



ANNUAL IMPACT REPORT

2024

Sharing Grief. Finding Hope.

We are delighted to present OUR HOUSE Grief Support Center's 2024 Annual Report, which celebrates the profound impact we've achieved together, and a vision for the transformative work ahead.

Thanks to your unwavering support, we provided essential grief support to 10,835 children, teens, adults, and families across Los Angeles this past year. Our Annual Impact Report showcases the remarkable reach of our comprehensive programs, from Spanish-speaking communities to school-based grief support groups, to families and virtual participants. We believe in the healing power of an empathetic community, and we are deeply grateful for your partnership.

Looking ahead, the profound impact of our work in Los Angeles lays the groundwork for our expansion to New York City in the fall of 2025, where we will bring our proven model of grief support to a new community.

This essential work would not be possible without our incredible community of friends, partners, and loyal supporters. We extend our heartfelt appreciation to our extraordinary network of hundreds of volunteers who serve as compassionate support group leaders and dedicate themselves to Camp Erin LA. We also thank our exceptional team of Board and staff members, who bring wisdom and unwavering dedication to our mission every single day.

The OUR HOUSE Team

OUR MISSION

is to provide the community with grief support services, education, resources and hope.

OUR VISION

is to create a world in which grief is embraced, understood and respected.

A photograph of a man and a young girl hugging in a field of tall grass at sunset. The man is holding the girl close, and they are both smiling. The background is a soft-focus landscape of trees and buildings under a warm, golden sky.

10,835

Lives Impacted
in 2024

Grief Support Groups



Grief Support Groups for Children, Teens and Adults

1,174

Family Support and Adult Programs

OUR HOUSE Grief Support Center offers grief support groups at our West Los Angeles and Woodland Hills locations, specific to the age of the participant and the relationship to the individual who died. We utilize a trauma-informed curriculum that offers a high standard of care, with activities that are designed to help participants hold on to their memories, express thoughts and feelings, adapt to the changes in their lives, and memorialize those who have died. Each group is co-led by two extensively screened, trained, and clinically supervised volunteer group leaders. Participants attend a group every other week for five to 18 months.

“Enlightening, strengthening, hard work, brilliant, soul searching, soul soothing, acceptance ...I could go on and on. I’m just so grateful for my experience with OUR HOUSE. Thank you for sharing this part of my journey with me - OUR HOUSE left us with a foundation of how to cope with this lifelong experience.”

**Participant,
Adult English Program**

- Family Support Program year-end enrollment: **162**
(up from 94 in fall 2024)
- Children and Teens Program:
year-end enrollment **121**
(up from 64 in fall 2024)

Adult English Program



The 2024 Year-End Report marks a significant milestone in OUR HOUSE Grief Support Center's efforts to analyze and understand the impact of our English Adult Program. Compiled from mid-group and post-group evaluation results, this report provides a comprehensive view of our program's effectiveness and participant experiences. These results directly inform our strategic goals and quality initiatives for 2025.

What have you found to be most helpful or beneficial about your group experience?

Connection and Understanding

“Knowing that I am not alone and others are going through the same experience has given me a sense of support and comfort.”

Safe Space to Express Grief

“Having a safe space where others understand the pain of grief has been the single greatest tool in processing my grief.”

Facilitator Guidance

“I really enjoy the structured prompts and questions—it helps me process emotions I wouldn’t otherwise.”

Activities and Structure

“The projects and exercises have been invaluable in giving me a way to process grief.”

Virtual Program



19

Groups

Virtual Program

Online grief support groups serve adult grievers who face challenges traveling to physical centers due to geography, transportation issues, or work and childcare scheduling conflicts. These virtual groups complement in-person services and provide flexible options for grievers to choose their own path toward hope and healing.

→ **19 virtual groups held in 2024, opening capacity at 5/night**

"I had no clue what was available for grief support around here, all other agencies I have reached out to have left me empty-handed, your agency got back to me when you said you would, and you didn't leave me alone."

