

2016 LGBT COMMUNITY CENTER SURVEY REPORT

Assessing the Capacity and Programs of Lesbian, Gay, Bisexual, and Transgender Community Centers

June 2016



This report was authored by:

CenterLink: The Community of LGBT Centers

CenterLink develops strong, sustainable LGBT community centers and builds a thriving center network that creates healthy, vibrant communities. Founded in 1994, CenterLink plays an important role in addressing the challenges centers face by helping them to improve their organizational and service delivery capacity, access public resources and engage their regional communities in the grassroots social justice movement.

Movement Advancement Project

Launched in 2006, the Movement Advancement Project (MAP) is an independent, intellectual resource for the LGBT movement. MAP's mission is to provide independent and rigorous research, insight and analysis that help speed full equality for LGBT people.

Disclaimer: The opinions expressed in this report reflect the best judgment of CenterLink and MAP based on analysis of data collected from participating LGBT community centers. These opinions do not necessarily reflect the views of our funders, CenterLink members, or other organizations.

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KEY FINDINGS

This report presents the findings from the fifth biennial survey of LGBT community centers in the United States. The report is based on responses from 143 participating centers, although all centers did not respond to all questions. When relevant, the report separately examines centers with budgets equal to or less than \$150,000 per year (“small centers”) and centers with budgets greater than \$150,000 per year (“large centers”).

Key report findings include:

Representation

- Participating centers are from 40 states, the District of Columbia, and Puerto Rico.

Clientele, Hours, and Access

- In total, participating LGBT centers serve over 43,500 individuals in a typical week and refer nearly 6,000 individuals to other agencies for services and assistance.
- Center patrons are disproportionately male, people of color, transgender, and/or low income.
- In a typical week, LGBT community centers are open to the public for an average of 44 hours. Ninety-two percent of centers are open in the evenings and 61% of centers are open on weekends.
- The majority of centers offer accessible parking (83%) and accessible bathrooms and drinking fountains (81%).

Finances and Capacity

In aggregate, center finances continue to stabilize and improve, although small centers still generally operate with volunteer staff and median budgets of approximately \$50,000 annually. Ninety-two participating centers (36 small centers and 56 large centers) provided 2016 budget information, reporting combined projected annual expense budgets totaling \$174.4 million.

- Small centers have an average 2016 expense budget of \$48,013 and a median expense budget of \$40,765. Large centers reported an average expense budget of \$3.1 million and a median expense budget of \$770,758.

- Small centers providing three years of expense data saw an average 11% increase in expense budgets from 2014 to 2015, and a further 39% increase from 2015 to 2016. Large centers saw a 10% increase and 13% increase over the same periods.
- The 94 centers that reported revenue data had combined 2015 revenue of \$176 million. The average reporting large center covered its expenses with average revenue of \$1.6 million, compared to average expenses of \$1.4 million. Of the 39 small centers that reported 2015 revenue and expenses, 11 had higher expenses than revenue. Eighty-four centers provided two-year revenue data spanning 2016 and 2015. Small centers experienced a 17% increase in revenue during these years, while large centers saw a 6% increase.
- Large LGBT community centers receive a high proportion of their funding from government grants: 45% of their combined revenue in 2015 was from government grants, followed by 14% from individual donors and 10% from fundraising events.

Government Grants

- Forty-six centers reported obtaining at least one government grant (local, state, or federal) of over \$10,000 in 2015, for a total of 158 large government grants.
- Of the 42 federal government grants over \$10,000 reported by community centers, 42% were awarded to provide support for HIV/AIDS-related programming such as direct care, counseling and testing, and prevention. Centers ranked “lack of staff time to devote to grant writing” as one of their top obstacles to obtaining government grants (75% of reporting centers).

Center Staff and Board

- LGBT community centers remain thinly staffed: 31% have no staff and rely solely on volunteers; and 63% have five or fewer paid staff.
- While 93% of large centers have a full-time paid executive director, nearly two in five (39%) of small centers indicated they relied solely on a volunteer executive director; one-third of small centers (33%) indicated they currently did not have someone in the position.
- At small centers, 32% of executive directors had been serving for three or more years and at large centers that percentage increases to 75%.

- More than half (53%) of all community center staff identify as people of color, compared to less than one-fourth (23%) of senior staff and 27% of board members.

Programming

- Large centers spent a clear majority (75%) of their 2015 budgets on program-related expenses.
- Centers tailor their programming to their populations: 88% offering transgender-specific programming, followed by 82% offering programming tailored to LGBT youth.

Physical and Mental Health Programs

- Sixty-two centers reported providing some direct health services (including counseling, peer-led programs, and support groups, as well as physical health and other mental health services).
- In the last year, these centers provided physical health services to more than 272,000 people, and mental health services to more than 22,600 people.
- Centers offer a number of wellness programs to their patrons and staff, emphasizing healthy eating, active living, tobacco-free living, and cancer support.

Computer Centers

- Eighty-eight percent of reporting centers offer computer services; approximately half of centers (49% of centers with computer services) offer these services through the David Bohnett CyberCenter Program.
- Patrons use computer resources for conducting job searches, keeping in touch with family and friends, and entertainment.
- When asked to rank their top three challenges, centers participating in the CyberCenter program identified the lack of a dedicated staff person or volunteer to manage or oversee computer resources as their biggest challenge. The biggest challenge faced by non-CyberCenters was a limited amount of equipment.

LGBT COMMUNITY CENTERS

THAT PARTICIPATED IN THE 2016 COMMUNITY CENTER SURVEY

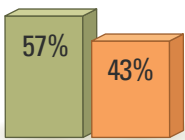
143
CENTERS

PROGRAMS

SERVICES

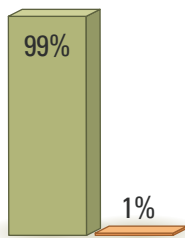
BY CENTER SIZE

% OF CENTERS



LARGE CENTERS
SMALL CENTERS

% OF BUDGETS



LARGE CENTERS
SMALL CENTERS

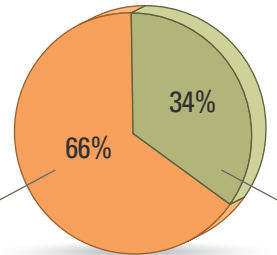


43,500
CLIENTS PER WEEK

CLIENTS PER WEEK

STAFF

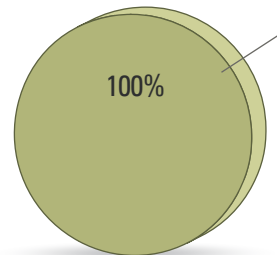
SMALL CENTERS



CENTERS WITH NO PAID STAFF

CENTERS WITH AT LEAST ONE PAID STAFF

LARGE CENTERS



REVENUE GROWTH

2014-2015



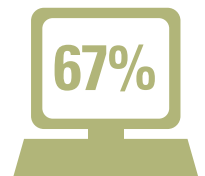
SMALL CENTERS



LARGE CENTERS



PR



OFFER COMPUTER SERVICES

158 GOVERNMENT GRANTS OF **\$10K+**

THAT FUND HIV/AIDS, LGBT YOUTH, MENTAL HEALTH, AND OTHER VITAL PROGRAMS

INTRODUCTION

The Los Angeles LGBT Center opened its doors 47 years ago as the first lesbian, gay, bisexual, and transgender (LGBT) community center in the United States. Now there are more than 250 such centers across 48 states, Puerto Rico, and the District of Columbia. The *2016 Community Center Survey Report* is part of a biennial effort to track the growing movement of LGBT community centers and to identify trends and needs in the field. A joint report by the Movement Advancement Project (MAP) and CenterLink, the report presents findings from the fifth biennial survey of LGBT community centers in the United States.

The report provides a comprehensive review of LGBT community centers' capacity, staff and boards, budget, fundraising, constituencies, health and wellness services, and technical assistance needs. Throughout the report, centers' programmatic successes and challenges are highlighted to illustrate how centers are serving their diverse communities. The report also provides a valuable overview of the centers' priorities and needs for organizations and donors interested in engaging with or supporting community centers and their programs and services.

LGBT community centers play an important role in the life of LGBT Americans. In some parts of the country, a local community center may be the only resource where LGBT residents can access social, educational, and health services. The 143 LGBT community centers participating in this report collectively serve over 43,500 people each week, and the 94 centers that reported 2015 revenue data have combined revenue of \$176 million.¹ Across the country, these community centers are vital players in the LGBT movement and provide an invaluable link between LGBT people and state and national efforts to advance LGBT equality.

This report has six main sections that paint a comprehensive picture of the nation's LGBT community centers and their work as follows:

- Age and infrastructure
- Finances, staff, and capacity (including government grants)
- Center clientele and programs (including health and wellness)
- Computer centers
- Technical assistance needs
- Conclusions and recommendations for strengthening the community center field

SURVEY METHODOLOGY & SAMPLE

Methodology

The *2016 Community Center Survey* is the fifth biennial survey of LGBT community centers across the United States. In March 2016, MAP and CenterLink sent an online survey to 256 community centers identified by CenterLink. MAP and CenterLink developed the survey with input from community center senior management, LGBT funders, and national partners. The 2016 survey was also based on consideration of feedback from previous surveys.

