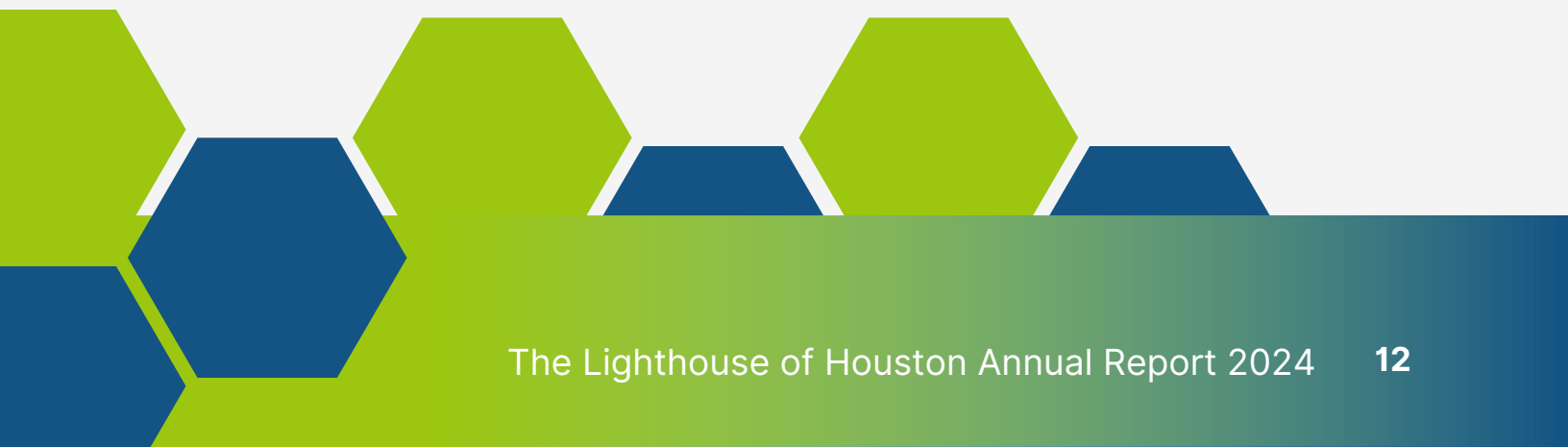


The Lighthouse of Houston prides itself in building connections with our partners and volunteers. These connections allow us to expand our reach, enhance services, and create a community of support and friendship that changes lives.

Cross-Community: Partnership with another nonprofit agency that is mutually beneficial with mission alignment. The nonprofit may provide or assist in the delivery of a program or service that benefits our clients and community. Program delivery may or may not take place onsite at LOH. Collaboratively work together and share resources to achieve common goals, while advancing the mission. This partnership would require mutual confidence, understanding, and cooperation to greatly impact those we serve.

Government: Partner with Government agencies, local, state and federally that may provide funding, referral sources, educational resources, and or access to communities and facilities. In addition, agencies interested in advancing employment and increasing access that is accessible and equitable within their facilities and or online.

Business-Corporate: Businesses or corporations interested in offering/leveraging direct labor resources, educational/expertise, financial or volunteer support. Business or corporations interested in buying Premium Business Services and or working with LOH to fill positions within their company with people who are blind/low vision. LOH to work with companies interested in increasing their accessibility.



Thank You to our Amazing Partners!

AbilityOne Program

Achilles International Houston

American Printing House for the Blind
BP

Creating with Blind Abandon

Cheerful Clown Alley

Competitive Choice

Constellation

Delta Gamma

HAVIN

Health and Human Services Commission

Houston Delta Gamma Foundation

Houston Council of the Blind

Kelsey-Seybold

Lion's Clubs

Lone Star College Kingwood OT

Memorial Hermann

National Industries for the Blind

Northwest Petroleum (NWP)

Paw Therapy

San Jacinto College OT

Shell

Stephen F Austin College

Texas Women's University OT

Texas Workforce Commission

University of Houston College of Optometry

WorkQuest

WorksWonders



FEATURED PARTNERS

RightHear

The partnership with RightHear represents The Lighthouse of Houston's commitment to leveraging cutting-edge technology for greater independence. This innovative accessibility solution provides audio descriptions of indoor environments, helping individuals with visual impairments navigate spaces more confidently and independently.

Implemented in various community spaces, from local businesses to public buildings, users can access detailed audio descriptions of their surroundings, making navigation intuitive and empowering.



