



William Temple
House



Our Impact in 2024

A message from our Executive Director

Dear friends and neighbors,

As we reflect on the past year, I am filled with immense gratitude and pride for all we have accomplished together. It's been a year of growth, resilience, and collaboration, as we continued to pursue our mission to provide Food, Counseling and Connection to our community.

This year, we faced challenges that tested our resolve. Demand for our services continued to rise sharply, stretching our resources to the limit. Yet, thanks to your unwavering support—through donations, volunteerism, and advocacy—we continued providing high-quality, accessible services. I want to personally thank each of you for your generosity.



Graham Craft,
Executive Director

Some of our key achievements in 2024 include:

- Stretched to support **4,547 people** with food, counseling and connection.
- Piloted stipends for 22 counseling interns and a paid Social Work internship program with PSU, increasing accessibility for diverse students.
- Collaborated with our neighbor Metropolitan Learning Center to provide counseling and nutritious food to PPS students and their families.

2025 promises to bring even greater challenges, especially for our most vulnerable neighbors, like our immigrant and LGBTQIA+ community members. As we enter our 60th year, I'm proud to say William Temple House will remain a beacon of support for anyone in need.

Together, we are making a difference.

With heartfelt thanks and optimism,

A handwritten signature in blue ink that reads "Graham Craft".

Graham Craft
Executive Director

Living our values: Celebrating 60 years of service to our community



Our Impact and Programs

Counseling

Through our low-cost Counseling program, staff and interns support individuals, couples, and families with mental health challenges such as depression, anxiety, grief, identity and relationship struggles, major life changes, trauma, and more.



316

people accessed individual, couples, child/adolescent, and group counseling

5,319

hours of mental health support provided

40

graduate-level interns trained and worked with clients

Social Services

Our Social Services program meets basic needs and helps neighbors connect to the support they need, wherever they are. With a commitment to keeping our services low-barrier, accessible, and welcoming to our diverse community, we've stretched to support more people in 2024.



3,449

people supported their households with nutritious food, hygiene items, and clothing from our food pantry, an increase of 31% from last year

562,085

pounds of food distributed across 15,755 pantry visits

108

people visited our pantry daily

782

people connected to resources like utility assistance, rent support, SNAP, and more

Our Impact and Programs

Thrift Store

Our Thrift Store is a NW Portland cornerstone, rescuing and reselling high-quality clothing, homewares, and furniture to give them a new life. Our customers shop sustainably and locally, and each purchase helps fund our vital services.



\$271,054

net revenue from
sales to support
our programs

60,697

shoppers thrifted
for a good cause

210,788

items diverted
from landfills

313

clients received
vouchers to our
Thrift Store

Volunteers

Our dedicated volunteers make a powerful impact. Every day, volunteers support counseling clients, stock our pantry, sort thousands of pounds of community donations, and make a difference through their kindness. In a challenging year, they stepped up, expanding our capacity to serve more people.



237

volunteers donated their
time and skills to make
our impact possible

17,685

hours of volunteer
service contributed

88

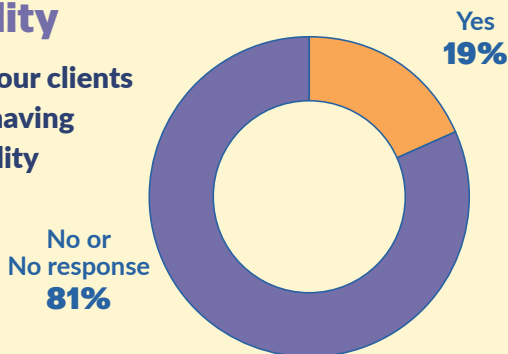
volunteers have been
with us for over a year

Our Community at a Glance

We're proud of the diverse community we serve. Below is a snapshot of key demographic information about our community. This data is self-reported and is likely an undercount.

