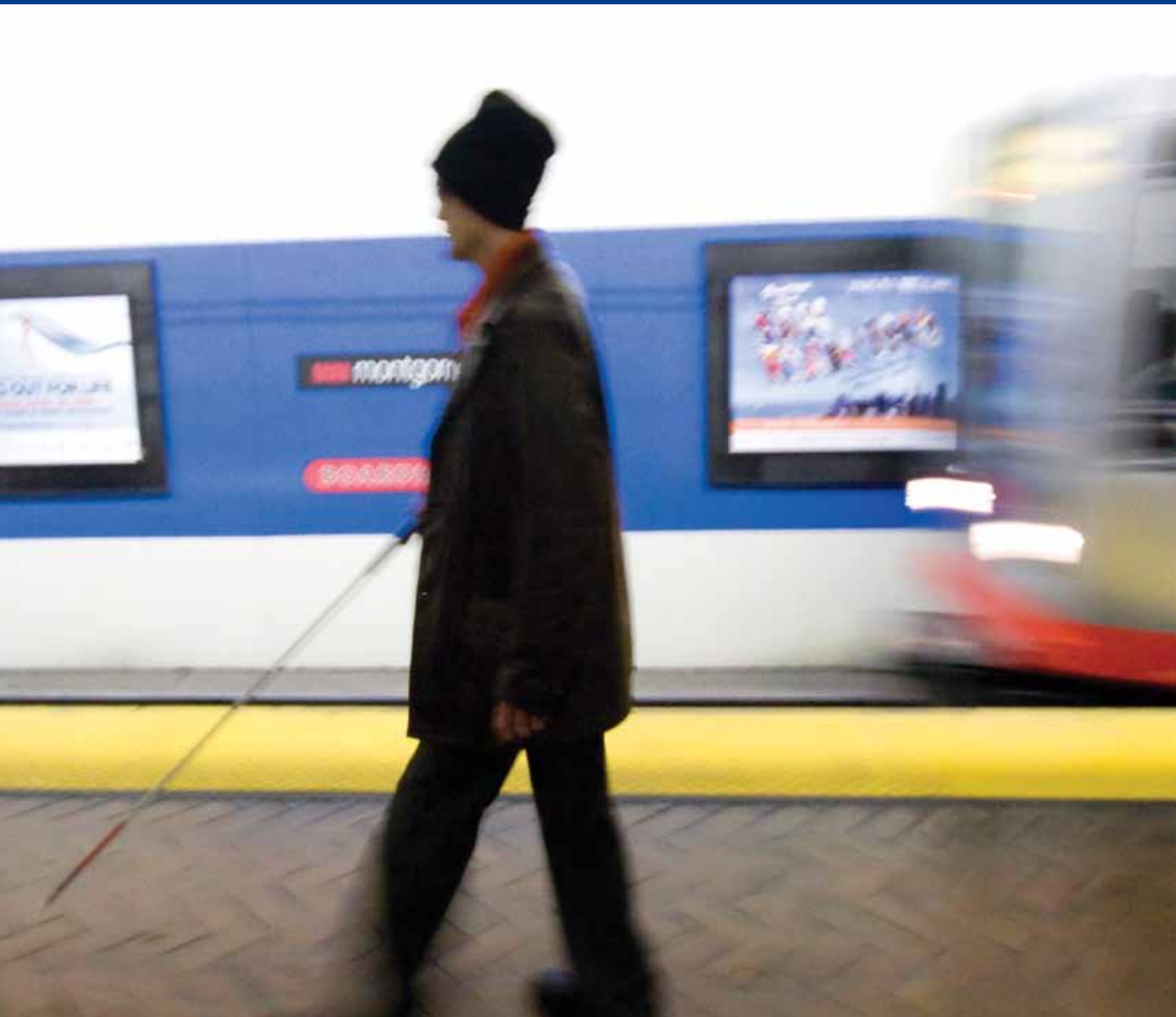


# Annual Report 2009



**LightHouse** for the Blind and Visually Impaired

“Hearing the artists explaining their projects in their own words was pretty cool.

