



William Temple
House

Our Impact in 2025



Photo Credit: Zach Putnam Productions

A message from our Executive Director

Welcome to our annual impact report. It contains a lot of numbers. They tell an important story about the growth in demand for our services over the last year and how we've adapted to meet those needs. This story was made possible by a record number of people volunteering their time and the generous support of our donors.

However, impact is about more than just raw numbers. **Impact is the tangible result of our commitment to seeing each and every person who comes through our doors as an individual, with their specific needs, hopes and dreams.** This has been part of our ethos since we were founded in 1965. But it's never been more important than right now—when so many in our community are under attack not for anything they've done, but simply for who they are.

This year we reaffirm our belief in the inherent dignity of every one of our Portland neighbors. That unshakeable belief, combined with the facts and figures in this report, is what truly creates impact.

With gratitude,



Graham Craft
Executive Director



Graham Craft,
Executive Director

Your support kept challenges from turning into crises for **8,732 people** this year.

OUR IMPACT

Social Services

Our most frequently accessed program meets the immediate needs of our community. Our shopping-style Food Pantry offers reliable, dignified access to free groceries and other basics—while our Navigation program provides personalized connection to resources like SNAP and rental aid.



7,195

people met their immediate needs through our food pantry

17,267

visits to our pantry

506,373 lbs

of USDA-subsidized, gleaned, and donated food distributed to our community

1,157

people received one-on-one support connecting to resources like SNAP, rental assistance, and more

\$92,104

worth of utility assistance provided to our clients, in partnership with Impact NW

“William Temple House has helped three generations of my family. Going through those times in life where you need support with food, with rental assistance...I would probably be homeless [without their support].”

—Kirstina, Counseling & Social Services Client

Scan to hear Kirstina's story



SPOTLIGHT STORY

Showing Up



2025 saw the erosion of federal safety nets. When SNAP benefits were frozen in November, William Temple House committed that **no one would leave our pantry empty-handed**. That week, we served a record **167 visitors** in one day. **No one has left our pantry empty-handed since then.**

KATU Story



KGW Story



OUR IMPACT

Counseling

Since 1965, our Counseling Program has provided some of Portland's most accessible, high-quality counseling to adults, youth, families, and couples—while serving as a renowned training site for graduate-level counseling students across Oregon. Paired with Social Services, our Counseling program supports our clients' long-term health and ability to thrive.

Thank You to Our University Partners

- Portland State University
- Lewis and Clark College
- Pacific University
- Walden University
- National University
- Pepperdine University
- University of the Cumberlands
- Pacifica Graduate Institute
- Antioch University
- Southwestern University
- Prescott College

Intern Class of 2026



380

people received high-quality, low-cost mental health counseling, no insurance required

5,245

hours of counseling provided at an average cost of \$4 per session

37

interns powered this impact

SPOTLIGHT STORY

Care That Meets You

Meeting youth where they're at sometimes means walking across the street. We partner with the Metropolitan Learning Center to provide counseling to youth and families right in our neighborhood. In 2025, we served nearly 20% of MLC's high schoolers. In 2026, we'll expand mobile counseling to serve Portland's most vulnerable communities.



OUR IMPACT

Thrift Store

Our Thrift Store is a social enterprise that diverts thousands of pounds of waste from local landfills—and sustainably generates revenue to fund our Social Services and Counseling programs.



\$364,835

net income from sales supported our programs

63,124

shoppers

333

Thrift Store vouchers distributed to our clients

Volunteers

It would not be possible for us to provide food, counseling, and connection to a rapidly growing community without the passion and dedication of our volunteer team.



255

dedicated volunteers powered our programs

18,414

total hours of volunteer service

SPOTLIGHT STORY

Tech for Access

Waiting in line shouldn't be a barrier. We built an app that lets pantry visitors track their exact wait time. They can plan, breathe, and feel empowered. Tech innovations like our digital lottery and FEED equip us to serve a growing community: **we served 3,763 new pantry visitors this year.**

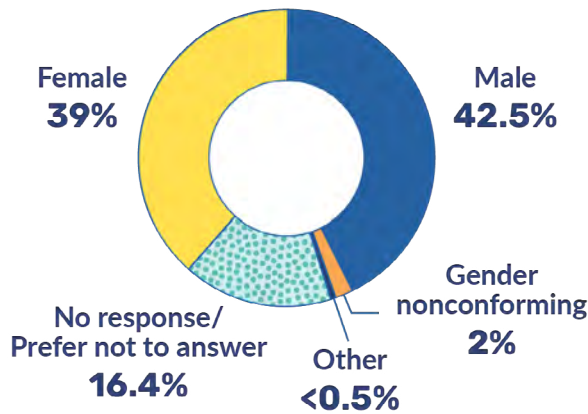


Learn about how we use FEED to translate into Mandarin, Farsi, and more.

