



William Temple
House

Our Impact in 2023



Photo Credit (all) SARAH YEOMAN

A message from our Executive Director

Dear Friends,

Annual reports are traditionally full of numbers. This year is no different. As part of our commitment to transparency, it's important that we share with you the data about how many clients we served, the services they received, the volunteer hours that made those services possible, how much money we raised, and how we spent it.

But it's not just about numbers. This report is a place for us to highlight the impact our services have had on *real people*. 2023 has been a difficult year for many of us. Inflation, reduction of pandemic emergency measures, and a deficit of mental healthcare workers has meant that more people are struggling. We've seen this firsthand. To meet growing needs, we hosted a record number of graduate counseling interns this year—43—allowing us to provide mental health services to 339 Portland individuals and families. We also adapted to serve a record number of visitors to our pantry—over 100 per day.

Looking ahead, we know that continuing to serve clients at this level will require us to stretch all our resources: budget, staff and volunteer time, and sometimes physical space too. And yet we can't stop here. Although poverty and hunger are challenges for many Portlanders, we know that they fall particularly hard on our neighbors from the BIPOC and LGBTQ+ communities, for our Latinx neighbors, as well as recent immigrants and refugees.

We're committed to doing more, for more of our neighbors, in 2024. That's why in the next fiscal year, we'll make some targeted investments to help us adapt our business model for the long term, investigating new revenue streams, hiring and retaining a more diverse team, and increasing the efficiency and accessibility of our facilities.

Whether you came to us in 2023 as a client, intern, volunteer, or donor: your contributions are an inspiration to us. Thank you for being there.

With appreciation,



Graham Craft
Executive Director



Graham Craft,
Executive Director

5,387
total clients
served

4,420 individuals
received food
assistance

339 people accessed
mental health support

628 individuals
connected to
resources like SNAP,
help with utility
bills, and more



Hi from William Temple House
Staff and Board!

Our Impact & Programs

Counseling

Our Counseling program is intentionally designed to address the systemic challenges that are at the root of Oregon's mental health crisis. We do this by providing high-quality, low-cost counseling to anyone in need of support—regardless of their ability to pay—and by training Oregon's next generation of social justice-minded mental health practitioners.

“Our entire family has used your services and we are all so very thankful for the care we’ve received. Our lives have become less suffering and more joy through the counseling we each experienced.” —*Counseling Client*



339 people accessed individual, relationship, child/adolescent, and group counseling

\$1.40 average cost an individual paid for a counseling session

43 interns trained this year—our highest ever

94% of our interns the last three years have continued to work in Oregon

Social Services

Our Social Services program offers no-cost services to support members of our community to meet their basic needs, make it through the month, and get back on their feet. In 2023, we served 67% more people in our pantry, in part due to inflation and the reduction of pandemic emergency measures. We connected nearly twice as many people this year to additional resources, such as utility assistance, SNAP, housing and rental assistance, and more.

“The staff are so welcoming and non-judgemental. I really appreciate the little things they do, like remembering people's names and using Mandarin.” —*Food Pantry Client*



4,420 individuals accessed healthy food, hygiene items, and clothing from our pantry, of which **39%** are new faces

542,242 lbs of food distributed across **13,665** pantry visits

\$41,559 in funds distributed to **90** people to help pay for utility bills, in partnership with Impact NW

Our Impact and Programs

Volunteers

Our dedicated volunteers are an essential part of our community impact. In a stressful year for Portlanders, our volunteers showed up, helping us build capacity to serve more people than we could do alone. On any given day, you'll find our volunteers doing everything from working with counseling clients, to gleaning food and stocking our pantry, to sorting the thousands of pounds of donations we receive from the community.