I love art shows. I like this one the best because you can feel the artwork.”

Young visitor at Insights 2009





**Founded in 1902, the LightHouse is the largest organization in Northern California providing direct services for and promoting the independence and self-reliance of individuals who are blind or visually impaired. The LightHouse touches people of all ages; people who have been blind or visually impaired their whole lives; people who are losing their vision because of age-related eye disease; people who have experienced sudden onset vision loss because of trauma or illness. The reach of the LightHouse crosses all communities, ages and socio-economic levels. The LightHouse also serves as a key resource on issues related to vision loss for public organizations, private companies, the medical community, policymakers, the media and other sectors that share our vision of full community participation for individuals who are blind or visually impaired.**

# Enhancing Quality of Life



## ENHANCING QUALITY OF LIFE

“Vision Rehabilitation” refers to learning the skills necessary to live independently with a visual impairment. Our Vision Rehabilitation Services department provides education and training that helps foster daily living skills - including home and kitchen safety, use of adaptive aids and appliances (like magnifiers to read printed mail), Braille instruction and safe mobility, which may include training on use of a white cane.

Safe mobility is particularly critical in maintaining individuals’ capability to effectively navigate their homes and communities. If a person is unable to move around his or her home safely or fears leaving the home because of a lack of confidence and training, overall health can rapidly and significantly decline. Not only does the LightHouse offer “orientation and mobility” training to address safe travel, but we also offer a community-based setting wherein individuals who are blind or visually impaired can take part in recreational opportunities, socialize with peers and learn strategies for adjusting to blindness in a supportive group.

A study in a 2008 edition of the American Journal of Preventive Medicine found that

individuals who felt a sense of belonging in a trusted community are more likely to report being in excellent or good health. The take-away message from the study, according to its leading researcher, Takeo Fujiwara, is that individuals may be able to improve their health by developing closer relationships with others in their community.

The LightHouse understands that addressing specific vision rehabilitation needs while offering opportunities for meaningful connections are equally critical in fostering overall health, quality of life and independence for individuals who are blind or visually impaired.

### **2009 Vision Rehabilitation Services**

- 700 hours of independent living skills training in one-on-one or small group settings, providing extensive training and strategies for adjusting to vision loss
- 940 hours of “orientation and mobility” training
- 594 hours of Braille instruction and communications skills training
- 140 hours of one-on-one and drop-in technology training on adaptive software and other accessible technology devices
- 943 hours of facilitated support groups, individual and family counseling

In 2009, the LightHouse provided 2,376 hours of vision rehabilitation services for 594 unique individuals.



# Fostering Community Connections





“This camp has helped me to find myself. I feel myself as a member of a large happy family.”

- 58 Low Vision Evaluations and follow-up assessments
- 276 hours of advocacy training, low vision training and referral.
- 105 additional individuals participated in regular educational and recreation classes and opportunities to socialize, like bingo. Our classes are offered weekdays, evenings and Saturdays at the LightHouse and include gardening, martial arts, yoga, dance and music. Additionally, participants benefited from our drop-in technology lab, peer vision loss support group, a speaker series covering topics like opera and bird watching and get-togethers on special occasions like Thanksgiving.

In 2009, in partnership with Project Open Hand, the LightHouse served 2,598 nutritious meals for seniors on-site at our headquarters in San Francisco.

## FOSTERING COMMUNITY CONNECTIONS

### **Enchanted Hills Camp (EHC)**

Located on 311 acres in Napa, Enchanted Hills Camp is one of the only accessible summer camps to serve youth who are blind or visually impaired. In addition to sessions for

youth, EHC also offers structured retreats for adults with vision loss as well as families with children or parents who are blind or visually impaired.

“Sarah can’t wait for Enchanted Hills [Camp] because she can go and have fun without being told to try harder to see. It is an environment where she is just having a blast and not even thinking about her vision [loss].”  
- EHC participant’s mother

EHC served 405 blind and visually impaired campers and their families in 2009.

- 86% of parents whose children attended EHC noticed an improvement in their child’s self-esteem after camp
- 75% of parents noticed an improvement in their child’s independence
- 72% of youth, adults, seniors and families said that EHC 2009 sessions met their needs for recreational, social and educational programming.