218 / Intake Caller



Measuring Program Success

*"Life-changing.
I was so broken when
I started, but I'm so
grateful for this
journey."*



100%
Respondents
Recommend
OUR HOUSE

OUR HOUSE constantly evaluates our programs to assess curriculum quality, progress toward objectives, and impact on participants. **Internal reports are generated every two months and include quantitative data and clinical narratives.** We currently collect data and narratives through intakes, pre- and post-group questionnaires, volunteer supervisions led by clinical staff outside of groups, and evaluations of completed group activities.

In 2024, OUR HOUSE **transformed its mid-group evaluation** from a fully qualitative format to a hybrid approach combining quantitative scaled data with open-ended responses. This change proved highly effective with response rates DOUBLING in the second half of 2024. Results provided a comprehensive view of our program's effectiveness and participant experiences, and directly informed our strategic goals and quality initiatives for 2025. 2024 results also established a baseline for future comparison as part of our new quality assurance framework.

**Greatest Improvement
on 1 to 5 scale:**

*"I feel comfortable
expressing my feelings
about my grief",
increased from 2.79
(Pre-Group) to 3.35
(Post-Group), a 20%
improvement.*

Measuring Program Success

Group Insights from Mid-Group Evaluations:

OUR HOUSE Model:

Nearly 88% of members said that the OUR HOUSE model itself had a positive impact on their experience.



Positive Impact:

87.1% of group members indicated that Volunteer Group Leaders had a positive impact on their experience. Leaders were admired for their compassion and ability to create an inclusive and supportive environment.

Peer Support:

61.1% of respondents rated the impact of other group members as "significant," underscoring the vital role of peer connection.

Before & After Participation in Groups

Group members overwhelmingly described their experience as positive and transformative:

- **“OUR HOUSE was a lifeline in my grief, and I’d recommend it to anyone.”**
- **“I am thrilled beyond words that I joined this group.”**



100% of survey respondents would recommend OUR HOUSE grief support groups to others who are grieving

Measuring Program Success

Notable Statistics from Themes

Age and Relationship-Specific Groups: 40% of open-ended responses explicitly praised the value of being matched with similar-age peers or those with comparable losses.

Structure and Flexibility: 30% highlighted the balance of structured guidance and open sharing as a key strength.

Non-Therapist-Led Format: 15% of members appreciated the non-clinical nature of the model, while 10% expressed interest in occasional therapist-led discussions.

Safety and Inclusivity: 20% of responses emphasized the safety and openness of the OUR HOUSE model as a significant positive.

Gratitude: 82% expressed appreciation for the group (e.g., “It has been very helpful and impactful in my grieving process.”)

“What I have enjoyed about the parent group is that it is a safe place to share experiences, feel connected to others with similar experiences and learn from the group leaders and members. Thank you for creating this forum. I have felt very supported. I just loved the entire experience.”

Participant, Adult English Program

2024 Post-Group Evaluation Analysis

The post-group evaluation uses a Likert Scale that aligns with a pre-group evaluation to measure individual growth and program impact. All 40 groups that concluded in 2024 received post-group evaluations, yielding 58 responses. The lower response rate has been identified as the most critical area for improvement, with increasing participation set as a key goal for 2025.

Measuring Program Success



Evaluation Highlights and Participant Growth

The evaluation data highlights program strengths in fostering peer connection and providing meaningful activities while identifying opportunities for growth in response rates, post-group support, and connecting participants with external resources.

Key findings:

- Expressing Feelings:** After the program, participants' comfort in expressing feelings about their grief more than doubled, increasing from 49.84% to 91.06%
- Maintaining Connection:** Participants' belief in their ability to maintain a healthy connection to the deceased more than tripled, increasing from 30.96% to 95.96%.
- Fulfilling Life:** The belief in leading a fulfilling life more than doubled, increasing from 42.15% to 95.96%.
- Asking for Support:** Participants' confidence in asking others for the support they need more than doubled, increasing from 36.76% to 81.27%.

Over 86% of group members reported feeling comfortable expressing their grief “most of the time” or “always.”

A young girl with brown hair and bangs, wearing a light blue t-shirt and a grey backpack, is smiling and holding two books (one red, one yellow) in front of her. She is standing outdoors with a building and trees in the background.