The survey looked at two categories of respondents: "small centers" with expense budgets of \$150,000 or less; and "large centers" with expense budgets of more than \$150,000. Because the Los Angeles LGBT Center is so large, with a 2016 budget of over \$89 million (up from \$70 million two years ago), it is often excluded from report analyses, although we note where this is the case.

Survey Respondents

Out of the initial sample of 256 centers identified by CenterLink,² 143 U.S.-based centers provided information, yielding a 56% response rate. Throughout the report, we note the number of centers providing information about a specific question. (Not all participating centers answered every question; therefore we often refer to "responding centers" to indicate that our analysis includes the centers that responded to a particular question rather than all participating centers.) Of the 143 centers participating in the 2016 survey, 51% (73 centers) also participated in the 2014 survey. We list the 2016 participating centers in [Appendix B](#).

Representation

To determine the degree to which the 143 participating centers are representative of the broader LGBT community center field, we used Guidestar.org to compile financial information from centers' most recent tax filings. Ninety-nine responding centers (42 small and 57 large) reported 2015 expense data for a total of \$161.4 million in combined expenses. This compares to combined expenses of \$220.3 million across 233 community centers listed on Guidestar.org.

¹ Based on data from the LGBT community centers participating in this survey.

² Note that not all centers included in the initial sample have physical facilities and instead operate virtually.

Thus, the report covers approximately 73% of the total combined expenses of all community centers across the United States, as shown in *Figure 1*. Of the 25 centers on Guidestar.org with expenses over \$1 million, 4 centers did not respond to the survey.

The 143 participating centers are also roughly representative on a geographic basis of LGBT community centers nationwide, as shown in *Figure 2*. Reporting centers are from 40 states, the District of Columbia, and Puerto Rico. Centers in California, Florida, New York, and Pennsylvania are slightly overrepresented among the respondents, while several states are not represented at all, including Iowa, Louisiana, Maine, Mississippi, West Virginia, and Wyoming.

Figure 1: Survey Participants, Expenses Comprise Majority of Community Center Expenses

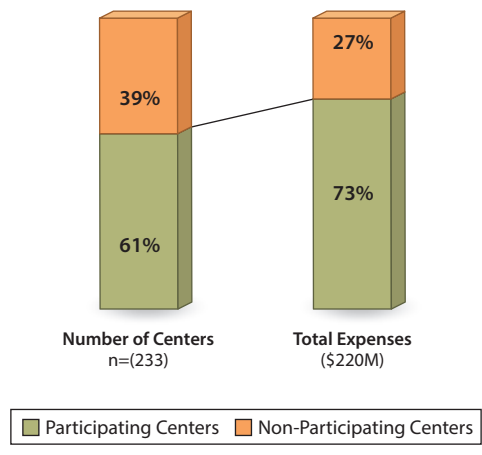
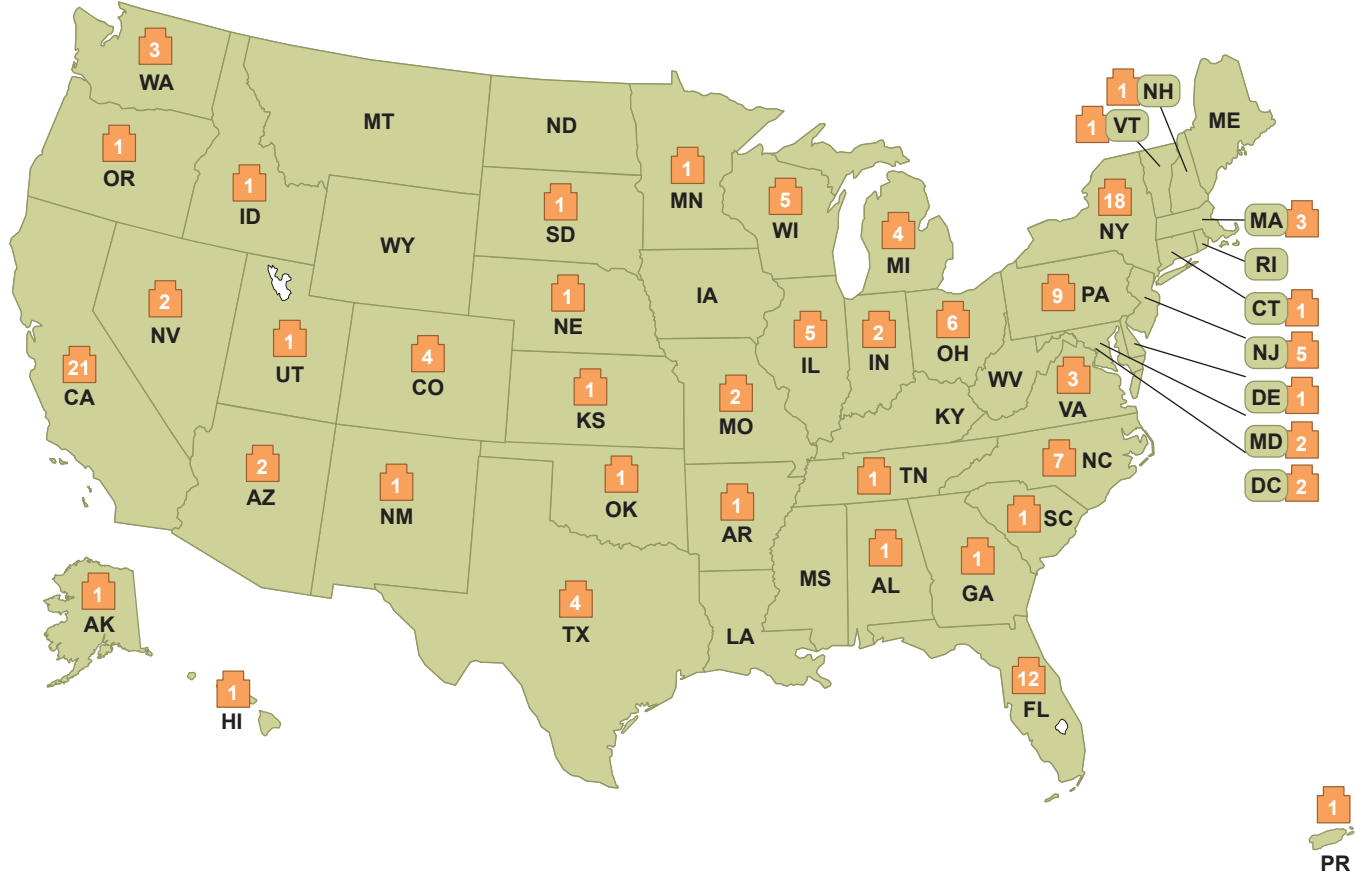


Figure 2: Geographic Distribution of Participating Centers



CENTER AGE & INFRASTRUCTURE

Center Age

Of responding centers, three-quarters (73%) were founded after 1990 (see *Figure 3*). The average center age is 18 years, as is the median age.³ The Los Angeles LGBT Center, which opened in 1969, is the oldest center. The youngest centers participating in the survey are the Rockland County Pride Center (Nyack, NY) and the CENTER on Strawberry (Washington, PA), both of which opened in 2016. Five other participating centers opened in 2015: Motherlode Pride Center (Jackson, CA), Colorado Springs Queer Collective (Colorado Springs, CO), LGBTQ Center of Durham (Durham, NC), Love on a Mission (Ashland, OH), and the LGBT Qmunity Center of Montgomery County (Norrstown, PA). As expected, large centers are generally older than small centers, with an average age of 24 years compared to 10 years for small centers.

Legal Status of Centers

Nearly all participating LGBT community centers (91%, or 129 centers) are independent organizations. The remaining 9% are affiliates or programs of other organizations such as statewide advocacy organizations or local community health groups. Of the independent centers, 127 are tax-exempt 501(c)(3) nonprofit organizations and two are applying for 501(c)(3) status.

Physical Infrastructure of Centers

Twenty-two responding centers (15%) lack physical space and instead serve the community through mechanisms such as phone or mobile van services (see *Figure 4*).

The remainder (85%) operate out of a physical space; in total, 57% of responding centers rent space, 24% own their locations, 3% use donated space, and 2% use some other arrangement. The 121 centers with physical space have a total of 203 locations. Three-quarters of centers with physical space (74%) have only one location while the remainder have two or more locations. Of centers with physical space, 85% offer meeting space to outside organizations for free (48%) or for a fee (38%).

³ Note that a median is the value that is exactly in the middle of a range of data that is ordered from highest to lowest. Compared to averages, medians can provide a more realistic snapshot of the data, minimizing the impact of exceptionally high or low values.