### **Insights**

The LightHouse provides a continuum of arts programming, ranging from recreational arts, art-making in an instructional setting, and supporting blind and visually impaired artists through Insights, an international juried art exhibition. We make the arts accessible to

# Championing Access

individuals with vision loss by encouraging expression in tactile and digital media, offering audio tours for Insights and ensuring all print materials about arts at the LightHouse are available in alternative formats, such as Braille. A key component of Insights is Artists Day, which allows participating artists the chance to meet one another, network and enjoy educational presentations by leaders in the arts community. In 2009, 22 artists attended Artists Day and heard presentations by Meg Shiffler, Director of the San Francisco Arts Commission Gallery; Ketra Oberlander, visually impaired artist and owner of Art of Possibilities Studio; and Susan Kitazawa, Insights artist and LightHouse program participant.

“[Artists Day] has allowed a platform for me to share my experiences with others and by doing so, connect with the healing that my art and the art of others provides.” – Kay Pratt, 2009 Insights artist and Artists Day participant

Insights 2009, the 20th professional exhibition presented by the LightHouse, featured the works of 38 blind and visually impaired artists and was recognized in the Marin Independent Journal, KOED, Aging Today (the American Society on Aging’s bi-monthly magazine) and the New York Times.

## CHAMPIONING ACCESS

### **Information**

A key goal of the LightHouse is promoting equal access for individuals with vision loss. Whether it is access to information, including large print and alternative formats; access to educational and employment opportunities; access to healthcare; or access to transportation and public spaces, the LightHouse offers programs, services and advocacy to advance the full participation of individuals who are blind or visually impaired in all areas of the community.

“Alternative Formats” refers to making the world of printed information readable to individuals with vision loss by converting it to Braille, large print, audio and electronic formats. We assist people in creating accessible versions of everything from plain text in a printed document to charts, graphs, maps and business cards.

### **Technology & Social Media**

Technology plays a key role in enhancing the accessibility of information, employment, education and other important areas of individuals’ lives.

“The unemployment rate among people with



vision loss is incredibly high. Beyond limiting a person's capability to become self-sufficient, unemployment lends itself to increased isolation from the broader community. We know that being tech savvy is useful in securing and maintaining employment, and technology, especially social media, can play a key role in mitigating the isolation of individuals with vision loss. Because social networking takes people spread over large geographic areas and connects them to one another, it allows people to be part of a community. For people with disabilities, there's nothing more empowering than realizing you're not the only one experiencing something." – Jessie Lorenz, LightHouse Director of Information and Public Policy, 2009

In 2009, the LightHouse launched a blog and initiated a presence on social media sites Facebook, Twitter, Flickr and YouTube, seeking to offer members of our community additional options to connect with us and other individuals who are blind or visually impaired. A recent tally showed:

- 250 fans on Facebook
- 345 followers on Twitter
- 1,400 views of our YouTube videos, Sidewalks are for Everyone (SAFE), a public service video about sidewalk safety (800

views) and Insights 2009, an audio-described montage celebrating 20 years of Insights (600 views)

### **Blind and Low Vision Priorities**

Two years ago, the LightHouse, in partnership with the Mayor's Office on Disability (MOD), completed the Blind and Low Vision Priorities Project, which surveyed blind and visually impaired individuals on their priorities for improving and increasing access to public services.

As of the end of 2009, the LightHouse has addressed a number of priorities identified in the BLVPP:

- Sidewalks are for Everyone (SAFE), a multi-phase project addressing sidewalk obstructions, was completed in 2009. This included creating a PSA on sidewalk safety in English, Chinese and Spanish and presenting information about sidewalk safety to 275 police officers, members of neighborhood associations, local merchants and community members citywide.
- The LightHouse was instrumental in the installation of Accessible Pedestrian Signals in intersections throughout San Francisco and continues to be active in ensuring additional signals are installed at key locations.