1,024
Children Served

Supporting Families



121

Children & Teens

2024 Family Support Program Pilot Year

The OUR HOUSE Family Support Program completed its pilot year, bringing kids and families together in one space on the same night to create a beautiful and supportive community.

Program Strengths

The new curriculum was described as succinct and comprehensive, covering all major components without repetition. The addition of a Guardian Group gives family members support at the same time as the kids. Volunteers felt heard and supported during supervision, feeling comfortable sharing and receiving feedback.

Participant Perspective

Group members and guardians described the program as an "incredible, healing, supportive journey" that helped their children find others who had lost a parent. A guardian noted their daughter gained "the tools to live/be supported with the loss of her dad". Participants also made new friends, with one young group member saying, "I made a new friend". Volunteers described their experience leading groups with adjectives like *rewarding, meaningful, uplifting, and fun*.

Participation Growth

The program has seen significant growth in participation since 2022, with an overall increase in guardian participation, and an increase in participation at both the West LA and Woodland Hills locations.

School-Based Grief Support Groups



School-Based Grief Support Groups

700

School Program
Participants

OUR HOUSE offers free school-based grief support groups for bereaved elementary, middle, and high school students who have experienced the death of a family member or close friend within the past 2-36 months. Groups take place at school during the school day, eliminating barriers to access such as transportation, cost, and scheduling conflicts that reduce opportunities for children to receive grief support. Each group of 8-12 students meets for one class period over ten consecutive weeks. Groups are led by one clinically supervised OUR HOUSE volunteer, who has completed an extensive background check and 28 hours of training, plus a co-leader from school support personnel.



Served 46 schools through 51 groups across Los Angeles County

Camp Erin L.A.



150

Camp Erin
Participants

Camp Erin Los Angeles

OUR HOUSE is the Los Angeles partner for Camp Erin, the largest nationwide network of free bereavement camps for children and teens, ages 6-17, who have experienced the death of someone close. Camp Erin LA is a free, one-day camp experience filled with fun camp activities and grief support facilitated by grief professionals and trained volunteers. Grief activities give the campers the opportunity to deepen their emotional sharing in a safe group of their peers, allowing them to process their grief feelings like sadness, anger, guilt, loneliness, and fear. Our day camp model also welcomes parents and caregivers who participate in their own grief expression activities during the day.



“My favorite part of this camp experience was hearing other people’s stories and emotions because even though all of our situations are different, we all share similar grief stories and it helped me feel less alone.”

Spanish Community Program



149

Spanish
Community
Program

Spanish Community Program

OUR HOUSE offers free, culturally sensitive grief support groups and workshops for adults who are monolingual or prefer to receive grief support in Spanish. These activities provide a safe space for participants to connect, foster healing, and strengthen coping skills. The program also provides educational workshops for professionals who work within the Latinx community to increase access to culturally sensitive support within Los Angeles County. The training curriculum addresses shared grief experiences and unique cultural reactions.



In 2024, OUR HOUSE participated in the [CBS Leadership Pipeline Challenge](#), a nonprofit-focused short film contest that gives emerging storytellers the opportunity to exercise creative leadership for a worthy cause. This competition combines social impact, leadership development, mentorship and education with filmmaking to support local nonprofit organizations. Pipeline Executive Nicole Gayle, Director Melba Martinez, and Writer Emily Parker generously created a film entitled MI OFRENDA on behalf of the OUR HOUSE Spanish Community Program. The film follows Isabella, a depressed mother, as she goes through the difficult but cathartic process of coming to terms with the death of her own beloved father with the support of OUR HOUSE Grief Support Center. MI OFRENDA won First Place in the Challenge, resulting in a \$100K award for OUR HOUSE.

Spanish Community Program



The OUR HOUSE Spanish Community Program was selected to receive \$100,732 per year over two years (2024-2026) through the Transforming Los Angeles Through Partnership, Community-Based Mental Health Incubation Academy (TLA), a collaboration with the LA County Department of Mental Health. These critical funds equip OUR HOUSE to better serve Spanish-speaking grievers through innovative creative activities that provide meaningful outlets to express grief.

