At William Temple House, we help people in our community make it through another day, get back on their feet, and transform their lives.

Anyone can experience a crisis. Everyone needs help now and then. We welcome people from throughout the Portland area who visit us during challenging times in their lives. Our programs serve the whole person—mind, body, and spirit—and include healthy food and hygiene items, mental health counseling for individuals and families, new children’s clothing, faith-neutral spiritual care, and other essential services.

We believe that our community is stronger when everyone leads healthier, more productive lives.

Our mission is to restore hope and renew strength in individuals and families in a welcoming and respectful atmosphere.
Dear Friends,

It has been a busy year for William Temple House. We have seen significant increases in client visits for services. The long-overdue Thrift Store upgrades have brought a fresh look to the store—if you haven’t been in lately, you’ve got to come see for yourself! And last but not least, the sale of the Hoyt Street property is now complete with a 10-year leaseback agreement that will allow us to remain in our current location. We have much to be grateful for.

Food insecurity, access to mental health care, and unaffordable housing are serious issues that affect everyone in our community. At William Temple House, we are committed to providing individuals and families with wraparound services for each person’s unique situation, no matter the challenges they face.

One client recently put it this way: “William Temple House has been there for me just like a neighbor.” This touching comment reminds me that our services can provide immediate, tangible relief, and also much more. When people in our community find themselves in need of support, William Temple House can help them find hope, too. Whether you are a volunteer, a friend, a donor—or all of the above—thank you for being part of this support network.

Looking ahead, we are excited to continue our agency-wide assessment on diversity, equity, and inclusion. These efforts will help inform our planning process, strengthen the future of William Temple House, and deepen our commitment to supporting the whole person.

Thank you for your continued support!

Carrie Hoops, Executive Director

Financials

**Income**

<table>
<thead>
<tr>
<th>Component</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contributions &amp; Special Events</td>
<td>$1,260,811*</td>
</tr>
<tr>
<td>Thrift Store (net)</td>
<td>$772,283</td>
</tr>
<tr>
<td>Donated Materials &amp; Services</td>
<td>$725,533</td>
</tr>
<tr>
<td>Program Fees &amp; Miscellaneous</td>
<td>$44,992</td>
</tr>
<tr>
<td>Investment (net)</td>
<td>$60,080</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$2,863,699</strong></td>
</tr>
</tbody>
</table>

**Expenses**

<table>
<thead>
<tr>
<th>Component</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Counseling</td>
<td>$617,315</td>
</tr>
<tr>
<td>Spiritual Care</td>
<td>$49,255</td>
</tr>
<tr>
<td>Social Services</td>
<td>$762,191</td>
</tr>
<tr>
<td>Thrift Store</td>
<td>$573,781</td>
</tr>
<tr>
<td>Administration</td>
<td>$292,501</td>
</tr>
<tr>
<td>Fundraising</td>
<td>$195,574</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$2,492,565</strong></td>
</tr>
</tbody>
</table>

*Surplus due to bequest received.

“Everyone at William Temple House is amazingly kind—without being condescending. When I enter the door my heart is warmed as I feel safe.”

—A Client

Staff

**Leadership Team**

- Carrie Hoops, Executive Director
- The Rev. Marianne Allison, Chaplain & Spiritual Care Coordinator
- Dr. Susan Bettis, Director of Training & Clinical Services
- Cliff Johnson, CVA, Director of Volunteers & Outreach

**Administration, Program & Thrift Store Staff**

- Jana Andreini
- Kim Berberich
- Nick Corbin
- Bill Easton
- Meiko Fair
- Stephanie Fong
- Jeff Herbster
- Chloe Kim
- Audra McCabe
- Finch Moore
- Lily Ober
- Sheila Riley
- Alejandro Rosas
- Juli Summers
- Anne Thompson, LCSW
- Haven Thompson
- David Wade
- John Ziewacz

Volunteer with us!

Learn more at williamtemple.org

Last year, 264 volunteers and interns gave 19,633 hours of service across the agency, including program support, the Thrift Store, administration, and special events.
Increase in Client Visits

We saw 11,000+ client visits across the agency in 2018. That’s a 9% increase in client visits from 2017, reflecting the growing need for services in our area and increased program efficiency.

“When we say ‘body, mind, and spirit’ at William Temple House, we affirm that resilience and hope are essential to wellbeing as well as the tangible services we provide.”
—The Rev. Marianne Allison, Chaplain & Spiritual Care Coordinator

These services are really important to me because my life is in a big transition and I have not had the money to seek other counseling, and the counselor here has been the absolute best I have ever received.”
—A Client

Carrie Hoops and real estate agent Dan Volkmer pose with the new owners of the Hoyt Street property. From left: agent Dan Volkmer, Minh Phan, Tony Le, Carrie Hoops, Lily Le, and Ynhi Le (Nova Le not pictured).

“When I learned of the mission and work of William Temple House, our family realized it was time for us to give back. We have been so fortunate in our lives and business since coming to America 30 years ago, so helping the agency remain in their current location felt like a win-win. This investment not only helps William Temple House, it enables us to help the community.”
—Tony Le

2017-18 Impact

Healthy food for 192,133 meals—a week of groceries for 10,000+ people

Over 5,000 hours of individual and family counseling for 500 people

$60,219 in emergency rent and utility assistance for 175 families, plus 88 additional families through a partnership with Impact NW

Brand new outfits, wardrobe essentials, and school supplies for 250 kids

Holiday meals and children’s gifts for 111 families, including 276 children

Pet blessings, reflection activities throughout the year, and listening hours with our community chaplain

Urgent dental services, vision care, and prescription assistance through key program partnerships

…and much more!

Increase in Client Visits

A recent study through Pacific University found that mental health counseling at William Temple House is highly effective in helping our clients transform their lives. Our counseling clients showed highly significant increases in interpersonal skills and a decrease in psychological symptoms like anxiety and depression as a result of our program.

A new layout and boutique brought a fresh look to the Thrift Store. Because 100% of the proceeds from Thrift Store purchases benefit the programs of William Temple House, these upgrades are an important investment in our future.

The burden of historic preservation was lifted this year through the sale of Mackenzie House and adjoining Abbott Hall. We are now able to focus our resources on serving the community through a sale agreement that allows us to stay in our current location while adding substantially to our endowment.

Other Highlights

Carrie Hoops and real estate agent Dan Volkmer pose with the new owners of the Hoyt Street property. From left: agent Dan Volkmer, Minh Phan, Tony Le, Carrie Hoops, Lily Le, and Ynhi Le (Nova Le not pictured).
We regret any errors or omissions. Please notify us so that we can correct our records.