# Focusing on Employment



- We consulted with the Department of Elections on creating accessible voting materials and serve as a resource for them on alternative formats.
- We provided training for MUNI drivers on customer service and communication in serving passengers who are blind or visually impaired.
- We created a model for accessible art exhibitions through Insights, which offered a free-of-charge audio tour, provided alternative formats for all exhibition materials, including signage and the show's catalogue, and created a tactile section of the exhibition for easier navigation of touchable work.
- One-third of the total alternative formats jobs in 2009 were in-house Braille, audio, large print and electronic formats production for the LightHouse: everything the LightHouse publishes and makes available to the public, is provided in alternative formats. In this way, we are able to model accessibility for other organizations.

## FOCUSING ON EMPLOYMENT

Despite advances in technology, the unemployment rate for people who are blind or visually impaired hovers at 70 percent – an unthinkable statistic. A significant barrier to employment is the attitude of prospective employers who fear that accommodating a blind employee will be “impossible” or too cost-prohibitive to pursue. In fact, accommodations for employees who are blind or visually impaired can cost as little as \$500 per employee; often employees with vision loss are able to procure equipment through state agencies, lessening the burden on employers. While we advocate for competitive employment for individuals with vision loss throughout the community, we also offer employment training and options at the LightHouse.

### **Transition-Age Youth Employment**

In 2009, we provided paid trainee positions for 12 “transition-age” youth (ages 16 – 24), most of whom enjoyed their first work experience with us. Trainees held positions throughout the agency, including at Adaptations our retail store, in reception and in our fundraising department. In addition to learning hard skills through their employment,

In 2009, the LightHouse completed 451 “alternative formats” jobs, ranging from Braille production to web-site accessibility testing – checking a web-site for compliance with accessibility guidelines that make the information user-friendly for people with vision loss.



# Collaborations



trainees are mentored by staff on issues such as resume writing, interview skills and effective workplace communication.

## Youth Summit

The LightHouse also offers an annual youth employment summit at Enchanted Hills Camp where young people have the chance to socialize and enjoy a supervised weekend away from home while learning critical career-building skills in seminar, small-group and one-on-one settings.

## Counselors at EHC

EHC also offers employment opportunities for blind and visually impaired youth, many of whom attended EHC as campers and “graduated” to become counselors-in-training (CITs) and, eventually, paid counselors. Employment at camp is ideal for young people interested in pursuing careers in recreation, social work or social services.

2009 camp sessions employed 7 blind or visually impaired counselors and CITs.

“Being surrounded by people who understand you inspires personal success.” – Marissa Fields, former EHC Counselor and current participant in Transition-Age Youth Employment Program

## Agency-based Employment

The LightHouse employs individuals with vision loss at all levels of our organization, modeling for employers in the broader community the ease with which a person who is blind or visually impaired can not only be accommodated in the workplace but can also enhance the productivity, diversity and capacity of a company. When people think about “diversity” in the workplace, they often think of diversity with respect to race, ethnicity or gender. The LightHouse makes an additional component of diversity a priority by making the competitive employment of individuals with vision loss a reality.

- 45% of the LightHouse staff are blind or visually impaired; 40% of our Board of Directors are blind or visually impaired.

## COLLABORATIONS

The LightHouse believes that we can achieve more working together than separately, and as such, we pride ourselves on our collaborative relationships. Working with partners like the following helps us move more effectively toward achieving our mission of promoting the self-reliance, independence and equality for individuals with vision loss across Northern California.



- In 2009, our San Rafael (Marin County) and Eureka (Humboldt and Del Norte County) offices moved to senior centers to more easily reach those who are most likely to need our services. Our staff work closely with the staff at the Whistlestop Senior Center in San Rafael and the Humboldt Senior Resource Center in Eureka, and are already seeing an increase in individuals served.
- The economic downturn caused the LightHouse to merge our document scanning and Braille operations into our headquarters office, necessitating the reconfiguring of our space at this location. The room that was formerly known as our Elva Iacono Vergari Arts & Crafts Center is temporarily housing our Braille operation, challenging us to seek creative ways to continue our arts programming. The GoodShop, a consignment and tailor shop based in the nearby Mission district, clears space in its store one afternoon per week to house our art class. Working with the GoodShop has inspired art instructors to incorporate sewing and other forms of tactile art-making into our regular curriculum.
- In 2009, LightHouse orientation and mobility, public policy and alternative formats specialists met with officials at

Alcatraz, part of the Golden Gate National Recreation Area (GGNRA), to provide information on how to make Alcatraz tours accessible and more navigable for individuals who are blind or visually impaired. GGNRA is committed to improving its accessibility and hopes to continue working with the LightHouse to make the results of the Alcatraz accessibility project a replicable model for the National Park Service.