Figure 3: Community Centers by Decade Founded

No. of centers (n=138)

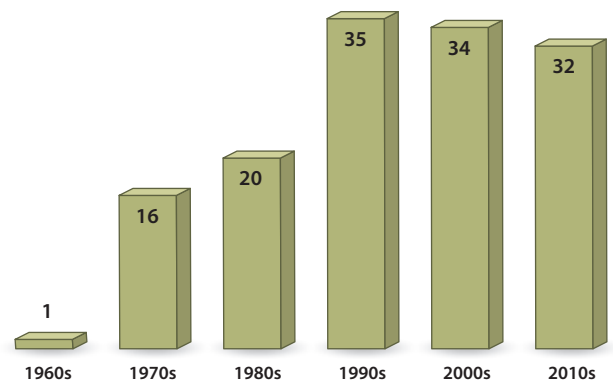
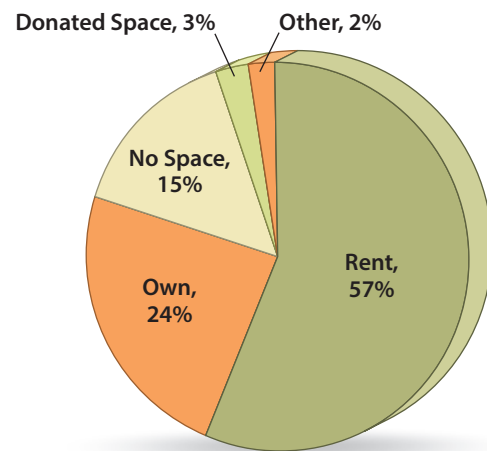


Figure 4: Center Ownership/Rental Status

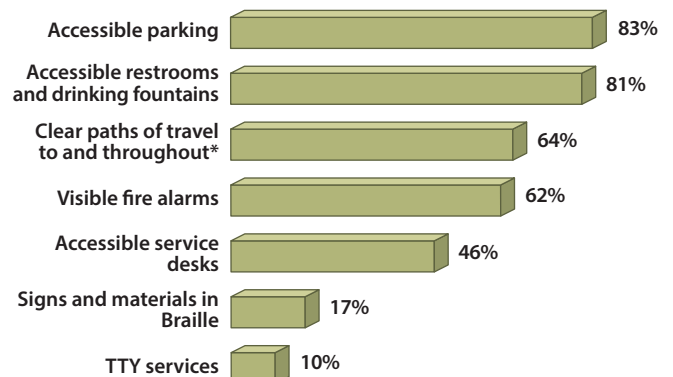
% of centers (n=143)



Note: May not total 100% due to rounding.

Figure 5: Accessibility Services

% of centers (n=121)



* Includes, if necessary, automatic doors, handrails, ramps, and/or elevators.

Access and Hours

In a typical week, participating LGBT community centers are open to the public for an average of 44 hours. Small centers are open fewer hours than large centers (an average of 30 hours compared to an average of 53 hours, respectively). Most centers tailor their hours to accommodate patrons: 92% of centers are open in the evenings and 61% are open on weekends. Two centers reported being “virtually” open around the clock, with online and telephone support services available 24/7, while four centers reported being open 80 or more hours a week.

The majority of centers offer accessible parking (83%), accessible bathrooms and drinking fountains (81%), and visible fire alarms (62%). Slightly less than half of centers (46%) report accessible service desks, and nearly two-thirds (64%) have clear paths of travel to and throughout (including automatic doors, handrails, ramps, and/or elevators). Few centers offer signs and materials in Braille (17%) or TTY services (10%) for the deaf or hard of hearing (see *Figure 5* on the previous page).

Technology

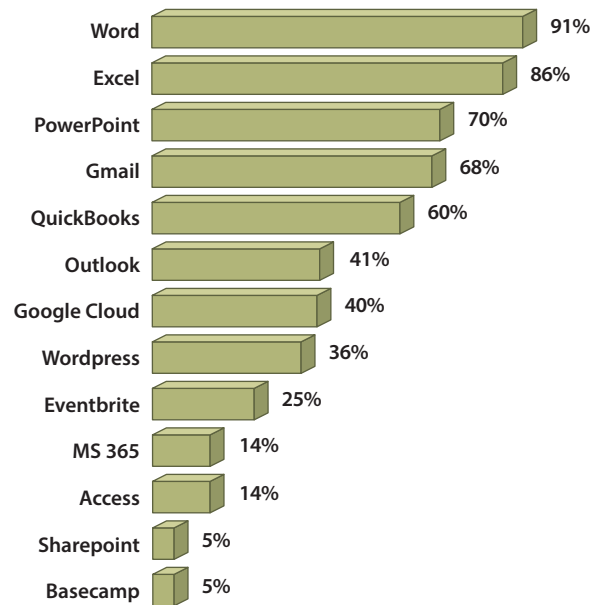
We asked centers which software they used in the day-to-day operations of their centers. Microsoft Office products were the most commonly used, with 91% of centers reporting they use Microsoft Word, 86% using Excel, and 67% using PowerPoint (see *Figure 6*). For email, 71% of small centers reported using Gmail (compared to 27% that use Microsoft Outlook). Among large centers, 52% use Outlook and 66% use Gmail (some use both). Thirty-six percent of centers use WordPress, a blogging software, and 40% use Google cloud software compared to only 14% that use Microsoft’s competing cloud software. Among all centers, 60% use the accounting software Quickbooks.

When asked what other software they use for day-to-day operations, several centers mentioned freeware and shareware such as OpenOffice or Linux. Salesforce and Constant Contact were each named by four centers.

⁴ For ease of reading, we will refer to 2014 and 2015 actual expenses and 2016 budgets collectively as center “expense budgets” or simply “budgets.”

Figure 6: Software Use, by Software Type

% of centers (n=138)



CENTER FINANCES & CAPACITY

Center Expense Budgets

Ninety-two participating centers provided 2016 budget information, reporting combined projected annual expense budgets totaling \$174.4 million. Of these reporting centers, 36 were small and 56 were large. Small centers reported an average 2016 expense budget of \$48,013 and a median expense budget of \$40,765. Large centers reported an average expense budget of \$3.1 million and a median expense budget of \$770,758. Excluding the center with the largest expense budget (the Los Angeles LGBT Center), large centers reported an average expense budget of \$1.5 million.

Eighty-eight centers provided three-year expense information (34 small centers and 54 large centers). *Figure 7* on the following page compares the projected budgets for 2016 to actual expenses for 2015 and 2014 for the community centers that reported this information.⁴ The 34 small centers reporting this information cumulatively experienced a 11% increase in expense budgets from 2014 to 2015, with 25 of these centers reporting budget growth during this period. From 2015 to 2016, small centers cumulatively experienced a 39% increase in expense budgets, with 33 centers reporting budget growth. The 54 large centers reporting this information saw a 10% growth in expense budgets from 2014-2015

and a 13% growth in expense budgets from 2015 to 2016. Even excluding the Los Angeles LGBT Center, the remaining 53 large reporting centers saw a cumulative increase of 11% in expense budgets from 2014 to 2015 and an 11% increase from 2015 to 2016. Of large reporting centers, 44 centers reported budget growth from 2014 to 2015 and likewise, 44 centers reported budget growth from 2015 to 2016. Although the number of centers experiencing growth remained the same from 2015 to 2016 as it was from 2014 to 2015, slightly fewer centers (37) experienced growth in both years and were thus counted among the 44 in both years.

Looking across all 92 organizations that reported 2016 budget data, we find center resources highly concentrated among a few large centers. While 36 of the 92 centers (39%) reporting 2016 budget data are small

Figure 7: Three-Year Budget Growth
Combined Budgets for Reporting Centers

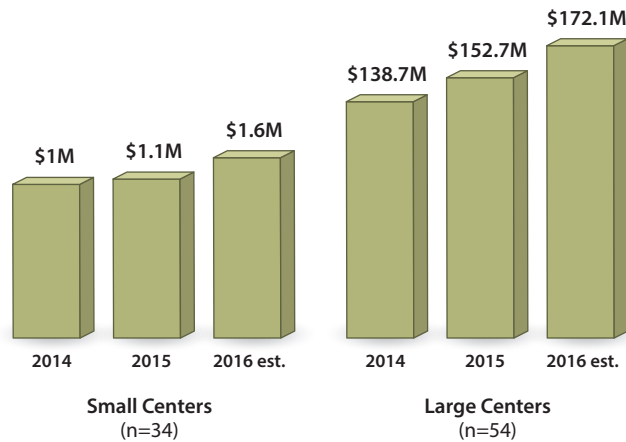
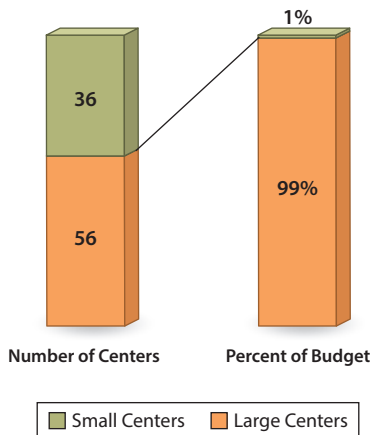
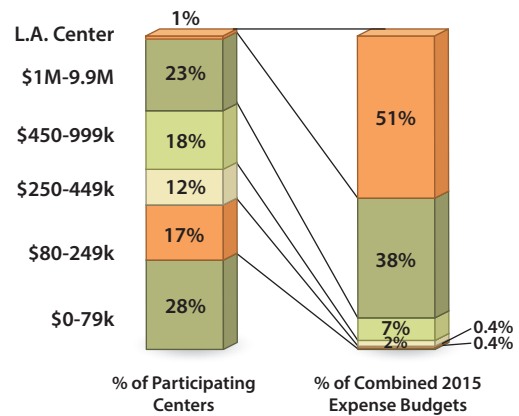


