ILLUMINATION
HEALTH + HOME

Lighting the way forward

IMPACT REPORT

FISCAL YEAR 2025–2026



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ON THE COVER

A place where kids get to be kids: a young resident at the Bob Murphy Family Emergency Home.

Illumination Health + Home · 2871 Pullman St., Santa Ana, CA 92705 · (949) 273-0555 · illuminationhealthhome.org

MISSION

To disrupt the cycle of homelessness.

VISION

We believe in a world full of communities strengthened by compassion and full-circle care for vulnerable individuals and families, powering unprecedented change to serve the unhoused population.

OUR VALUES

C **Community**

We lead with the vision of a strengthened and compassionate community for all, acting as an example of the power of collective care.

A **Action**

Our “whatever it takes” attitude is paramount. We take charge, step in where others have stepped out, and make the way if there isn’t one.

R **Respect**

The dignity and individualism of every person who turns to us is held in the highest regard. We honor their lives and their journey.

E **Empowerment**

We heal. Our clients emerge stronger in health, possibilities, and belief in themselves as they embark on a new life journey.

From crisis to stability, one step at a time.

Dear Friends of Illumination Health + Home,

A year ago, we changed our name from Illumination Foundation to Illumination Health + Home—a name that reflects who we have become and what we have always believed: health and home are inseparable.

This year, we continued to bring that belief to life across Orange County, Los Angeles County, and the Inland Empire. From recuperative care and medical services to housing, supportive services, and programs for seniors, families, and children, we are building a continuum of care that meets people where they are and helps them move toward stability and home.

We also continued building for the future. The Richard Lehn Intergenerational Campus will bring young families and older adults together in a community designed around connection, dignity, and mutual support—an innovative model that reflects our belief that everyone has something to give and everyone deserves a place to belong.

None of this would be possible without the people who believe in this mission and stand alongside us—our donors, volunteers, partners, healthcare providers, staff, and community.

Thank you for helping us disrupt the cycle of homelessness and for believing that better health, a safe home, and a sense of belonging can change the trajectory of a life.

We are grateful to have you with us as we continue this important work.