- For several years, Apple has relied on the LightHouse for creating Braille documents about its products. Last year, Apple gave the LightHouse exclusive rights to distribute Braille VoiceOver and iPhone manuals through Adaptations on-line, our retail store that sells adaptive aids and appliances. This makes Adaptations a one-stop shop for information in alternative formats on the hottest Apple products.



# 2009 Financial Highlights

YEAR ENDED SEPTEMBER 30, 2009

## STATEMENT OF ACTIVITIES

	UNRESTRICTED	TEMPORARILY RESTRICTED	PERMANENTLY RESTRICTED	TOTAL 2009	TOTAL 2008
<b>SUPPORT AND REVENUE</b>					
Bequests	\$ 390,002.00			\$ 390,002.00	\$ 1,435,913.00
Other Contributions	271,073.00	\$ 60,508.00		331,581.00	491,432.00
LightHouse Enterprises	1,702,688.00			1,702,688.00	1,526,433.00
Government Grants & Program Fees	990,164.00			990,164.00	966,075.00
Interest & Dividend Income	807,592.00	4,137.00		811,729.00	955,270.00
Other Income	19,731.00			19,731.00	18,585.00
	4,181,250.00	64,645.00		4,245,895.00	5,393,708.00
Net Assets Released from Restrictions					
Satisfaction of Program Restrictions	290,716.00	(290,716.00)			
Total Support and Revenue	4,471,966.00	(226,071.00)		4,245,895.00	5,393,708.00
<b>EXPENSES</b>					
Program Services					
Community & Information Services	1,654,697.00			1,654,697.00	1,591,417.00
Rehabilitation Services	1,603,615.00			1,603,615.00	1,689,263.00
LightHouse Enterprises	1,819,761.00			1,819,761.00	2,351,413.00
Total Program Services	5,078,073.00			5,078,073.00	5,632,093.00
Supporting Services					
Management and General	225,303.00			225,303.00	196,238.00
Fundraising	323,747.00			323,747.00	431,218.00
Total Supporting Services	549,050.00			549,050.00	627,456.00
Total Expenses	5,627,123.00			5,627,123.00	6,259,549.00
<b>CHANGE IN NET ASSETS FROM OPERATIONS</b>					
	(1,155,157.00)	(226,071.00)		(1,381,228.00)	(865,841.00)
<b>OTHER GAINS AND LOSSES</b>					
Realized and Unrealized Gains (Losses)					
on Marketable Securities	776,921.00			776,921.00	(6,756,638.00)
Total Gains and Losses	776,921.00			776,921.00	(6,756,638.00)
<b>CHANGE IN NET ASSETS</b>	(378,236.00)	(226,071.00)		(604,307.00)	(7,622,479.00)
<b>NET ASSETS, Beginning of Year</b>	29,916,806.00	501,774.00	\$ 128,733.00	30,547,283.00	38,169,762.00
<b>NET ASSETS, End of Year</b>	\$29,538,570.00	\$ 275,673.00	\$ 128,733.00	\$ 29,942,976.00	\$ 30,547,283.00

