

A Stronger Future Begins Here

IMPACT REPORT
2024



**ILLUMINATION
FOUNDATION**

HOUSING & HEALTHCARE



“Stability starts with more than just a roof—it requires care, support, and a path forward. In 2024, Illumination Foundation deepened its impact, ensuring that families and individuals not only find shelter but also the healthcare and resources they need to heal and grow, and opportunities to build a brighter future.”

Pooja Bhalla

Dr. Pooja Bhalla, DNP, RN
CEO, Illumination Foundation



Dear Friends,

What does it take to build a stronger future? At Illumination Foundation, we believe that true stability begins with more than just a roof—it requires care, support, and *opportunities to thrive*.

2024 has been a year of transformation. We have continued to disrupt the cycle of homelessness by expanding our integrated model of housing as healthcare—ensuring that families and individuals receive comprehensive support that leads to lasting change.

Some of our most impactful milestones include:

- **The launch of the nation's first Children and Families Recuperative Care Center.** In partnership with CalOptima Health, this pioneering initiative provides medically vulnerable children and their families with a safe place to heal after hospitalization, while connecting them with long-term housing solutions.
- **The opening of the Shah Happiness Home, our fifth Family Emergency Home.** With over 300 families on the waiting list for shelter in Orange County, this new home represents a beacon of hope and stability.
- **An expanded commitment to holistic care.** Through case management, behavioral health services, and enrichment programs, we have created new pathways for families to thrive beyond housing and primary healthcare.
- **A continued focus on leadership and advocacy.** We hosted a Homelessness Speaker Panel of national, regional, and local expert voices to drive conversations that inspire real solutions.
- **Welcoming two new board members.** Dr. Bradley Gilbert and Leo Razo are extending their expertise and leadership, helping to strengthen our mission as we continue expanding our impact in the years ahead.

Each of these milestones underscores our unwavering belief that *a stronger future begins when we create opportunities for people to thrive*. Every family we serve is not just receiving help—they are opening the door to independence, stability, and hope for a better tomorrow.

None of this would be possible without you. Your generosity fuels this mission to allow thousands of individuals to find not only a home but also a future filled with possibility.

Together, we are transforming lives and building a future where everyone has the opportunity to thrive.

With Gratitude,

Dr. Pooja Bhalla, DNP, RN [CEO, Illumination Foundation](#)



**ILLUMINATION
FOUNDATION**

HOUSING & HEALTHCARE



From Street to Home

Breaking Down Barriers to Build Better Futures

The path to stability starts with more than just a place to sleep—it's access to healthcare, support, and opportunities to thrive. Illumination Foundation is dedicated to breaking down the barriers that keep families and individuals trapped in homelessness, providing them with the care, resources, and guidance they need to rebuild their lives.

Through **comprehensive wrap-around services**, we ensure that every person we serve has the tools to transition from crisis to lasting stability.





REFERRALS

We collaborate with social services, healthcare providers, and community partners to connect individuals with life-changing resources and pathways to housing.



MULTI-SERVICE CENTERS

Walk-in centers provide direct access to critical support, including healthcare, housing assistance, and financial resources for long-term success.



NAVIGATION CENTERS

24/7 shelters offer a safe space, medical and behavioral health care, and employment assistance to help individuals take the next step toward independence.



FAMILY EMERGENCY CENTERS

More than a place to stay, our shelters provide families with parenting support, education, and healthcare, ensuring children and parents have a foundation for success.



MEDICAL RESPITE / RECUPERATIVE CARE

A vital safety net for those recovering from illness or hospitalization, offering short-term care in a safe, supportive environment while securing permanent housing.



MICRO-COMMUNITIES & PERMANENT HOUSING

A growing network of shared housing, apartments, and modular homes provides stable, long-term housing solutions tailored to individual needs.

SUPPORTIVE SERVICES
CASE MANAGEMENT
HOUSING NAVIGATION & RETENTION
BEHAVIORAL HEALTH SERVICES
HEALTHCARE
DENTAL CARE

WRAP-AROUND SERVICES AVAILABLE EVERY STEP OF THE WAY

Goal:

With **housing, healthcare, and personalized support**, we empower individuals and families to break free from homelessness and create a brighter future.