With gratitude,

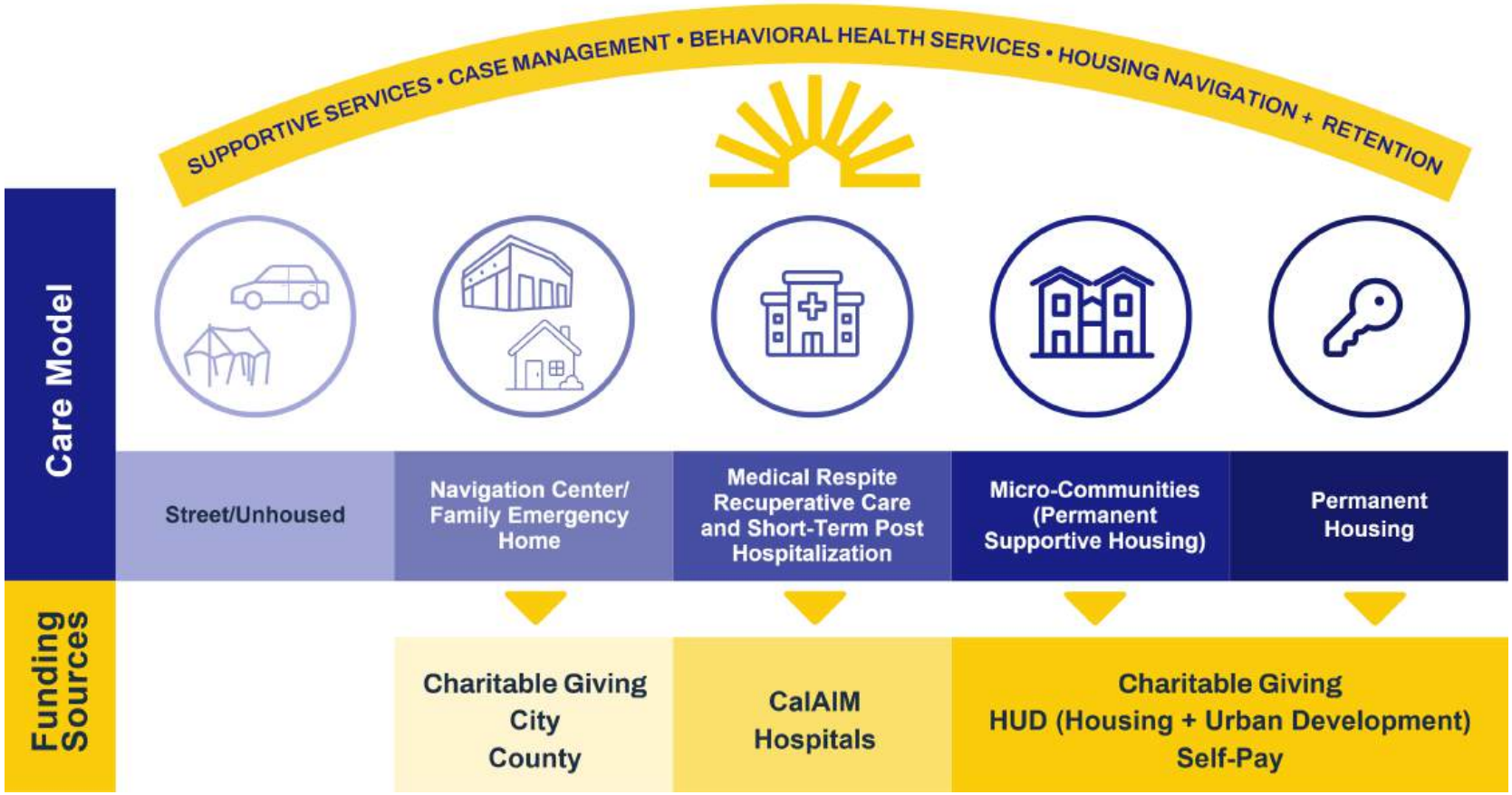


Pooja Bhalla

Dr. Pooja Bhalla, DNP
Chief Executive Officer

One connected system, from street to home (S2H)

People come to Illumination from many places—the street, a hospital bed, a motel room with their children. **Wherever they enter, our connected continuum of care meets them there** and moves them forward: through navigation and medical respite, into supportive housing, and ultimately a permanent home.



Note: **Charitable Giving** includes gifts from individual donors, foundations, and corporations. **City** and **County** refer to government contracts and grants from city and county agencies.

Wherever our neighbors are, we meet them there

CORE PROGRAMS

- **Family Emergency Homes**
- **Permanent Supportive Housing**[1]
- **Housing Navigation and Enhanced Care Management**[2]
- **Recuperative Care**