229 volunteers and interns: 116 social services, 51 counseling, 43 thrift store, and 19 in additional roles

23,300+ total volunteer hours given back to the community

84 volunteers have been with us for a year or more, consistently showing up to make a lasting impact



"Providing affordable counseling has allowed me the privilege to partner with individuals on their healing journeys...It has truly been an inspiring experience." —Luke, Counseling Volunteer

"Volunteering at WTH gives me hope that there are caring people making a difference. It also shows me the importance of treating the clients who shop at the food pantry with dignity... Volunteering has made me a better person. Less judging. More generous." —Shadow, Food Pantry Volunteer



Thrift Store

Many people first hear about us through our Thrift Store, but not everyone knows that a portion of every purchase goes toward directly funding our services. Additionally, our Thrift Store partners with our Social Services program to provide store vouchers to clients. These vouchers help our clients buy furniture, clothing, and essential items, freeing up income for other necessities, like transportation. This year, we also redoubled our efforts to reach new audiences at pop-ups and community events, like the Portland y2k Flea Market and Community Warehouse's Summer Square event.



\$247,573 revenue from sales supported our community services

255 clients received vouchers to our Thrift Store



"Volunteering at WTH Thrift Store means that I am making a tangible contribution to the lives of those in our community who desperately need mental health counseling, food, and other social services." —Felicia, Thrift Store Volunteer

Financials

October 1, 2022–September 30, 2023

Operating Revenue

Contributions	\$773,943
Special Events	\$42,393
Thrift Store sales (net)	\$1,085,674
Donated Materials & Services	\$1,977,339
Program Fees & Miscellaneous	\$60,560
Total Operating Revenue	\$3,939,909

Other Revenue

Interest & Investment Income (net)	\$412,475
Total Other Revenue	\$412,475

Total Revenue \$4,352,384

Expenses

Counseling	\$1,224,685
Social Services	\$1,694,344
Thrift Store	\$838,101
Administration	\$532,332
Fundraising	\$279,353
Total Expenses	\$ 4,568,815

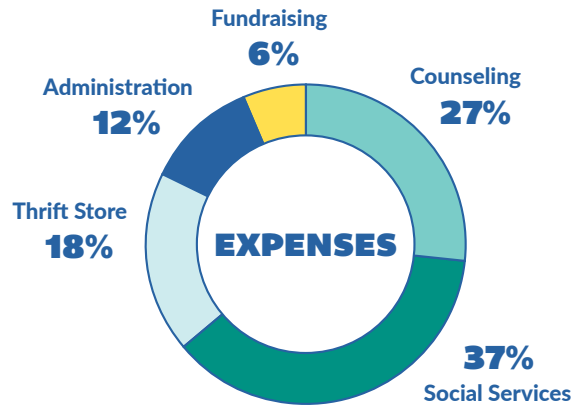
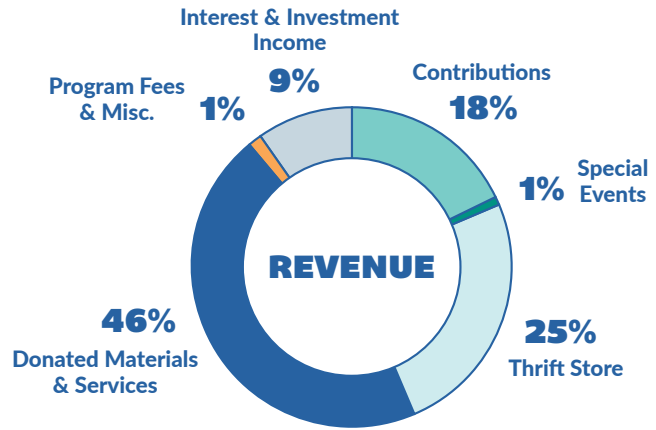
Income from Operations (deficit) \$(628,906)¹

Net Income (deficit) \$(216,431)²

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 hundreds of people, partners and organizations who gave time, skills, goods, and financial resources to our programs. Thanks to your generous support, we're able to continue to serve our community's complex needs.



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

Please consider getting involved:

[Subscribe](#)

[Volunteer](#)

[Donate](#)



williamtemple.org

Visit us for a tour of our services or shop unique finds at our thrift store.

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