7,282

CLIENTS
SERVED

1,211

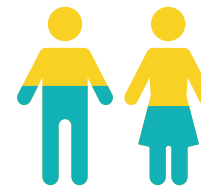
CLIENTS
HOUSED

HOUSING & HEALTHCARE

The Foundation for a Stronger Future

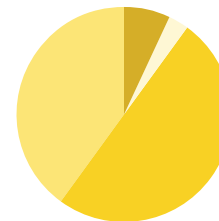
At Illumination Foundation, we know that *stability begins with more than just a roof*—it requires healthcare, support, and opportunities to thrive. Our **shelters and navigation centers** provide immediate relief while guiding individuals and families toward permanent housing and self-sufficiency.

We operate across **Los Angeles, Orange, Riverside, and San Bernardino Counties**, offering trauma-informed case management, medical and behavioral health services, and housing navigation.



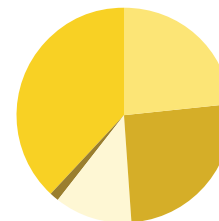
GENDER

55% MALE
45% FEMALE



AGE

7.1% 0-17
2.9% 18-24
50% 25-54
40% 55+



RACE

38% UNLISTED/OTHER
25.5% HISPANIC/LATINO
23.6% WHITE
11.5% BLACK/AFRICAN AMERICAN
1.4% ASIAN



Illumination Foundation partners with Chrysalis, a nonprofit changing lives through jobs, by providing employment opportunities to job-seeking individuals like Frank. Frank thrived in his new position. He built relationships with fellow employees, created a vibrant work environment, and shared his love of learning with the clients. His unique work ethic captured the attention of his supervisor, America and it wasn't long for Frank to be part of the Illumination Nation permanently.

“ I found out about Illumination Foundation through Chrysalis, and I believe God put me in this position for a reason. A place to help with people who would've helped me. I know what it is like being under the influence. I've been in positions like the clients we serve. ”



Francisco

“ I am so grateful for this opportunity and this program. I was supported by such a great and caring team. I didn't think I would come out of this on track and with my own apartment. ”

Jesse
A former client





RECUPERATIVE CARE

Healing with Dignity

A stronger future begins with *healthcare that meets people where they are*. Our **Medical Respite/Recuperative Care Centers** provide a safe place for individuals recovering from hospitalization, ensuring they receive medical oversight, behavioral health support, and assistance securing long-term housing.

These centers bridge the gap between hospitals and stable living, helping people heal while preventing future health crises. By combining **housing and healthcare**, we empower clients to regain independence and reclaim their lives.

BY THE NUMBERS **2024**

2,287

**CLIENTS RECEIVED MEDICAL RESPITE/
RECUPERATIVE CARE SERVICES**

FAMILY EMERGENCY HOMES

A Safe Haven for Families to Thrive

At Illumination Foundation, we know that *a stronger future begins with stability*. Our Family Emergency Homes provide more than shelter—they offer families the resources, care, and guidance they need to heal and rebuild. With trauma-informed support, case management, and access to medical and behavioral health services, parents and children can regain a sense of security and hope.

In **January 2024**, we opened the **Shah Happiness Home**, our fifth Family Emergency Home, expanding our reach to more families in crisis. Every day, we help parents navigate challenges, build self-sufficiency, and create a brighter future for their children. As the largest provider of family emergency beds in Orange County, this is another important step toward meeting the need.

344

CHILDREN AND PARENTS
(96 FAMILIES) WERE
SERVED IN OUR FAMILY
EMERGENCY HOMES

140

ADULTS

204

CHILDREN

NANCY'S STORY

Strength in Uncertainty

Nancy emigrated from Guatemala in 2023, searching for a better future for her family. Pregnant with twins, she faced housing instability, language barriers, and limited access to services. In **November 2024**, she found safety at **Shah Happiness Home**, where she gained access to medical care, financial support, and case management.