CORE POPULATIONS

- Youth and Families
- Seniors
- Medically Frail

WHERE WE WORK

6 Family Emergency Homes
Anaheim · Lake Forest · Stanton · Santa Ana

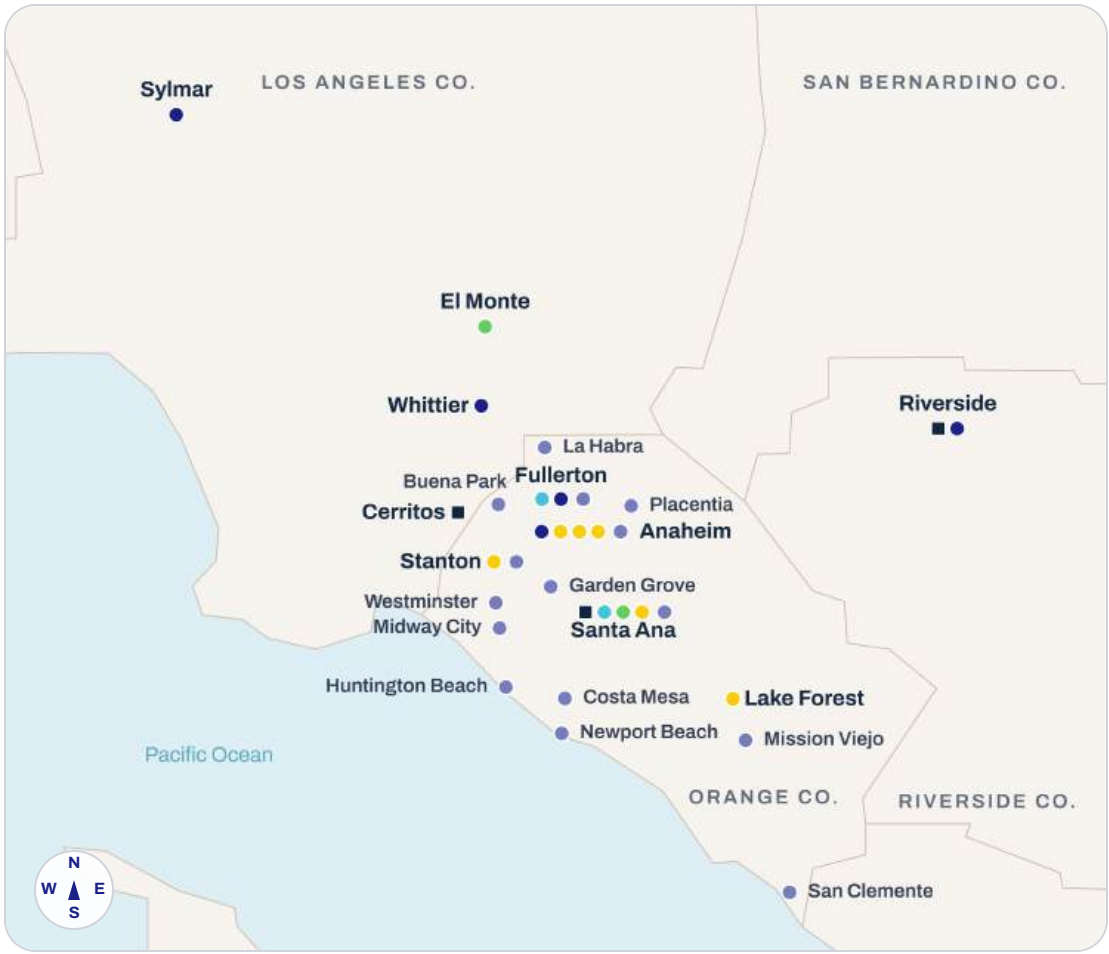
5 Recuperative Care Centers
Fullerton · Anaheim · Riverside · Whittier · Sylmar

2 Navigation Centers[3]
Santa Ana · Fullerton

2 Permanent Supportive Housing
Santa Ana · El Monte

51 Micro-communities and Scattered Sites[4]
15 Orange County cities, led by Anaheim (21)

3 Regional offices
Santa Ana (HQ) · Cerritos · Riverside



[1]**Permanent supportive housing** pairs ongoing rental subsidies with supportive services to promote independent living for people with disabilities or a chronic health condition who have been homeless for long periods.

[2]**Enhanced Care Management** is a statewide Medi-Cal benefit in California that provides person-centered, community-based care coordination for individuals with complex clinical and social needs.

[3]**Navigation centers** are short-term emergency housing with on-site case management, healthcare connections, and housing navigation to help residents move into permanent homes.

[4]**Micro-communities** are small clusters of apartments or homes where formerly unhoused neighbors live in permanent supportive housing, with case management close by. **Scattered sites** are individual units located throughout the community.

Real people. Real healing. Lasting change.