Figure 8: Breakdown of Centers
By Budget (n=92)



centers, they comprise only 1% of the budget total (see *Figure 8*). For 2016, the Los Angeles LGBT Center accounts for 51% of the cumulative budgets of all centers reporting budget data. Together, the five largest centers account for 68% of the expense budgets (\$117.9 million). *Figure 9*

Figure 9: Distribution of Centers and Combined Budgets
By Budget Ranges, Including L.A. Center (n=92)



Excluding L.A. Center (n=91)

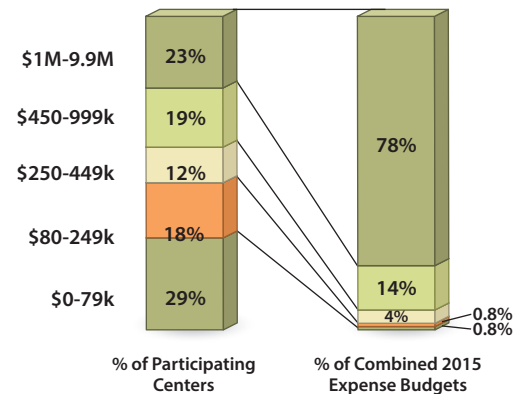
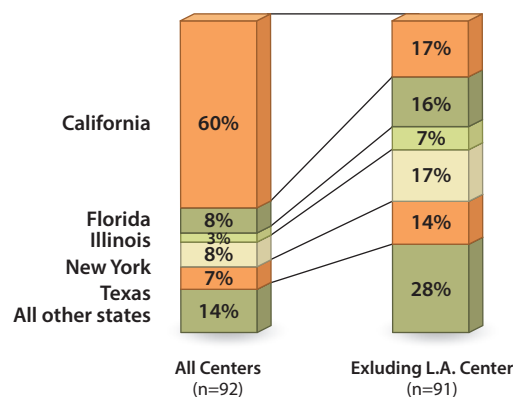


Figure 10: State Locations of Combined Budgets
% of Budgets



shows the distribution of organizations by budget size, with and without the Los Angeles LGBT Center. Even excluding the Los Angeles LGBT Center, community centers with budgets under \$1 million comprise 77% of reporting community centers, but only make up 20% of the centers' total combined 2016 expense budgets.

Despite the broad distribution of community center locations across the country (as shown earlier in Figure 2), only a few states account for a bulk of centers' 2016 budgets. As shown in *Figure 10* on the previous page, 60% of all community center budgets are concentrated in California, 8% in New York, 8% in Florida, 7% in Texas, and 3% in Illinois. The remaining 35 states comprise only 14% of total budgets. Excluding the Los Angeles LGBT Center, California centers are 17% of the combined budgets of all participating centers.

Center Revenues and Fundraising

The 94 centers that reported 2015 revenue data had combined 2015 revenue of \$176 million; the 55 large centers reporting this data accounted for \$173.3 million of this revenue. The average large center had revenue of \$3.2 million versus average 2015 expenses of \$3 million. Excluding the Los Angeles LGBT Center, average revenue among reporting large centers for 2015 was \$1.6 million, compared to average expenses of \$1.4 million. The 39 small community centers reporting this data had combined 2015 revenue of \$1.5 million, which only narrowly exceeded their combined 2015 expenses of \$1.4 million. Of the 39 small centers that reported 2015 revenue and expenses, only 11 had higher expenses than revenue.

Eighty-four centers provided revenue data for both 2014 and 2015. Of these, small centers experienced a 17% increase in revenue during these years, while large centers saw a 6% increase (see *Figure 11*). When the Los Angeles LGBT Center was excluded, reporting large centers saw a 12% increase between 2014 and 2015.

Large community centers have diverse revenue streams (see *Figure 12*). Excluding the Los Angeles LGBT Center, the largest source of 2015 revenue for large community centers was federal government funding (19%), followed by individual contributions (14%) and state and local funding (each 13%). In total, almost half (45%) of funding for the large centers came from government grants (federal, state and local). One-tenth of their funding came from fundraising events (10%). The revenue streams of the Los Angeles LGBT Center were significantly different than those of other centers:

Figure 11: Growth in Total Combined Revenue in 2014 and 2015

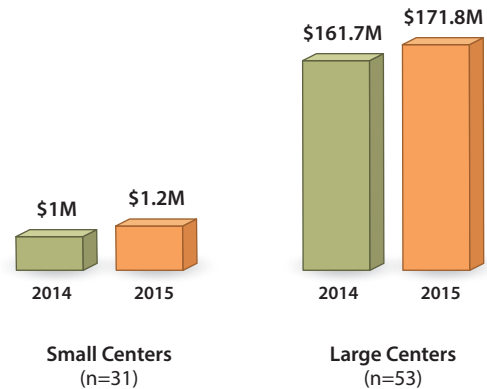
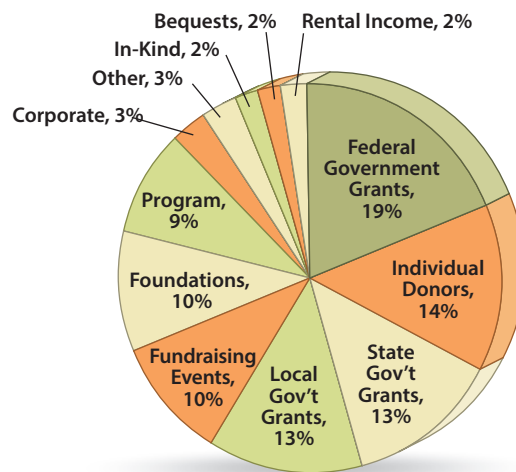


Figure 12: Revenue Streams of Large Centers, Excluding the L.A. Center

Total Combined Revenue = \$86.9M (n=55)



59% of the Los Angeles LGBT Center's revenue was in the form of program income.

Sixty-two percent of reporting centers said they had a fundraising/development plan in place for their center. That number dropped to 44% for small centers. Of centers without plans, 91% indicated they would be developing a plan within the next year.

For the first time this year, we asked large centers about their reserve policies. Fifty-two percent of the 58 responding centers reported reserve policies in place with an average of four months of reserve funds. We also asked centers about endowment funds to find that 37% of responding centers have endowment funds. The amount of endowment funds ranged from approximately \$1.7 thousand to \$4 million.

SPOTLIGHT



CO RANGE Turns Inclusive Workplace Training Program into Jobs for Transgender People

The Center - Advancing LGBT Colorado



A year and a half ago, The Center launched an innovative social enterprise program. Recognizing a potential shift in donation and policy trends in the wake of marriage equality, the center looked to diversify their funding streams and capitalize on their existing strengths. Through collaboration with community leaders and stakeholders, the consulting program RANGE (Retention, Advancement & Non-Discrimination of GLBT Employees) was created.

RANGE supports the LGBT community in Colorado in three ways. First, the program improves workplace culture for LGBT Coloradoans by training employers in inclusive policies and philosophies which allow them to recruit and retain talented LGBT professionals. Second, profits raised through the trainings provide financial support and sustain The Center's programming and services. Third, as the program grows and demand increases, RANGE plans to hire transgender people as trainers, thus creating jobs for the community.

The training program itself is remarkably comprehensive. RANGE provides a strategic training and consultation program to meet the unique human resources needs of corporations, non-profits, and government entities seeking to create or expand their diversity and inclusiveness initiatives related to LGBT employees. The program prioritizes transgender inclusivity in the workplace and offers consultation on transition-related policies, uniform policies, healthcare coverage for transition-related care, restrooms, and workspaces. RANGE consultants will also serve as mediator between an LGBT employee and the employer to ensure compliance and safety.