Milestone

The Lighthouse of Houston was the first facility in Houston to install RightHear.



“It is an extremely proud moment for us to help deliver accessibility to The Lighthouse of Houston’s community. As a social impact company with a focus on accessibility and inclusivity, we are highly motivated to continue moving forward and making the world a better place for everyone.

Our mission is to make the whole more accessible, one building at a time, and thanks to partners like The Lighthouse of Houston, our mission continues to move forward.”

Idan Meir, Co-Founder and CEO of RightHear

Creating with Blind Abandon

Creating with Blind Abandon offers adaptive art workshops where blind and low vision individuals explore various artistic mediums, from sculpting to painting, using specially designed tools and techniques.

Participants discover new forms of self-expression, build confidence, and challenge societal misconceptions about disability. Each artwork becomes a powerful narrative of resilience, skill, and unlimited potential.



Achilles International

Using tandem bikes, running guides, and more, blind and low vision athletes are able to train on the Heights trail together every month. These programs demonstrate that with the right support and adaptation, physical activity knows no limits. Participants gain not just physical strength, but also a powerful sense of achievement and belonging.

The Houston chapter of Achilles International transforms the lives of people with disabilities through athletic programs and social connection.

Event Highlights



Over \$262,000 was raised for The Lighthouse of Houston at the 5th Annual NWP Golf Tournament! This incredible donation will enable us to keep providing crucial services to the blind and low vision community.

The Lighthouse of Houston Choir had the opportunity to sing at a holiday event at Houston Methodist.



We hosted our 42nd Annual Beeping Easter Egg Hunt in 2024. This event makes hunting for eggs accessible and fun for kiddos who are blind or have low vision.



Strategic Initiatives

The Board of Directors and Lighthouse Leadership approved a new strategic plan, mission and vision. The plan was developed through collaborative conversations with stakeholders from the community, staff and volunteers.

Community & Empowerment

We will foster communities of belonging with accessible resources that enable personal and family well-being, learning, development and employment.

Technology & Innovation

We will drive full accessibility by embracing technology and innovation.

Partnerships & Philanthropy

We will establish partnerships that expand our reach, resources, and capabilities.

Commitment & People

We will develop a people centered organization that values compassion, empowerment, operational excellence, and people development to create inspired delivery.

New Initiatives Coming Soon!



Expand Technology Training and Employment Services

- Offer a Customer Service Certification Program.
- This comprehensive course is designed to equip blind or low vision students with the essential skills and knowledge to excel in customer service roles, and successful completion of the course will result in the issuance of a Customer Service Certification from The Lighthouse of Houston.

Add Activities of Daily Living (ADL) and Orientation & Mobility (O&M) Programs

- Our Health Services will expand to include ADL and O&M services.
- Clients will learn how to navigate their environment using their current eyesight, and we will provide instruction on cane skills, protective techniques, and the use of assistive technology to increase independence.

Expand Premium Business Services

- Create new targeted partnerships for our kitting and packaging, document management, and call and contact centers.

Launch a Lighthouse of Houston Podcast

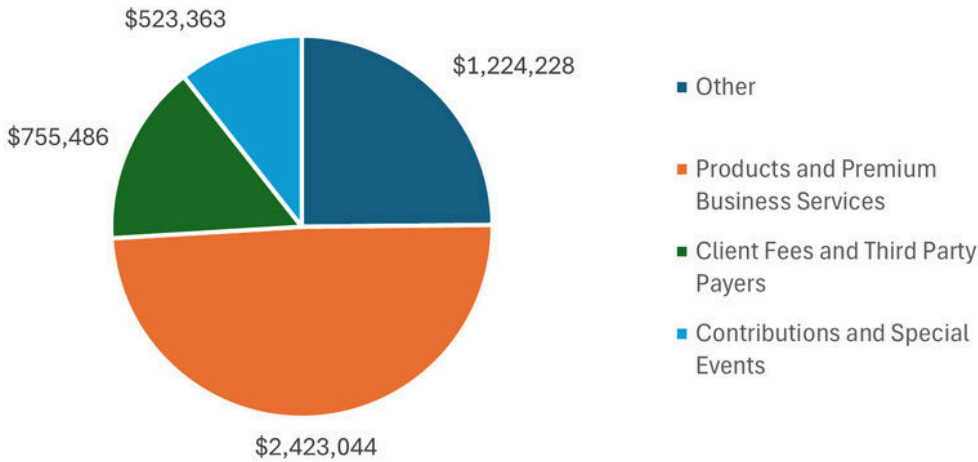
- Launch Sightless Voices: Unleashing Potential podcast to highlight different voices in the blind and low vision community, share helpful resources, and create a sense of community, belonging and inspiration.