PEOPLE SERVED

5,474
individuals served

2,223
seniors served

243
children served

40%
of the people we serve are women

EMERGENCY AND SUPPORTIVE HOUSING

294,335
safe bed nights provided*

1,160
people secured housing

79
families served in emergency housing

35
families housed

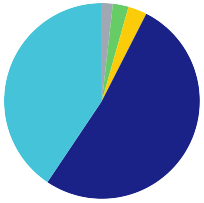
RECUPERATIVE CARE

2,217
clients in recuperative care

1,069
seniors served in recuperative care

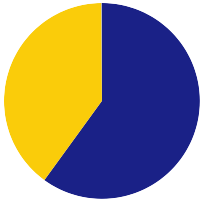
*A **safe bed night** is one night of room and board provided.

WHO WE SERVE



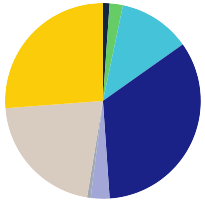
Age

- Young children, 0–5—1.8%
- Youth, 6–17—2.6%
- Young adults, 18–24—3.1%
- Adults, 25–54—51.9%
- Older adults, 55+—40.6%



Gender

- Male—60%
- Female—39.9%
- Unknown—0.1%



Race and ethnicity

- Hispanic / Latino—33.7%
- White—26.1%
- Unlisted / Other—21.2%
- Black / African American—11.9%
- Multi-racial—3.1%
- Asian—2.2%
- American Indian / Alaska Native—1.1%
- Native Hawaiian / Pacific Islander—0.6%

From one motel room to a regional system of care

Illumination Health + Home's story began in 2007 at UC Irvine's Paul Merage School of Business, where MBA students developed a class project focused on disrupting the cycle of homelessness in a more person-centered way. Established as a nonprofit in 2008, the organization began by helping unhoused families stabilize in motel rooms. From that compassionate first response grew a regional continuum of care from street to home, serving Orange County, Los Angeles County, and the Inland Empire.

Today, Illumination's core programs include Family Emergency Homes, Permanent Supportive Housing, Housing Navigation and Enhanced Care Management, and Recuperative Care. Our organization has grown not by adding disconnected programs, but by building the specific services clients need to continue moving forward.



"I began by volunteering with Illumination because of its conviction that people deserve better in their most vulnerable moments. Seeing how far we've come—how many more of those moments we're able to show up for, and the scope of services and support we now offer—is incredibly moving."

—MIKE HAYNES, LEGACY BOARD MEMBER

Nineteen years of building the system

2007 – 2026

2007–2008

Concept developed at UC Irvine; Illumination Foundation established, motel-based housing begins

2009



Recuperative Care Program launches in Orange County

2012–2013



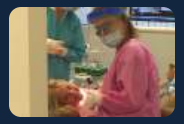
Stanton Multi-Service Center and Children's Resource Center open

2014



Recuperative Care Program starts in Los Angeles County

2015



Volunteer dental effort begins, grows into a dedicated clinic

2017



Theriault Family Emergency Home—the first ever family emergency home in the U.S. —opens

2018

Santa Ana Riverbed response; named California Nonprofit of the Year by Assemblymember Sharon Quirk-Silva

2019



Bob Murphy Family Emergency Home opens

2020



COVID-19 response; **Fullerton Navigation and Recuperative Care Center** and **Gilbert Family Emergency Home** open

2021



Plumeria Family Emergency Home opens; Riverside Recuperative Care Center opens

2022



CalAIM services begin in four counties; **Whittier Happiness Center** (recuperative care) and **Santa Ana Navigation Center** open

2023



Dr. Pooja Bhalla named CEO

2024



Shah Happiness Family Emergency Home opens; the nation's first **Children and Families Recuperative Care** center opens in Santa Ana

2025

Rebrand to Illumination Health + Home, reflecting the full spectrum of the mission

2026



Richard Lehn Intergenerational Campus prepares to open

Looking ahead: Richard Lehn Intergenerational Campus

OPENING FALL 2026

The first intergenerational permanent supportive housing campus in Southern California

14 total units of permanent supportive housing

8 units for transitional-age youth (18–24) parenting children

6 units for seniors, 55 and older



Stronger side by side

The Richard Lehn Intergenerational Campus pairs two populations at the greatest risk of long-term homelessness —transitional-age youth (18–24) and low-income older adults— on the premise that each holds what the other is missing: elders offer stability, young families offer energy. By design, not chance.