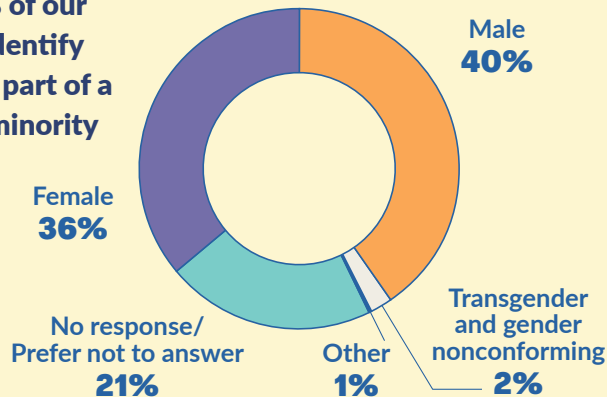
Disability

19% of our clients report having a disability



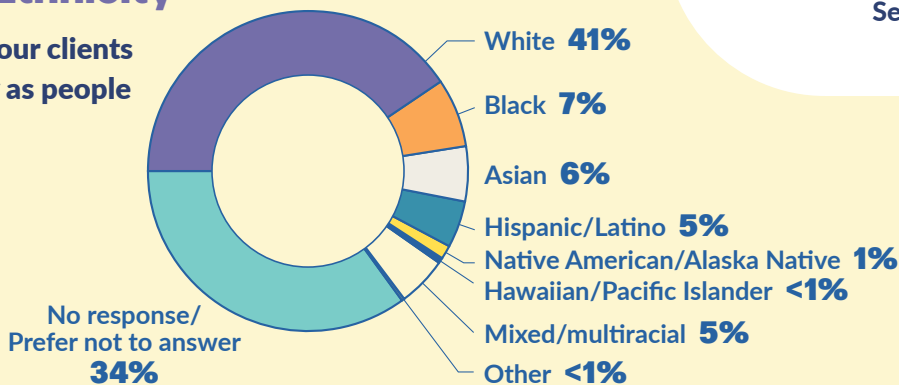
Gender Identity

Over 2% of our clients identify as being part of a gender minority



Race/Ethnicity

25% of our clients identify as people of color



"You've helped pull me out of rock-bottom and each time, I feel like I get better. I appreciate being a part of something that is accessible to a wider variety of people. It makes me proud to have been here."

—Emily, Counseling Client



"I left a 35-year toxic marriage with just my three dogs and the clothes on my back. It's very hard to go into a pantry when you've taken care of yourself your whole life. But William Temple House has been wonderful. If not for the services here, me and my dogs would be very hungry."

—MaeRose, Social Services Client



You can hear MaeRose's full story on [our website](#).

"As a downtown Portland Native, I've grown up seeing the incredible impact of organizations like William Temple House on the Portland community and underrepresented areas of the Asian community. So it only felt right to find a way to return the favor."

—Ben, Oregon Episcopal School Social Services Intern



Financials

October 1, 2023–September 30, 2024

Operating Revenue

Contributions	\$ 1,041,772
Special Events	-
Thrift Store Sales	\$ 1,156,273
Donated Materials & Services	\$ 1,965,482
Program Fees & Miscellaneous	\$ 21,708
Total Operating Income	\$ 4,185,235

Other Revenue

Interest & Investment Income (net fees)	\$ 638,320
Total Other Income	\$ 638,320

Total Revenue **\$ 4,823,555**

Expenses

Counseling	\$ 1,211,910
Social Services	\$ 1,868,384
Thrift Store	\$ 899,838
Administration	\$ 478,102
Fundraising	\$ 261,929
Total Expenses	\$ 4,720,163

Income from Operations (deficit) **\$ (534,928)¹**

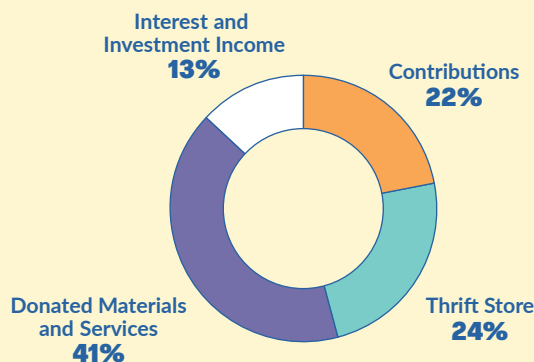
Net Income **\$ 103,392²**

1 Operating income only, minus expenses

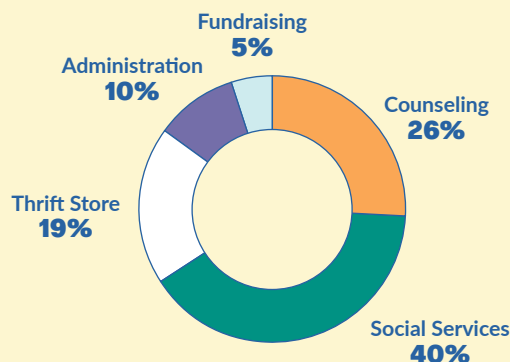
2 Operating income plus interest and investment income, minus expenses

Our impact this year was possible because of the support of many people, partners and organizations who gave time, skills, goods, and financial resources to our programs. **Thank you!**

Revenue



Expenses



Interested in helping us make an even deeper impact this year?

Please consider getting involved:

Main Office

2023 NW Hoyt St.
Portland, OR 97209
503.226.3021

Thrift Store

2230 NW Glisan St.
Portland, OR 97210
503.222.3328



williamtemple.org