

## The Chicago Lighthouse

### CASE STUDY

Partner with The Chicago Lighthouse for contact call center, manufacturing, and social business enterprise services that create career pathways for people who are blind, visually impaired, Veterans and those with other disabilities, while delivering high-quality, mission-aligned results.



## The Chicago Lighthouse

### Overview

Founded in 1906, The Chicago Lighthouse is a nationally recognized nonprofit serving people who are blind, visually impaired, disabled, Veterans, and other at risk people facing barriers to employment. Through programs, services, and social enterprise, the organization creates opportunities for lifelong learning, meaningful work, and greater independence.

The organization provides health care, education, rehabilitation, and employment services that remove barriers and create pathways to independence and economic opportunity. Through its contact center, manufacturing, and workforce social enterprises, The Chicago Lighthouse generates revenue that supports its programs while delivering social enterprise services to corporate and government partners.

### Some of Our Customers

- Federal government agencies
- Healthcare systems
- Public sector partners
- Target
- Amazon

### Innovation in Action

The Chicago Lighthouse shows that inclusive hiring of people with disabilities and Veterans is a scalable workforce solution. As one of the nation's most comprehensive nonprofits serving these communities, it offers more than 40 programs including vision care, rehabilitation, assistive technology, mental health services, education, and employment support, never turning anyone away for inability to pay.

Its contact center and manufacturing social enterprises create accessible workplaces and stable careers while delivering high-quality services and products to government, commercial, and retail partners. Through strong public and private partnerships, The Chicago Lighthouse expands opportunity and strengthens communities.

### What's Next

The Chicago Lighthouse ensures that disability is never a barrier to opportunity. As demand for responsible supply chains grows, the organization will continue to prioritize its social enterprise businesses, while serving as an innovative model for other organizations.



## What and How to Buy

The Chicago Lighthouse provides contact center, manufacturing, and workforce solutions for corporate, not-for-profit, and government partners.

### Services Include:

- Contact call center and customer services
- Manufacturing and assembly
- Packaging and fulfillment
- Workforce development partnerships

### How to Engage:

Contact us to start a consultation to assess your needs and our ability to serve you. The Chicago Lighthouse develops a customized service plan, builds an inclusive team, and manages onboarding and ongoing oversight to deliver reliable, high-quality services.

## Impact Snapshot

- **Individuals served annually:** 50,000+
- **Employees who are blind, visually impaired, or disabled:** Over 33% of workforce
- **Years of impact:** 120
- **Call Center:** In 2025, over 4 million calls were handled alone.
- **Service areas:** Vision care and rehabilitation, independent living, employment and training, education and mental health services.

## The Model

### Revenue Model:

Sustainable social enterprise model that combines fee-for-service business operations with nonprofit programming. Revenue from contact center and manufacturing services helps support our social services.

## Want To Partner With Us?

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## Learn More

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