WHY THIS MODEL MATTERS

- Living alongside other generations builds the everyday connection that keeps young parents and seniors stable. Yet only about two in every hundred Americans live in intentional intergenerational housing, and almost none of it is affordable supportive housing.
- One in four seniors is socially isolated, linked to higher risk of premature death and dementia. Adults 50 and older are now the fastest-growing group entering homelessness nationally.



SUPPORT ON SITE

Transitional-Age Youth

Coordinated on site by Orangewood Foundation: weekly case management, self-directed goal plans, benefits enrollment, healthcare accompaniment, and monthly life-skills workshops.

Seniors 55+

Medically oriented case management from Illumination: coordinated healthcare, chronic-disease support, and benefits navigation—so residents age in place instead of cycling into emergency care.

MADE POSSIBLE BY Dr. Jacqueline Lehn DuPont-Carlson and Mark Carlson · CalOptima Health · Samueli Foundation · Congressman Lou Correa and the CA-46 Community Project Fund · City of Santa Ana · Cooper Housing Institute · U.S. Bank

We are the largest family emergency home provider

Family Emergency Homes give parents and children an immediate, safe place to live, paired with case management and housing navigation from day one. In 2024, that continuum expanded with the nation's first Children and Families Recuperative Care center—extending medical respite care to children alongside their parents.



79
families served
268 individuals

156
children served
112 adults served

35
families housed
123 individuals: 54 adults, 69 children

44
single-parent families served
9 housed

When one parent is carrying everything—work, school pickups, appointments, and the search for housing—no one should do it alone. The wraparound support in our Family Emergency Homes makes the difference between surviving and moving forward.

CHILDREN SERVED, BY AGE

Ages 0–5	66
Ages 6–10	48
Ages 11–15	29
Ages 16 and older	13

WHY IT MATTERS

Nearly three in four children in our family program are under eleven—the years when housing instability does the most lasting damage, and when a stable home changes the most.



09 · FAMILY SUCCESS STORY

“Illumination is changing the course of a family’s life, of a child’s life. I just became free, period, in general. I found a new hope in life again. I wanted to fight for life, fight for my children and make things right. And yeah, I just wanted to live again.”

—LATASHA, FORMER CLIENT

After fleeing a dangerous domestic violence situation, Latasha and her three children experienced homelessness, moving between unsafe motels while she recovered from extensive burn injuries and surgeries. They found stability at the Theriault Family Emergency Home, where staff provided safe housing, care coordination, and connections to resources that supported the family’s physical, emotional, and financial well-being. With Illumination’s support, Latasha and her children were able to secure permanent supportive housing, providing the family with a safe and stable place to call home. Today, Latasha has earned her peer support specialist certification and works as a case manager and care coordinator at a rehabilitation clinic.

Meeting the fastest-growing group entering homelessness

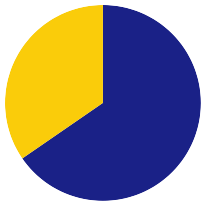
Illumination's senior programs offer medically oriented case management connecting seniors to healthcare, benefits, and long-term services planning. Six dedicated units will open at the Richard Lehn Intergenerational Campus in fall 2026, with a separate transitional housing program also in development (a bridge for seniors when emergency housing ends and permanent housing is not yet available).

WHY IT MATTERS

Nearly half of single adults experiencing homelessness in California are 50 or older, and 41% of them lost their housing for the first time after turning 50. Chronic illness, limited mobility, and isolation make the street especially dangerous for older adults, which is why our senior care starts with health.

Source: UCSF Benioff Homelessness and Housing Initiative, California Statewide Study of People Experiencing Homelessness (2023)

2,223
seniors aged 55+ served



778
of those seniors are ages 65 and older



“I love the people at Illumination. I can’t even say enough. I would tell America, I just think you’re great.”