Facility Improvements

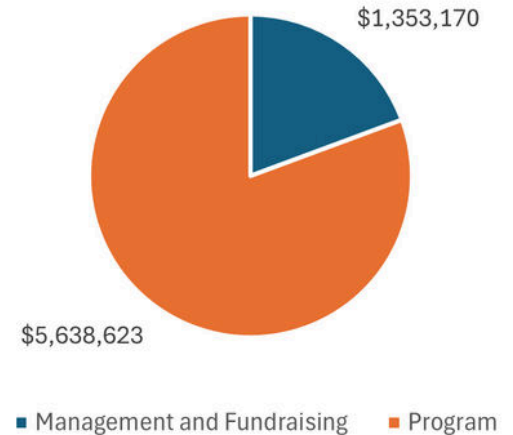
- Build an inclusive playground/park at The Lighthouse of Houston.
- Create an interactive, accessible and inclusive art gallery.
- Other facility improvements including technology upgrades and resurfacing pool area.

Financials

Revenue
Total = \$4,926,121



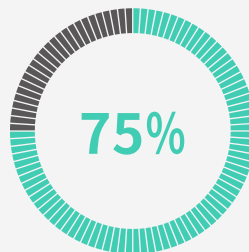
Expenses
Total = \$6,991,793



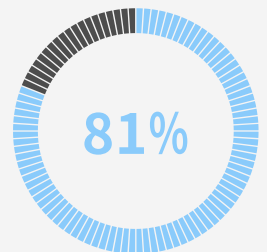
We Are Exceeding The Standard

The industry standard for management and general expenses, as well as fundraising costs compared to direct program costs is 75/25%. We are proud to report that we exceed this standard, with an 81/19% split.

Industry Standard



The Lighthouse of Houston



Premium Business Services

The Lighthouse of Houston's Premium Business Services are designed to make your business more successful and efficient. We provide solutions that matter to businesses that want to reduce their overhead and increase their customer service. We are dedicated to continuing to hire and train the best, most qualified staff team of people who are blind or low vision to provide your company with the highest quality of service.



Kitting and Packaging

Our experienced staff can kit, assemble, fold, and label ongoing, one-time, small or large projects.



Document Management

We help organizations digitally transform by turning their piles of paper and stored paper files into digital assets they can easily access and manage. Our highly trained professionals can also manage onsite mailroom operations and offer digital mailroom solutions.



Call and Contact Centers

Reliable call and contact center services that assist businesses in outsourcing to provide high client and customer satisfaction. Our support can be customized to ensure your needs are met.



Our Premium Business Partners

- Ability One Program
- Army Reserve National Guard
- Aviation Laboratories
- Bayou City Hemp Company/8th Wonder Brewery
- Department of the Navy
- Defense Health Agency
- Global Filtration
- Internal Revenue Service
- National Industries for the Blind
- Railroad Retirement Board
- Texas Department of Criminal Justice
- Texas Department of Health and Human Services
- Texas Parks and Wildlife Department
- Texas Workforce Commission
- University of Houston
- VA Hospital Long Beach
- Vandenberg Space Force Base
- WorkQuest and WorksWonders

Donors

Aamir Nagaria
AdujaJ Accessories
Albert and Ethel Herzstein Charitable Foundation
Alpha ATM
AlphaGraphics
Andy Mohammed
Angela Pickering
Angie Torres
Ann Masterson
Annie Johnson
Antonio Valadez
April Helmandollar
Arthur W. Willis
BackSwing Golf Events, Inc.
Barry & Linda Spain
Bharti Jasani
BIC
BP Foundation, Inc.
Brenda Turpin
Caitlin Bakhtiary
Candace Graham
Carly Charbonneau
Carol Green
Carolyn Gilbert
Catherine LeBleu
Charles D. Nelson
Charles Platt
Charu Singh
Chauncey Marion Foundation
Chelean Zander
Chevron
Chollamai Itthipanichaphong
Christine Stevenson