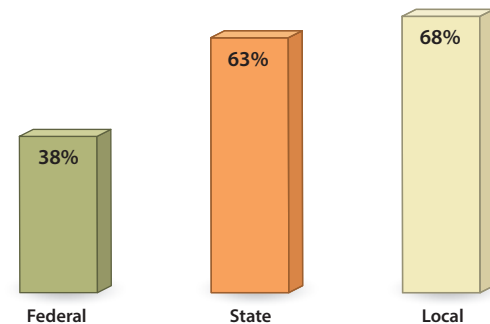
Government Grants

Forty-six centers reported obtaining at least one government grant (local, state, or federal) of over \$10,000 in 2015. Of these 46 centers, only four (9%) were small centers. Among responding large centers, federal funding was the largest portion of government grant dollars; however, only 15 (38%) of the large centers with government funding received federal grants over \$10,000 (see *Figure 13*). In comparison, 25 large centers (63%) received state grants over \$10,000, and 27 large centers (68%) received local grants over \$10,000. While fewer centers received federal funding, the federal grants that were secured were for significantly larger amounts than state or local grants.

Figure 14 on the next page shows the most common purposes of the federal, state, and local grants received by community centers.

Federal Government Grants. As shown in *Figure 14a*, of the 42 federal government grants over \$10,000 reported by community centers (some centers received multiple federal grants), 42% were awarded to provide support for HIV/AIDS-related programming such as direct

Figure 13: Percent of Large Centers Receiving Government Grants Over \$10,000
By Grant Source



care, counseling and testing, and prevention. Among named grants, centers reported several Ryan White grants, as well as HIV-specific funding from the Health Resources and Services Administration (HRSA) and the Centers for Disease Control and Prevention (CDC).

State Government Grants. Centers reported a total of 57 state government grants over \$10,000, nearly a third of which (31%) were focused on HIV-specific

Figure 14: Government Grants over \$10,000
By Purpose

Figure 14a: Federal Grants

By Purpose, % of Grants (n=42 grants)

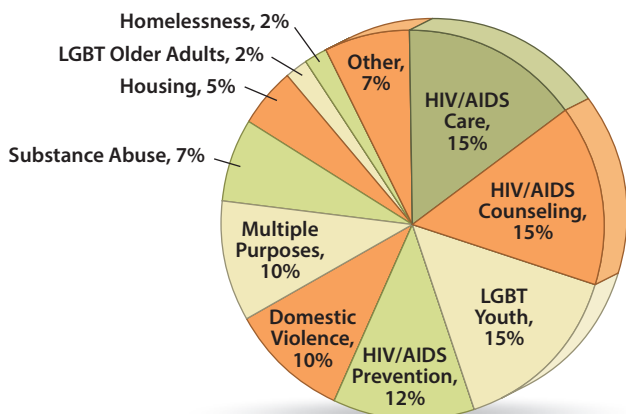


Figure 14b: State Grants

By Purpose, % of Grants (n=57 grants)

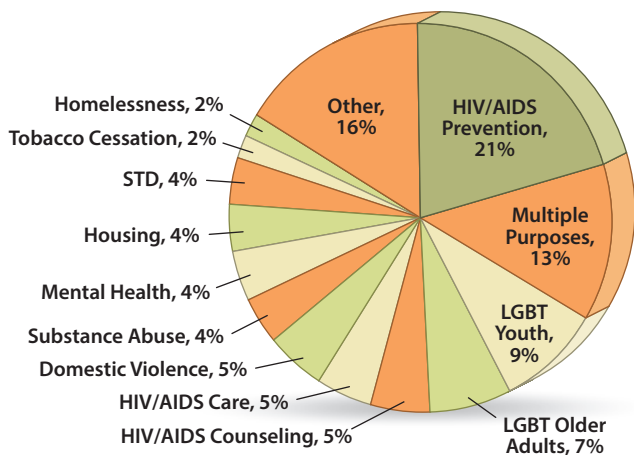
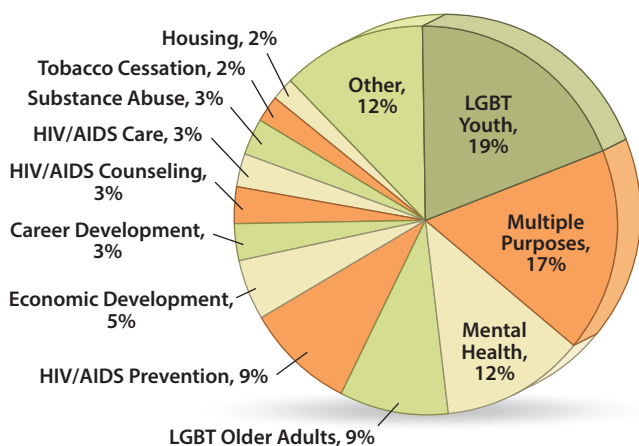


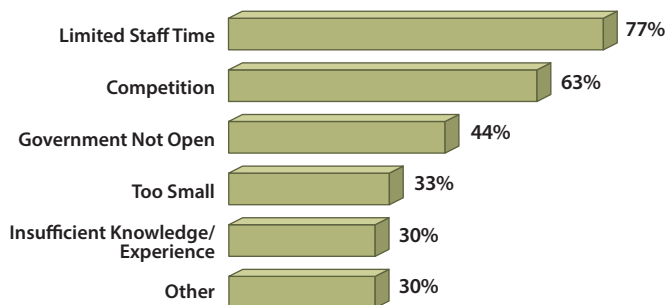
Figure 14c: Local Grants

By Purpose, % of Grants (n=59 grants)



Note: May not total 100% due to rounding.

Figure 15: Obstacles to Applying for Government Grants
% of centers (n=43)



programming. LGBT youth programming was the second greatest single focus (9% of state grants). The majority of the HIV-related grants, as well as the grants for youth-specific programming, were awarded by state departments of health.

Local Government Grants. Of the 59 local government grants over \$10,000 reported by centers, the largest portion (19%) were dedicated to programming for LGBT youth. Other areas that were the focus of local government grants were HIV-specific programming (15%) and mental health and psychiatric services (12%). Many of the youth-focused grants were awarded by local departments of human services and youth services.

Many LGBT community centers reported challenges in applying for government grants (see *Figure 15*). Centers with and without large grants ranked lack of staff time to devote to grant writing as one of their top obstacles (77% of reporting centers). Centers' second biggest obstacle was too much competition for funding (63% of reporting centers), followed by 44% of centers saying government funders are not open to funding LGBT programs. Other barriers included onerous reporting requirements and restrictive grant scopes that conflict with the center's programs.



SPOTLIGHT **From Housing to Job Placement, one n ten Supports LGBT Youth in Phoenix**
one n ten



one n ten is working to provide LGBT youth in Phoenix, Arizona with the support and tools they need to thrive. Two collaborative programs, Promise of a New Day (POND) and Youth Education and Success (YES), facilitate this important work, providing for the basic needs of the youth and teaching life and employment skills.

The POND supportive housing program began in October of 2012 as a pilot project housing five youth experiencing homelessness. one n ten partnered with a local affordable housing provider who shared the cost of rent at one of their facilities in downtown Phoenix. "We began the program as a pilot because we had never provided supportive housing but needed a solution to the youth homeless problem in our community," explained Executive Director Linda Elliot.

Thanks to partnerships and support from the City of Phoenix, corporate and foundation support, and internal fundraising, POND now houses 40 youth and young adults (18-24). Three program coordinators provide case management and guidance for the youth to enable them to progress to productive adulthood. one n ten hopes to break ground this year on their supportive housing facility that will accommodate 50-60 youth. This facility is being developed through a public-private partnership with significant support from the City of Phoenix, Maricopa County and donors in the community.

one n ten's YES Program provides employment training, financial literacy, job placement assistance, and a mentor to make sure youth have the tools and knowledge they need to succeed. They also supply each youth with a monthly bus pass so they have transportation to school and work. Each young person meets individually with their Program Coordinator weekly, and also as part of a monthly group meeting, to encourage development of important life skills and social support networks. Each youth is paired with a mentor for the year, and can stay in the program up to two years.

Center Communications

LGBT community centers communicate with members and the public via several channels: email and postal mail, flyers, blogs, Facebook and Twitter.

In 2016, email was the most common form of communication for the majority (95%) of the 138 centers reporting this data, including 59 small centers and 79 large centers. Ninety-five percent of centers (95%) also reported using Facebook to communicate with their members, followed by 101 centers that reported posting flyers (73%) and 93 that use Twitter (67%). *Figure 16* shows how modes of communication differ between large and small centers.

As shown in *Figure 17* on the next page, large LGBT community centers reported the ability to reach an average of 7,434 individuals through email (6,032 excluding the Los Angeles LGBT Center) and 10,243 through postal lists (6,614 excluding the Los Angeles Center) in 2015. Large centers had an average of 11,023 "Likes" on Facebook and 3,299 Twitter followers. Small centers, on average, had 1,440 email contacts, 423 contacts through postal lists, 1,143 "Likes" on Facebook, and 387 Twitter followers.