## BALANCE SHEET



	<u>ACTUAL 9/30/2009</u>
<b>ASSETS</b>	
Current Assets	
Cash	\$ 662,276.25
Receivables	932,686.32
Prepaid Expenses	44,596.11
Inventory	235,087.47
<b>Total</b>	<b><u>1,874,646.15</u></b>
Other Assets	
Investments	25,892,819.46
Fixed Assets (Net of Depreciation)	2,902,098.18
<b>Total</b>	<b><u>28,794,917.64</u></b>
<b>Total Assets</b>	<b><u>30,669,563.79</u></b>
<b>LIABILITIES AND NET ASSETS</b>	
Liabilities	
Accounts Payable	332,419.46
Accrued Expenses	394,174.06
<b>Total Liabilities</b>	<b><u>726,593.52</u></b>
Fund Balances	
Unrestricted fund balance	26,636,465.36
Plant fund balance	2,902,098.18
Temporarily restricted fund balance	275,673.86
Permanently restricted fund balance	128,732.87
<b>Total Net Assets</b>	<b><u>29,942,970.27</u></b>
<b>Total Liabilities and Net Assets</b>	<b><u>30,669,563.79</u></b>
<b>BEGINNING BALANCE WITH CURRENT YEAR ADJUSTMENTS</b>	<b><u>30,547,276.73</u></b>
<b>NET SURPLUS/(DEFICIT)</b>	<b>(604,306.46)</b>
<b>ENDING NET ASSETS</b>	<b><u>\$ 29,942,970.27</u></b>

With your support, The LightHouse impacts the lives of nearly 3,000 blind and visually impaired individuals and their families each year with robust and innovative programs and services that promote independence. If you are interested in supporting us through monetary or in-kind donations, or by volunteering, call us at 415-431-1481 or visit our website at [www.lighthouse-sf.org](http://www.lighthouse-sf.org).

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The Vera C. Hendry  
Foundation  
Herbst Foundation, Inc.  
Hip Sen Association  
Humboldt Area  
Foundation  
IBM Employee Services  
Center  
IBM Retiree Charitable  
Campaign  
Independent Charities of  
America  
Izmirian Roofing and  
Sheet Metal  
Jewish Community  
Endowment Fund  
Jewish Family and  
Children's Services  
Kaiser Hospital, Optical  
Department  
Kiwanis Club of Colton  
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Native Daughters of the  
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Foundation  
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Club  
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Vallejo Grandmoms Club  
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 VISA International Giving Campaign  
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 Willowbrook School Sunshine Club  
 World Cup Coffee House  
 Yahoo! Employee Giving

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 Alene Nunes  
 Mickie Ochi  
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 Oola Restaurant  
 Opus One  
 Peking Tokyo Restaurant  
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 Eleanor Quigley  
 Nancy Raube and Mark Demler  
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 Blind Babies Foundation  
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 California Council of the Blind  
 California Foundation of Independent Living Centers (CFILC)  
 California School for the Blind  
 California State Independent Living Council

Center for Accessible Technology  
 Center for the Partially Sighted  
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 Community Alliance of Disability Advocates (CADA)  
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 NISH

Northern California Transition Council  
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 On-Lok  
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 Project Open Hand  
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 San Francisco Arts Commission Gallery  
 San Francisco Community College  
 San Francisco Department of Elections  
 San Francisco Elks Lodge #3  
 San Francisco Library for the Blind  
 San Francisco Partnership for Community-Based Care & Support  
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 Vista Center for the Blind and Visually Impaired  
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California State Department of Rehabilitation  
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 Department of Health and Human Services, Marin County  
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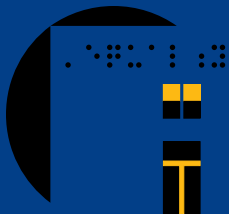
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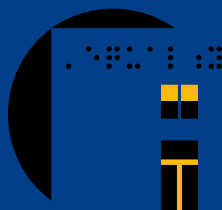
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**LightHouse for the Blind and Visually Impaired  
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214 Van Ness Avenue  
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Phone 415-431-1481  
TTY 415-431-4572  
FAX 415-863-7568  
[www.lighthouse-sf.org](http://www.lighthouse-sf.org)

**LightHouse of Marin**

(Whistlestop Senior Center)  
930 Tamalpais Avenue  
San Rafael, CA 94901  
Phone 415-258-8496  
TTY 415-431-4572  
FAX 415-258-8501

**LightHouse of the North Coast**

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1910 California Street, Third Floor  
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Vision Loss Resource Center (VLRC): 888-400-8933  
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