The heart of our Transforming LA groups lies in creating memorial quilts, where grievers form beautiful fabric tributes to their loved ones using personal items, clothing, and photographs. Each group culminates in a celebration where participants share dishes their departed loved ones enjoyed while viewing their completed quilts and sharing stories about their creations. This powerful combination of creative expression, cultural connection, and communal healing exemplifies our commitment to meeting our community's unique needs.

“Through these grief groups, I have identified various deaths that I have not accepted, if it wasn’t for this program, I think I would have never paid attention to my feelings/emotions and above all I have learned that grief is a process that it’s not linear but with time you accept, I am in the process, I have good and bad days, but I am here.”

“Por medio de estos grupos me di cuenta que hay muchos duelos que no he podido aceptar, si no fuera por este programa creo que nunca hubiera aprendido a ponerle atención a mis emociones y sobre todo poder entender que el duelo es un proceso que no se supera, pero se acepta, pues estoy en el proceso, tengo días buenos y días malos pero aquí estoy.”

Meet & Grief Gatherings



Reducing Wait Lists and Introducing Quarterly Meet & Grief Gatherings

In 2024, OUR HOUSE made significant progress in decreasing waitlist numbers, reflecting our continued commitment to reaching all grieving members of our community. From January to December, we reduced the waitlist by 146 people, or 38.93%, dropping from 375 at the start of the year to 229 by year's end.

As part of our ongoing efforts to serve more community members, we proudly launched **Meet & Grief Gatherings** to provide individuals awaiting group placement with meaningful connection opportunities. These special events allow waitlisted individuals to connect with OUR HOUSE alumni, meet each other, and build community while waiting for their groups to begin.

The Adult Team hosted two successful gatherings in 2024: a September meeting serving 18 grievers and a December event where 50 individuals participated in hands-on workshops and group discussions offered in both English and Spanish, exploring the complexity of grief. Activities included food, music, time for sharing, decorating ornaments and a panel discussion by alumni. These events demonstrate the power of community and the healing that comes from sharing space and creating new rituals together, while reinforcing our commitment to ensure no one waits alone in their grief journey.



In 2024 the waitlist was reduced by 38.93%, going from 375 people in January to 229 people in December

Community Partners



7,083 individuals reached through On-Site Grief Response, Training and Professional Education

On-Site Grief Response

OUR HOUSE clinicians provide on-site grief support after a death in a workplace, organization, or school. A forum is provided shortly after a death to enable co-workers, classmates, and community members to share their expression of grief.

Training and Professional Education

OUR HOUSE provides education and training to thousands of medical and mental health professionals, clergy, and educators who work closely with grieving children, teens, and adults annually. Participants learn our contemporary clinical model for understanding the grief process, explore how their own grief experiences impact their work with bereaved children, and acquire effective grief support interventions to use at their schools.



“Having a safe space where others understand the pain of grief has been the single greatest tool in processing my grief.”

Volunteers



OUR HOUSE exists because of the heart and devotion of our unbelievable volunteers. Anyone who serves in the grief space knows that this work is not easy. It's confronting, challenging, often triggering, and emotionally taxing. Yet those who feel called to this work are driven by a deeper soul purpose: To witness and hold grief with honesty, grace, and grit.

Up to
200
Volunteers
providing over
22,000
service hours

"I have been volunteering with OUR HOUSE since 2019, and **it continues to be one of the most meaningful parts of my life's work**. Even years after a group has ended, I still think back to group members and the stories and felt experiences they shared.

Such deep impressions help me stay very aware of my own mortality. This in turn has helped me cultivate a deep and genuine appreciation for my life – that I am alive and that those I love are alive."

— **Eileen Rosete, OUR HOUSE Volunteer**



*"This group gave me my life back.
Thank you."*

OUR HOUSE NYC



Extending the OUR HOUSE model to the East Coast - Program Launch Slated for Fall 2025

In less than a year, OUR HOUSE NYC Grief Support Center has transformed from a vision to a reality, fueled by grassroots energy, institutional interest, and a profound need. In a city of over 8.5 million people, there is no dedicated grief support center offering free, long-term, non-diagnostic care for children, teens, and adults under one roof, until now.