Figure 16: Modes of Communication

% of centers (n=138)

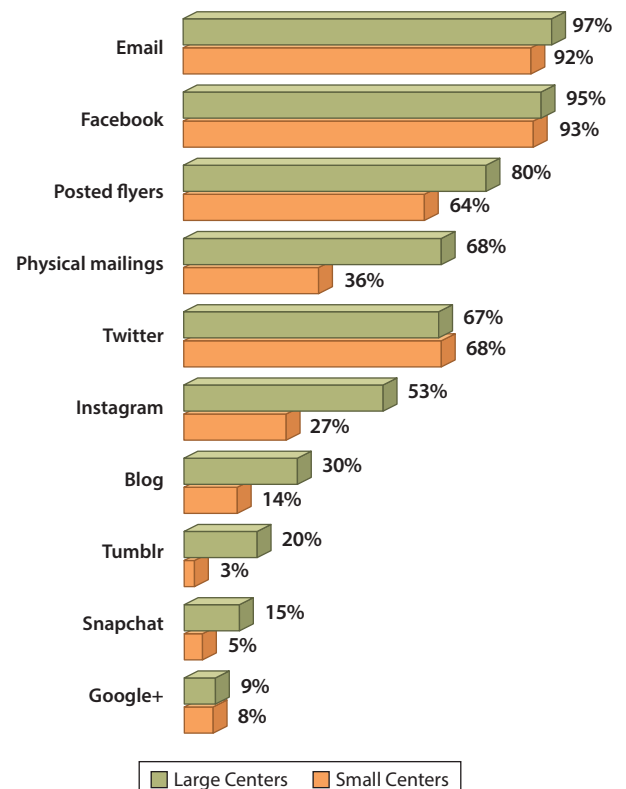


Figure 17: Average Number of Contacts on Contact Lists

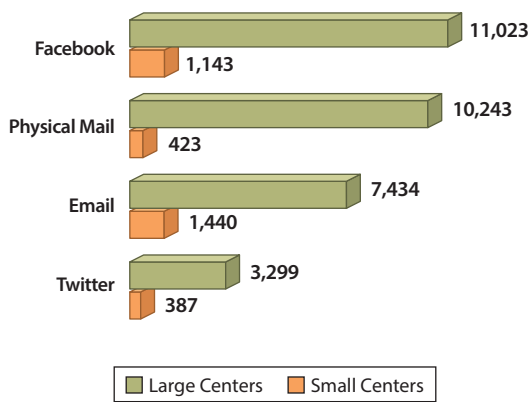
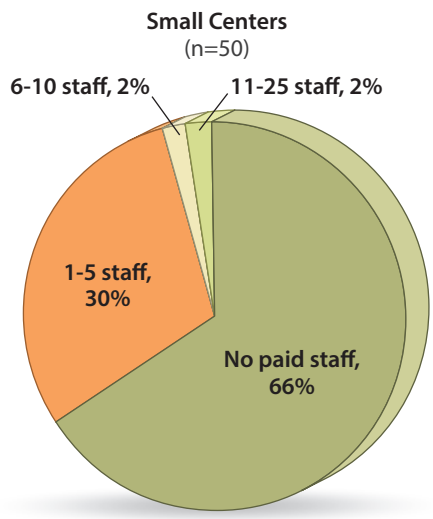
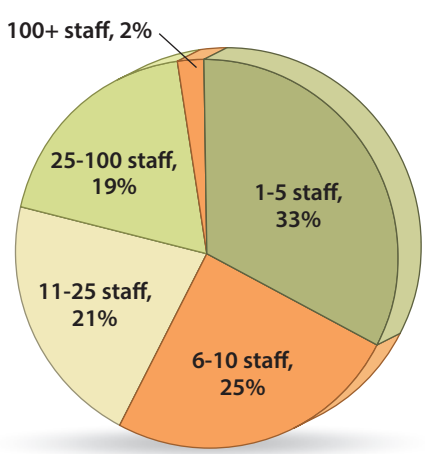


Figure 18: Paid Staff
By Center Size, % of centers



Large Centers
(n=57)



Center Staff

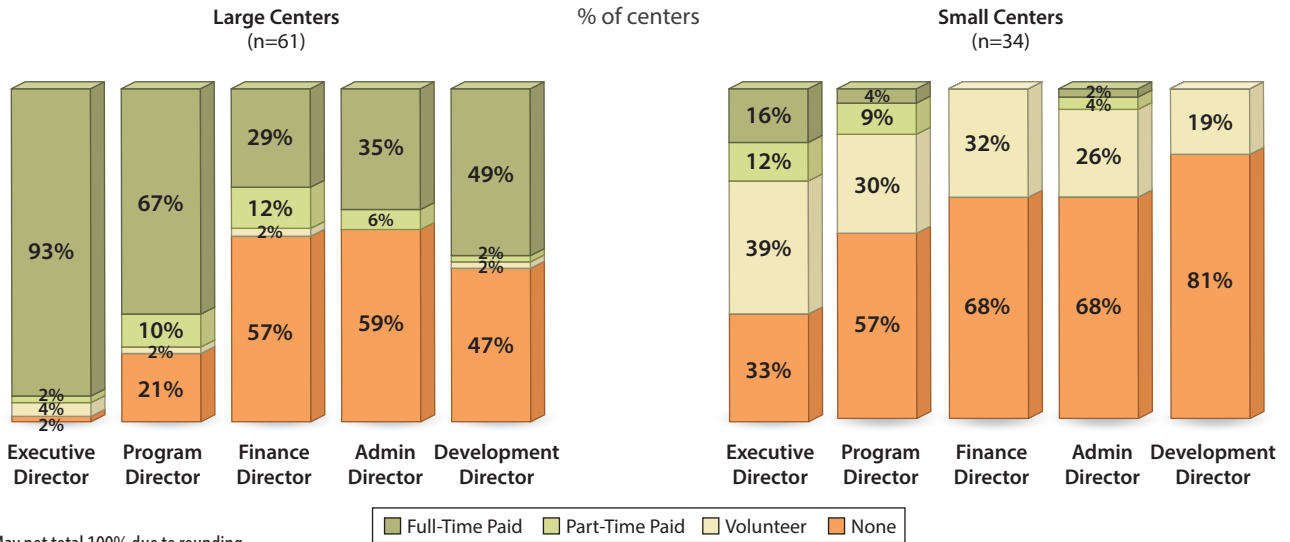
Many LGBT community centers rely on a small number of staff to provide vital services. Of the 107 organizations that provided information about current staff, 31% had no staff, relying entirely on volunteers. Sixty-three percent of centers reporting this data had five or fewer paid staff. Among the 50 small centers providing information about staff, 66% had no paid staff, and an additional 30% had between one and five paid staff (see *Figure 18*). In fact, the 50 small centers reporting staffing data employed only 8 full-time paid staff in total. In contrast, all large centers reported having at least one paid staff member, and 42% had more than 10 staff. Over four-fifths (82%) of paid staff at large centers worked full-time compared to just over 22% of paid staff at small centers.

Senior Leadership. As shown in *Figure 19* on the next page, virtually all of the large LGBT centers (93%) had a full-time paid executive director. More than two-thirds (67%) of large centers reported also having a full-time paid program director, yet many large centers lacked a finance director, development director, or administrative director (only 29%, 49%, and 35% of large centers reported having these full-time paid positions, respectively).

Remarkably, nearly two in five (39%) small LGBT community centers indicated that they relied on a volunteer executive director, and an additional one-third (33%) reported that they currently did not have someone in the position. (This includes centers where the position was vacant and where there was no executive director at all.) While no small centers indicated they had full-time paid staff members in the finance director or development director positions, 2% reported that they had a full-time paid administrative director and 4% reported that they had a full-time paid program director.

At large community centers, staff in senior management jobs were more likely to have held these positions for more than two years. The exception is the position of development director; 33% of development directors had been in their current positions for two years or less. At small centers, 32% of executive directors had been serving for three or more years and at large centers that percentage increases to 75%. For other positions at the small centers, it is much more likely than not that the staffer had been in the position for less than two years.

Figure 19: Status of Staff Positions



SPOTLIGHT



LGBT Asylum Seekers Find Welcoming Community with Center Global
DC Center



Center Global is one of The DC Center’s newest and most innovative programs, serving the needs of the global LGBT community. Due to the oppressive anti-LGBT laws and social cultures in nearly 80 countries around the world, the United States is a frequent destination for LGBT individuals fleeing persecution in their home countries. LGBT asylum seekers often experience a dual marginalization; they are ineligible for many forms of government assistance because of their asylum status and they are isolated from the broader asylee community because of their LGBT identity. Center Global responds to the needs of these individuals by providing connections to legal and social services, direct financial assistance, and most importantly, a welcoming community.

Center Global relies entirely on individual donations and community support. The vast majority of the budget goes directly to the asylum seekers, often in the form of housing support and grocery store cards. The program is run by two volunteers and although they have already served 25 asylum seekers this year, the need still greatly outstrips the resources.