With determination, Nancy learned to navigate the healthcare system, advocate for her children, and work toward securing permanent housing. Her resilience inspires us all, and she is deeply grateful for the guidance and care she received at Illumination Foundation.



**In January 2024, Illumination
Foundation opened its fifth
Family Emergency Home,
The Shah Happiness Home.**



Dr. Pooja Bhalla, CEO, Illumination Foundation alongside Illumination Foundation Board Members and CalOptima Health leaders at the opening of the nation's first Children and Families Recuperative Care Center in Santa Ana, California.



Mishaun Watkins, City of Santa Ana, presents a certificate of recognition to Dr. Pooja Bhalla, CEO, Illumination Foundation, during remarks at ribbon cutting of nation's first Children and Families Recuperative Care Center in Santa Ana, California.



Interior of nation's first Children and Families Recuperative Care Center in Santa Ana, California.

BRIDGING CARE & STABILITY

A First-of-Its-Kind Solution for Families

In October 2024, Illumination Foundation launched the nation's first **Children & Families Recuperative Care Center**, a groundbreaking initiative in partnership with **CalOptima Health**. This innovative program provides **medically vulnerable children and their families with a safe place to heal** while addressing long-term housing and healthcare needs.

Following hospitalization, many families experiencing homelessness face immense challenges securing stable housing and continued care. Our center fills this gap, offering **medical oversight, trauma-informed support, and transitional housing solutions** under one roof.

Board Members



Dr. Rob Warren
Board Chair



Mark Costa
*Vice Chairman,
Governance Committee
Chair*



Laurie Allen
Secretary



Mike Haynes
Finance Committee Chair



Karen Jordan
*Development
Committee Chair*



Ron Kim
*Housing
Committee Chair*



Virginia Ripslinger
*Healthcare Committee
Chair*



Dr. Ripu Arora



Mark Austin



Dr. Greg Buchert



Rick Chan



Michael Cupps



Tom Duchene



**Dr. Jacqueline
DuPont**



**Dr. Bradley
Gilbert**



**Dr. Geeta
Grover**



**Dr. Lawrence
Haynes**



**Howard
Mirowitz**



**Margaret
Pfeiffer**



Leo Razo



Marc Scher



Ian Williamson

WELCOME TO OUR NEW BOARD MEMBERS



Dr. Bradley Gilbert

“Serving on the Board allows me to lend my healthcare expertise to assist the CEO and team in serving their clients. It is personally rewarding to serve on a Board for a nonprofit organization that is committed to improving the lives of the clients they serve. My entire physician and healthcare career has been serving vulnerable at-risk populations so serving on the Illumination Foundation Board fits perfectly for me.”



Leo Razo

“I am proud to be part of a board that has a purpose and commitment to disrupt the cycle of homelessness. Serving on this board means contributing to a future where everyone has the opportunity for housing and quality healthcare. Together we are creating a change, one step at a time.”



97%

4-STAR RATING BY
CHARITY NAVIGATOR



- 58% Program Service Fees
- 26% Federal & State Contracts & Grants
- 24% Special Events & Contributions
- 2% Other

91%

PROGRAM EXPENSE RATIO

“ I believe in the uniquely unlimited potential for each and every person. Life has so many challenges that makes it difficult to realize our own possibilities. Health, home, and community are essential for all of our well-being. It is my greatest joy to be a part of something that shares so much love and so much light for so many people. ”

Dr. Rob Warren
Board Chair

Together, We Are Building a Stronger Future

2024 was a year of **progress, resilience, and impact**. Because of our supporters, thousands of individuals and families found **shelter, medical care, and a path forward**.

But **our work isn't done**. With hundreds of families still in need of emergency housing, we must continue expanding our efforts.

How You Can Help

DONATE

Every gift helps provide housing, healthcare, and critical services.

ADVOCATE

Raise awareness and support policy solutions for homelessness.

VOLUNTEER

Your time and skills can change lives.



**ILLUMINATION
FOUNDATION**

HOUSING & HEALTHCARE



Visit **ifhomeless.org** to make a difference today.