OUR HOUSE NYC will open in fall 2025 with great progress made towards that goal. Through the spirit and leadership of **Founding NYC Advisory Board Chair, Tami Schneider, together with her partner Bruce Pollack** and their families, we have:

- Recruited diverse Board leadership from the local community to form an Advisory Board of industry leaders and an Associate Board of young professionals
- Identified a centrally located space at 8 West 40th Street, directly across from Bryant Park to build out the Center
- Hired a local Director of Development and launched a \$5M seed funding campaign ending the year with just under \$1M raised
- Began building a referral network with hospitals, schools, therapists, clergy, and community-based organizations
- Began recruiting volunteer group leaders to be trained

As we expand, OUR HOUSE NYC aims to become a cornerstone in the city's grief infrastructure, raising the bar for how the city understands, responds to, and talks about grief. In 2025, we will prepare to open our doors by hiring clinical staff, training volunteer group leaders and begin forming groups to launch adult support groups in the fall.

Investments

What Your Gift Funds

\$25,000:

- A full year of grief support for 100 adults participating in biweekly groups facilitated by trained volunteers and supervised by clinicians.

\$10,000:

- The creation and delivery of 10 professional education workshops for teachers, social workers or first responders, to better support grieving individuals in their communities.

\$5,000: sponsors one free grief support group at a school

\$2,500: sends one child to attend Camp Erin LA for free

\$1,000: supports one free Spanish grief support group

\$500: sponsors one child in the Family Support Program

\$250: covers transportation for one family in need

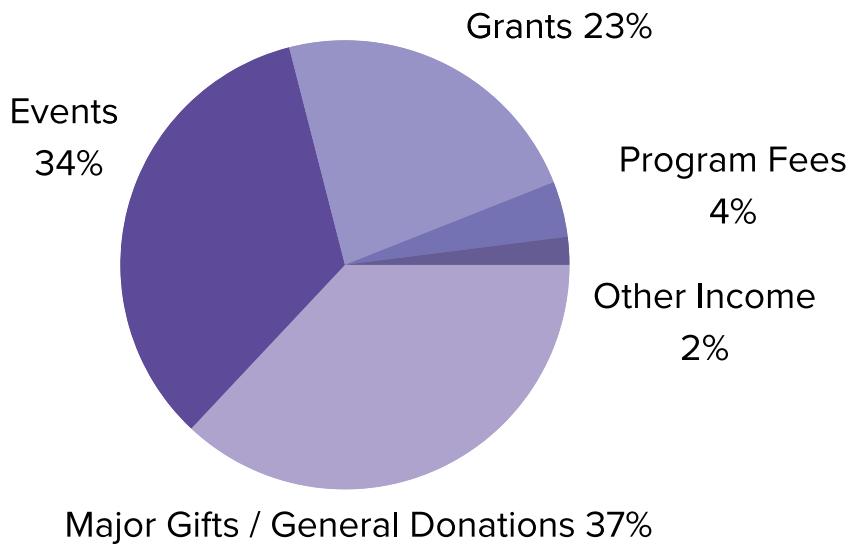
\$100: helps connect one adult with a grief support group



Financial Snapshot

OUR HOUSE operates on a high-impact, low-cost model that maximizes your investment in our grief support programs. 83% of your dollar goes directly to programs. We strategically raise funds and effectively put them to use to bring the greatest possible impact and support to grievers across Los Angeles.

Income

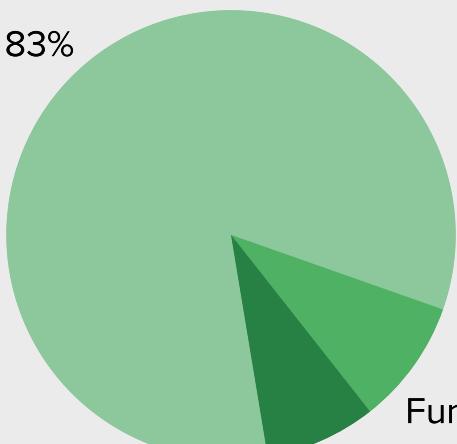


22,285
VOLUNTEER
HOURS

Expense



Programs 83%



General & Administrative

8%

Thank You To Our 2024 Supporters



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