Center Global volunteers spoke about two of the first clients served by the program, a young gay couple from Kenya who had moved to Washington D.C.. The couple went to a local gay club and, upon leaving, were alarmed by the presence of a local police officer at the club door. According to the couple, police standing outside of a gay establishment in their home country is bad news and LGBT people are routinely harassed and assaulted by law enforcement. The couple was understandably shocked when the D.C. officer greeted them kindly and told them to have a nice evening. The couple told Center Global, “that’s when we knew we were in a safe place.”

Senior Staff Compensation. Forty-two large centers and six small centers gave information about the average yearly compensation of their senior management (see *Table 1*). Large centers, unsurprisingly, paid considerably more to their senior staff than small centers, perhaps because many small centers rely on part-time staff. Senior staff compensation was \$70,751 per year on average for large centers, compared to \$23,500 per year for small centers.

Volunteers. In 2015, large centers had, on average, 160 active volunteers who each gave at least 12 hours over the course of the year. Small centers had, on average, 34 volunteers who each gave at least 12 hours of their time.

Staff Diversity. The paid staff at LGBT community centers are racially and ethnically diverse. Eighty-four centers provided information about race and ethnicity of their staff. As shown in *Figure 20*, more than half (53%) of staff at these 84 centers identify as people of color, including 23% as Latino(a), 20% as African American/Black, 4% as Asian/Pacific Islander, 1% as Native American,

and 5% as another race or ethnicity. By comparison, 37% of the general population identify as people of color.⁵ (Note that because staff may identify as more than one race, these percentages are not mutually exclusive).

Staff diversity drops significantly among senior management, with less than one-fourth (23%) of senior leaders at centers providing this information identifying as people of color. Of senior management, 7% identify as Latino(a), 11% as African American/Black, 2% as Asian/Pacific Islander, 2% as Native American, and 2% as another race or ethnicity.

Table 1: Average Compensation for Senior Staff By Center Size, Average Salary in \$		
	Small	Large
Average of Lowest	\$22,111	\$52,566
Average of Average	\$23,500	\$70,751
Average of Highest	\$30,890	\$91,669

Figure 21: Staff Gender Identity and Transgender Status

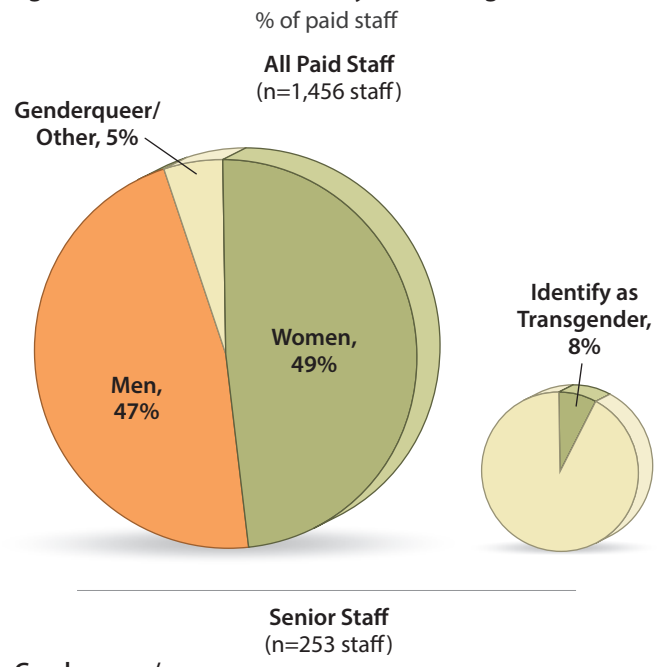
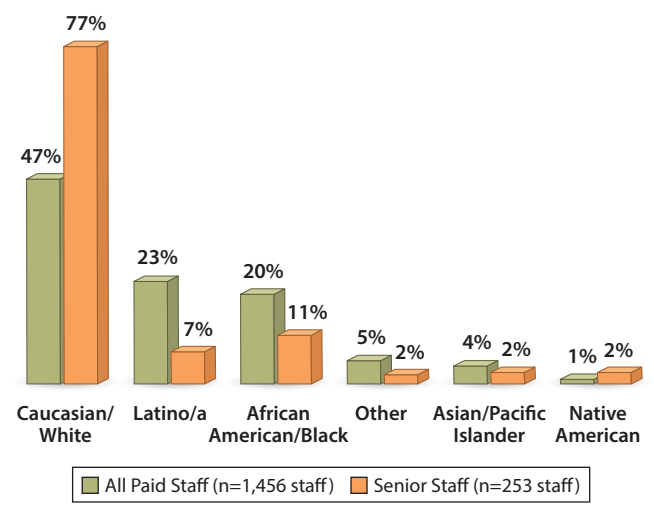


Figure 20: Staff Race/Ethnicity
% of paid staff identifying as a person of color



Note: May not total 100% due to rounding. Also, note that transgender status is a separate identification from gender identity and that most transgender staff will also identify as male, female, or genderqueer.

⁵ U.S. Census Bureau, State & County QuickFacts, USA.

Note: Because staff may identify as more than one race, these percentages are not mutually exclusive.

Among all paid staff, 49% are female, 47% are male, and 5% identify as genderqueer, as shown in *Figure 21* on the previous page. Among senior staff, 47% are male, 47% are female, and 6% identify as genderqueer. The percentage of staff who identify as transgender was 8% among all staff and 11% among senior management.

Of paid staff among centers reporting sexual orientation data, 46% identify as gay, 27% identify as lesbian, 7% identify as bisexual, and 21% identify as other. Of senior staff, 49% identify as gay, 26% identify as lesbian, 6% identify as bisexual, and 20% identify as other. Surprisingly, not one center indicated any paid staff or senior staff who identify as asexual.

Center Boards

One hundred and five LGBT centers provided information about their boards. The average board size for all centers was 10 members. Among small centers, the average number of board members was eight, and among large centers the average number was 12.

Nearly two-thirds of reporting community centers (64%) said their boards are required to fundraise—often through a “give or get” policy where board members must either donate or raise a set amount of money each year. As shown in *Figure 22*, one-third of centers (34%) require between \$1,000 and \$4,999 in donations or fundraising from each board member annually. No small centers require their board members to raise \$5,000 or more per year, while 17% of large centers (9% of all reporting centers) require their board members to raise \$5,000 or more.

Community center boards are less diverse than community center staff. Twenty-seven percent of board members of centers providing this information identify as people of color, as shown in *Figure 23*. More than half of board members at these centers are men (53%), 43% are women, and 4% identify as genderqueer/other (see *Figure 24*). Among all board members, 8% identify as transgender.

Figure 22: “Give or Get” Requirements for Board Members
% of centers (n=69)

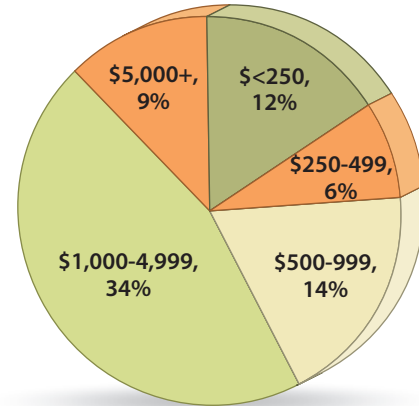


Figure 23: Board Race/Ethnicity
% of board members (n=1,046)

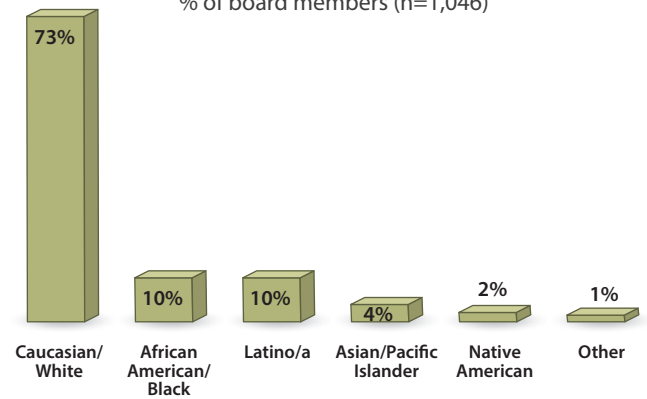
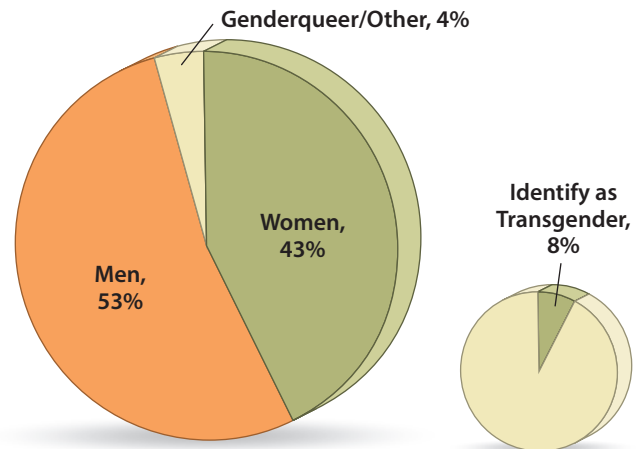