—SUSAN, FORMER CLIENT

A grandmother who spent years waiting tables while raising her children and later worked as a security guard, Susan never imagined homelessness would become part of her story. After leaving a townhome in Tustin, she rented rooms, stayed with family, and eventually found herself living in a garage. She then spent more than three and a half years in transitional housing with no clear path to a permanent home. When Susan arrived at Illumination’s Carnegie Navigation Center, she found more than a place to stay—she found compassionate staff (like Site Manager America E.), care coordination, meals, and support that helped her navigate the barriers standing between her and stable housing. With Illumination’s support, Susan secured permanent supportive housing in one of Illumination’s senior micro-communities. Today, she has a home of her own and feels settled at last. Instead of wondering where she will live next, she can think about retirement and how she wants to spend the next chapter of her life.



A safe place to heal after a hospital stay

Illumination operates five recuperative care centers across Orange County, Los Angeles County, and the Inland Empire—medical respite that prevents repeat emergency-room visits and unsafe discharges to the street, lowering costs for hospitals and the community.

What is recuperative care?

Recuperative care provides short-term, medically supported beds for patients ready for hospital discharge who have nowhere safe to heal. Recuperative care pairs those beds with intensive housing navigation, case management, benefits enrollment, and permanent housing resources in one place.

SCOPE OF SERVICES

- Medical care coordination
- Case management
- Housing connections and Coordinated Entry System
- Life skills and health education
- Behavioral health coordination
- Access to community clinic
- Substance use counseling
- Food, hygiene, and transportation







2,217
clients received recuperative care services

1,069
seniors (783 men, 286 women)

26.8%
senior women

18
children served in recuperative care



13 · RECUPERATIVE CARE SUCCESS STORY

“I just wanted a place to call home, somewhere I can finally relax and enjoy life... After all these years, I finally had a place to call my own.”

—MICHAEL, FORMER CLIENT

After nearly a decade of homelessness, Michael entered Illumination’s Fullerton Recuperative Care Program following a hospitalization for serious health complications, including heart failure and diabetic neuropathy. There, he received medical care, case management, and support to stabilize his health and begin pursuing housing. Housing Navigator Jeffrey became a key advocate, helping Michael navigate applications, gather documentation, and identify housing that could accommodate his medical needs. With Jeffrey’s support, Michael secured permanent supportive housing through a Project-Based Voucher program.

The people who steward this work

During fiscal year 2025–2026



Mark Costa
Board Chair



Laurie Allen
Vice Chair



Mike Haynes
Treasurer



Dr. Bradley Gilbert
Secretary



Dr. Pooja Bhalla
Chief Executive Officer



Karen Jordan
Development Chair



Ron Kim
Housing Chair



Virginia Ripslinger
Healthcare Chair



Kyle P. Carroll



Michael Cupps



Tom Duchene



Dr. Jacqueline DuPont-Carlson



Dr. Geeta Grover



Howard Mirowitz



Kim Nguyen



Margaret Pfeiffer



Leo Razo



Marc Scher



Dr. Rob Warren



Dr. Greg Buchert



Dr. Lawrence Haynes

Every dollar accounted for

CHARITY NAVIGATOR

99%

★★★★

four-star rating for accountability and finance

PROGRAM EXPENSE RATIO

90%

of every dollar spent goes directly to programs*



- 64% Program Services
- 27% Government Contracts and Family Foundation Grants
- 8% Events and Private Contributions
- 1% Other



- 69% Program Services
- 21% Fed/State Contracts and Grants
- 6% Administration / Other
- 4% Fundraising / Special Events

Figures on this page are unaudited and cover the fiscal year July 1, 2025 through June 30, 2026. Audited financial statements and IRS Form 990 will be posted at illuminationhealthhome.org when complete.
*Combines Program Services (69%) and Fed/State Contracts and Grants (21%) expenses.