Christopher Benso
Christopher Yoder
COBAIT
Cody Biller
Comcast (Vincent Garcia)
Connie Redinger
Constellation
Curve Hospitality
Daniel Cope Bailey
Darryl Minor
Daryan Jones
David Donat
David L. Fairley
David Thomas Searls
Houston Delta Gamma Foundation
Derrick Bolding
Donald Groves
Doreatha Page-Williams
Dorothy Caram
Dottie Curole
Doug Yeager
Douglas Akers
Elaine Kueper
Elisa Waldon
Elizabeth Flores
Emily C. Barrett Memorial Fund
EOG Resources
Epower LLC
Erin Applegate
Evelyn Marie Palmer
Evelyn Mitchell
Farmer Brothers
Frank Beaber



Donors



Frank Richardson
George and Mary Josephine Hamman Foundation
Georgia Kimmel
Greater Houston Community Foundation
GSC Enterprises, Inc.
Herman and Kathy Fontenot
Hillcrest Foundation
Homer Frazier
Howard Tellepsen, Jr.
Ilya Koffman
Inc. Red Bull Distribution Company
Inspiration Foundation
Irvin Van Patten
Ivie Partridge
Jackie & Glen Wilson
James Bryson
Janyse Madsen
Jared Anderson
Jay Willett
Jeffrey Smith
Jenna Dhayer
Jennifer Mathis
Jet Waste Services
Jim and Jo Davis Giving Fund
Jim Kennedy
Joan and Clifford Troy
Joanna & Allen Pasternak
John Kebodeaux
Joseph Collins
Juan Garcia Ortiz
Judy & Kenneth Nadolny
Kazim Akhtar
Kellen Malone
Kendall Mahan

Kenner Harris Charitable Fund
Kenneth Turner
Kim Colburn
Kim Fox
Kristen Lau
Kroger
Larry Jenkins
Lee Anne Atkinson
LeeAnna Joslin
Lew Todes Jr.
Lil' Drug Store Products
Liliam Funez
Linda & John May
Lions Clubs International District 2-S-2
Lonnie Knowles
Louis Fournier
Luis Leon
Maha Panangipalli
Marcia W Moore Estate
Marciela Carrera
Martha Moore
Marti and Billy Rosenberg
Martin John Gambling
Mazher Poonawala
Melba C. Wynne Foundation
Michael Geisler
Michael Otto
Millicent Goldschmidt
Millicent Goldschmidt
Modern Welding Co. of Texas Inc.
Mona Cantrell
Mr. and Mrs. Stephen W. Cole
Myrna Bumgamer
National Financial Services

Donors

National Industries for the Blind (NIB)

Oksana Haby

Omer Malik, CFO

Oscar Luna

Pamela Davis

Panthers Petroleum LLC

Patricia Gutierrez

Peggy L. Mayberry

Pepsico Foundation

Ragna Henrichs

Rajni Jain

Ramsay Elder

Raney Wolfson

Ricardo Wade

Robert and Gail Stone

Robert Francis

Robert LeWinter

Ron Kline

Ronnie Andrews

Ruth Schumacher

Sally Robinson

Samira Tantingco

Sandra Walters

Saunders Foundation

Scot Schroeder

Scott Pikarsky

Seema Basnett

Sharney Foundation, Inc.

Sharon Coan

Sharon Kaiser

Shetal Upadhyay

Shivani Sedov

Sidney Naseralla

Smita Corley

Stephen E Wood

Steven Jackson

Sugar Land Lions Club

Susan Gould

Swedish Match North America LLC

Swisher International

Talia Woodard

Tameka Clark

Tammie Brunetta

Teofilo Correa

Terry (Mary Teresa) Whalley

Terry and Marcy Malloy

Terry Vaughn

Than-nhi Nguyen

The Sarofim Foundation

Thomas Morrison

Tina Mcpherson

United Way of Metro Dallas

United Way of Midland County

V.S Crittenden

Vanessa Foreman

Vanguard Charitable Endowment Program

Vastine Hilsher

Velmont S. Crittenden

Victoria Hillard

Vineet Prasad

Vivecca and Chris Hartman

Wanda Johnson

Warren SW Refrigeration

Weitzman, Pathak & Associates

Yin Ng





CONTACT US TODAY

We are centrally located near Downtown Houston, have a convenient parking area and are easily accessible by METRO.



LET'S CONNECT

For 85 years, The Lighthouse of Houston has been supporting individuals who are blind or low vision through our health services, assistive technology resources, community and support programs, vocational skills training, and internal employment opportunities. Learn more on our website or follow us on social media for updates.



THE **LIGHTHOUSE**
OF HOUSTON



Phone Number
713-527-9561



Email Address
info@houstonlighthouse.org



Website
www.HoustonLighthouse.org