Our Community at a Glance

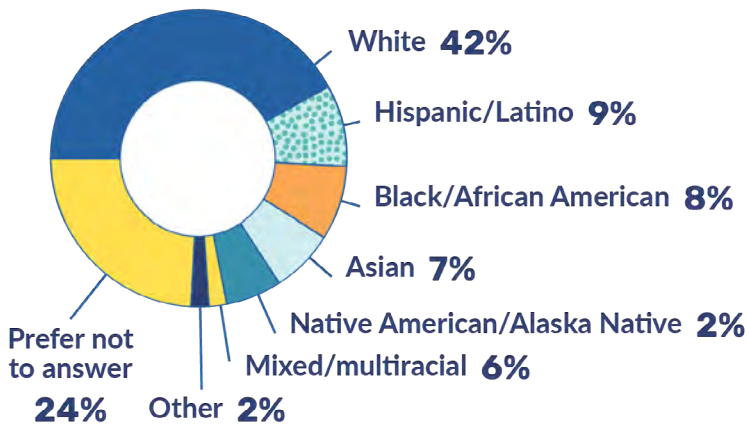
14% of our clients report living with a disability

Gender Identity



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

Race and Ethnicity

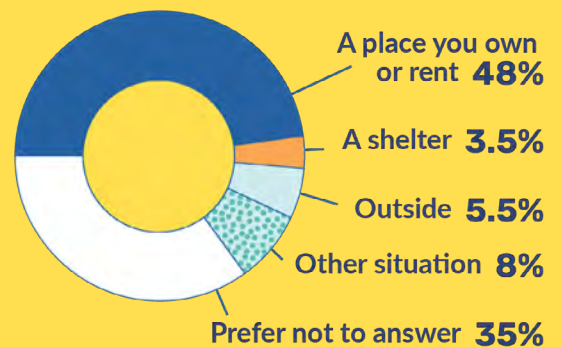


32% of our clients identify as people of color

William Temple House is committed to removing as many barriers as possible. For this reason, providing demographic data is entirely voluntary for our clients.

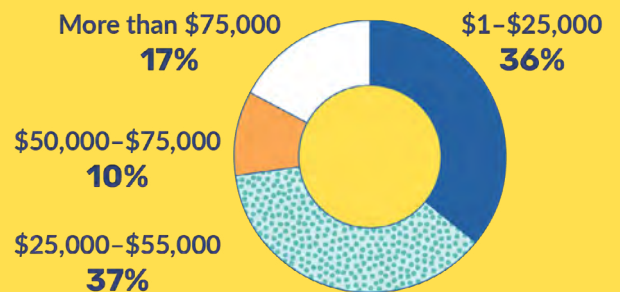


Who visits our Food Pantry?



48% of people who access our pantry rent or own their own place

Who is benefiting from low-cost counseling?



83% of Counseling Clients have a household income under \$75,000

*Defined as transgender, gender nonconforming, genderqueer, gender fluid, and non-binary.

SPOTLIGHT STORY

Local Solutions Together

Connor is at Restaurant Depot every Tuesday and Thursday, gleaning food for the nine pantries in the Coalition to Advance Food Equity (CAFÉ), including William Temple House. **When federal cuts threatened food supply, our coalition secured local food to meet rising demand—through collaboration, never competition.**



Photo Credit: Seth Batcheller



Read more about our work with CAFÉ.

Thank You to Our Partners

Community Partners



the EPISCOPAL CHURCH
in WESTERN OREGON



Business Partners



FOR BITTER
FOR WORSE



PORTLAND LEATHER



untappedtrivia.com



Financials

October 1, 2024–September 30, 2025

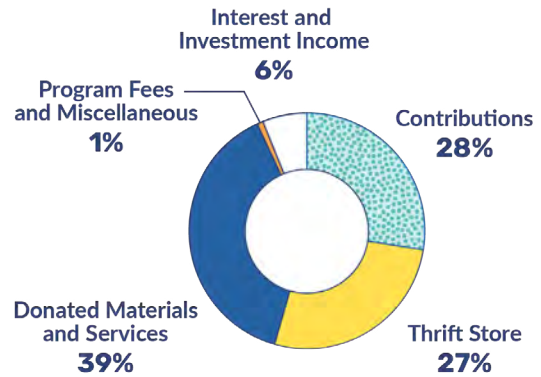
Operating Revenue	
Contributions	\$ 1,324,278
Special Events	-
Thrift Store Sales	\$ 1,276,902
Donated Materials & Services	\$ 1,892,885
Program Fees & Miscellaneous	\$ 46,034
Total Operating Income	\$ 4,540,099
Other Revenue	
Interest & Investment Income (net fees)	\$ 273,334
Total Other Income	\$ 273,334
Total Revenue	\$ 4,813,433

Expenses	
Counseling	\$ 1,341,036
Social Services	\$ 1,820,646
Thrift Store	\$ 999,527
Administration	\$ 541,328
Fundraising	\$ 278,184
Total Expenses	\$ 4,980,721
<i>Income from Operations (deficit)</i>	<i>\$ (440,622)¹</i>
<i>Net Income</i>	<i>\$ (167,288)²</i>

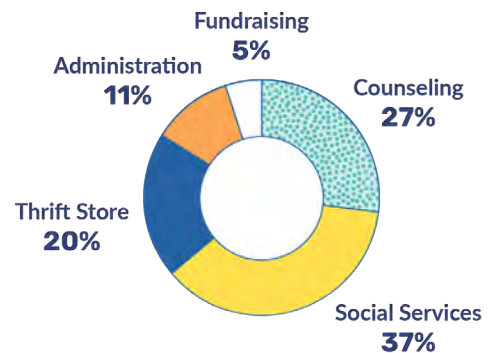
- 1 Operating income only, minus expenses
- 2 Operating income plus interest and investment income, minus expenses

This impact was powered by the support of many people and organizations that share in our vision of a more supported and thriving Portland. **Thank you!**

Revenue



Expenses



William Temple House

You can join us in making an even deeper impact this year.

Main Office

2023 NW Hoyt St.
Portland, OR 97209
503.226.3021

Thrift Store

2230 NW Glisan St.
Portland, OR 97210
503.222.3328