"Every bed filled, every family housed, every senior given a step toward independence—none of it happens without the trust our donors place in us. Financial stewardship is how we honor that trust: making sure every dollar given is a dollar donors can see at work."

—LAURIE ALLEN, VICE CHAIR OF THE BOARD OF DIRECTORS

The community that shows up

Each year, our signature events bring donors, families, and volunteers together—some to fund the work, others to celebrate the people it serves. Together they turn community support into real momentum for our neighbors moving from crisis to stability.



Chef's Table

An Epicurean Experience—our signature gala, bringing community leaders and renowned chefs together for an evening of food and philanthropy. Proceeds fund healthcare, housing access, case management, and behavioral health.

438 guests · 58 sponsors · $1,753,085 raised



Women's Philanthropy Luncheon

Women and community leaders gather to celebrate the strength of the women and families we serve, hear stories of impact, and fund safe housing and supportive services.

129 attendees · 28 sponsors · $266,854 raised



Carnival for Kids

A free day of summer fun for children and families experiencing housing insecurity. The carnival features rides, food, entertainment, back-to-school supplies, and connections to community resources.

149 attendees · 19 sponsors · 19 community partners · $85,125 raised

"Chef's Table and the Women's Philanthropy Luncheon are how we build the resources that make our work possible—every gift at those tables becomes a bed, a meal, a path forward for a family. But our Carnival reminds us *why* we do this in the first place: it's a day of pure joy for the families we serve, no strings attached. Both are essential. One fuels the mission, the other lives it out."

—KAREN JORDAN, BOARD MEMBER

Neighbors showing up for neighbors

270 unique volunteers gave their time this year

2,272 hours contributed—an estimated $91,178 in donated time

20+ unique projects—meal services, workshops, and fundraising events

Our volunteers turn community goodwill into hands-on care. They serve meals, celebrate holidays, and get our children ready for school—bringing light and joy into the hardest moments of our neighbors' lives, and making every program on these pages possible. Here are three of the many moments they made this year.



AUGUST 9, 2025

Diocese of Orange Summer BBQ

Each summer, the Diocese of Orange hosts a BBQ across three of Illumination Health + Home's sites, bringing volunteers together to serve a delicious meal and spend time with our clients and families. Volunteers grilled and served hamburgers and hot dogs, along with chips, sides, and cookies.

Thank you to the Diocese of Orange for turning a summer meal into a true community gathering—one our clients and families look forward to each year.



AUGUST 21, 2025

Prospera Hotels Shoe Donation

Each year, Prospera Hotels helps our children and families get ready for the new school year by generously donating shoes to the children at the Plumeria Family Emergency Home—making back-to-school season a little brighter with new shoes for the year ahead.

A new pair of shoes helps a child start the year feeling confident and ready to learn. Thank you to Prospera Hotels for this gift, and to board member Ron Kim for bringing the partnership to Illumination.



NOVEMBER 2025

Thanksgiving Meal Services

During the holiday season, volunteers from several groups and companies brought Thanksgiving meal services to the children and families in our emergency homes—creating a warm, joyful space to share dinner and enjoy the activities and games they brought for the kids. It was a meaningful reminder of how community care can brighten the season for those who need it most.

Meals and activities provided by Edwards Lifesciences, Joan K. and Friends, Bascom, Civic Soul, Prospera Hotels, and Kyle Carroll

HOW YOU CAN HELP

Disrupting the cycle takes all of us

ILLUMINATION
HEALTH + HOME

From crisis to stability, one step at a time. Whether you give, speak up, or show up in person, you become part of the system that carries our unhoused neighbors home.



DONATE

A monthly gift funds the beds, the case managers, and the nurses who help our neighbors heal and find home.

ADVOCATE

Speak up for supportive housing and medical respite in your city. Policy change helps more neighbors find a way home.

VOLUNTEER

Serve a meal, tutor a child, or lend your profession. We meet people where they are—with you.

Visit illuminationhealthhome.org to make a difference today.

@illuminationhealthhome

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