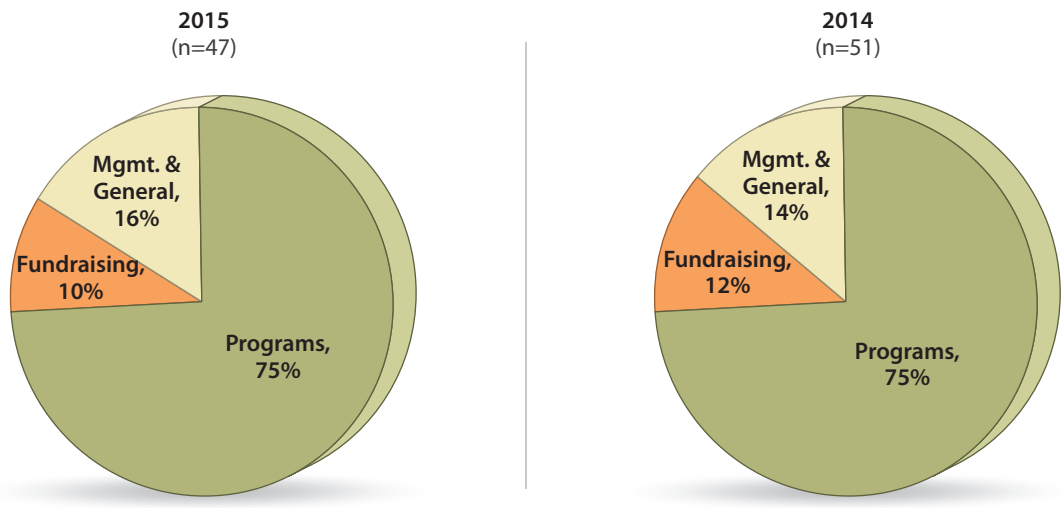
Figure 24: Board Member Gender Identity and Transgender Status

% of board members (n=1,029), 8% also identify as transgender



Note: Transgender status is a separate identification from gender identity and that most transgender board members will also identify as male, female, or genderqueer.

Figure 25: Combined 2015 Functional Expenses
 % of combined budget for large centers



CENTER CLIENTELE AND PROGRAMS

To better understand the population that LGBT community centers serve and the wide range of programs and services they offer, the survey asked centers about their constituents and programs. Large centers were also asked to detail program expenses by the type of clientele served as well as by program area.

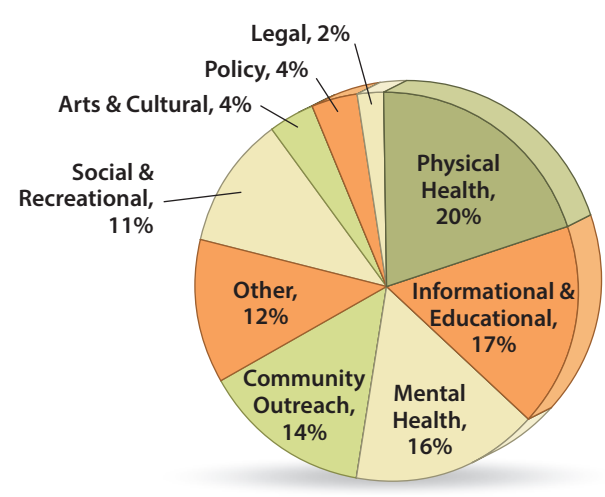
Program Budgets and Overview

In total, large centers spent a clear majority (75%) of their 2015 budgets on program-related expenses (see *Figure 25*). This is well above the 60% threshold set by the American Institute of Philanthropy’s benchmarks for successful nonprofit organizations. As shown in *Figure 26*, large centers spent 20% of their 2015 budgets on physical health and 16% on mental health. The next largest portion of spending, on average, was for information and educational programming (17%).

Whom Community Centers Serve

In aggregate, the 132 LGBT centers that responded to this question serve more than 44,000 individuals in a typical week, and refer over 6,000 individuals to other agencies for services and assistance. Small centers serve an average of 99 clients in a typical week and provide referrals to another 10 clients. Large centers serve an average of 491 people in a typical week and provide referrals to another 79 people. The busiest center (Los Angeles LGBT Center) serves almost 10,500 people per week.

Figure 26: 2015 Program Spending, By General Program Area
 combined average %, large centers (n=46)



Note: May not total 100% due to rounding.

Ninety-four centers provided some demographic information about their patrons. Centers were asked for estimates of their clientele’s gender, race/ethnicity, age, household income, and education level. Because of the great variation among the centers’ patrons across these five measures, we did not produce charts of the average rates for each demographic. Rather, below we provide general trends in terms of patron demographics.

SPOTLIGHT



INSIDEOut Breaks Down Barriers for Formerly Incarcerated LGBT People

Stonewall Columbus



In 2014, Stonewall Columbus received an unexpected call from the Marion Correctional Institute, a local prison in search of resources. A number of incarcerated individuals at Marion identified as gay, bisexual, queer, and transgender, and the staff were beginning to recognize the unique needs of this community, including additional barriers to rebuilding lives after release. The psychological, economic, and societal burdens on formerly incarcerated individuals are difficult for anyone attempting re-entry, especially so for formerly incarcerated LGBT people. The formerly incarcerated LGBT community often finds themselves facing additional barriers as they are more likely to be isolated from family, society, and their faith communities due to the pervasive stigma and discrimination against LGBT people.

INSIDEOut was created to address these compounding issues. The two-pronged program was designed to act as a bridge to support, encourage, and provide robust resources to LGBT inmates inside local state correctional facilities and also to LGBT formerly incarcerated individuals that are reentering the mainstream population. By providing support at these two critical times, INSIDEOut is ensuring that LGBT people are creating social support networks while they are incarcerated and maintaining them as they rebuild their lives.

Gender and Transgender Status. Four out of 10 centers reported that their patrons were mostly men, compared to just 20% of centers reporting their patrons were mostly women. About one in 10 centers (13%) reported they had 25% or more of patrons who identified as genderqueer/other. On average, centers reported that 18% of their patrons identified as transgender. There was a lot of variation on this measure, with some centers reporting very few transgender patrons, while one transgender-focused center reported that 80% of its clientele was transgender.

Race/Ethnicity. Centers reported great diversity among their patrons' race and ethnicity. On average, centers reported that 42% of their clientele identify as people of color. Geography heavily influenced clientele demographics; for example, the Centro Comunitario in Puerto Rico reported that 100% of its clientele are Latino(a), while the Transgender Resource Center of New Mexico reported the highest percentage of Native American patrons (30%).

Age. Among reporting centers, half of their patrons (50%) on average were between 15 and 30, with a quarter of patrons (24%) between 15 and 18. The 16 youth-focused centers had an average 64% of clientele between 15 and 18. Centers reported that an average of 26% of their clientele was older than 50. Eleven centers reported that 50% or more of their clientele were over 50.

Household Income. The median household income in the United States is approximately \$53,000.⁶ Of the 39 centers that reported economic data on the people they serve, a majority (80%) said that most of their patrons have incomes of less than \$30,000 per year. Twenty-eight percent of centers reported that over half of their patrons live with less than \$15,000 in annual income.

Educational Attainment. The educational attainment of the clientele of the 15 centers that reported this information varies among the centers, with the majority of patrons (82%) having graduated from high school and 38% having graduated from college and/or obtained a graduate or professional degree.

Core Community Services & Programs

The survey offered centers the opportunity to showcase particularly successful programs. We have highlighted a number of these programs throughout this report—these examples are a reminder of the breadth and variety of programs that centers offer across the country. These range from community outreach to social programs to arts and cultural programs. In this section, we summarize the survey data on the types of programs that centers offer.

⁶ U.S. Census Bureau, State & Country QuickFacts, USA.

SPOTLIGHT



LGBT Homelessness Takes Center Stage

OutReach LGBT Community Center



OutReach's Willma's Fund program provides small emergency grants to LGBT people experiencing homelessness. These grants include paying for bus passes and transportation, security deposits to increase access to apartments, helping pay rent to prevent eviction, providing food gift cards, and paying utility bills. The program is a collaborative effort with the Salvation Army of Dane County, which matches the funds provided and also offers case management to the clients.

Willma's Fund started five years ago under the direction of Donald Haar. As a young gay man, Haar experienced homelessness and supported himself by performing drag under the stage name Willma. When Haar began working for Salvation Army, he realized that their programs and shelters were not meeting the needs of LGBT people—in particular transgender people. The shelters did not accept transgender people and lesbian, gay, and bisexual people often did not feel welcome or safe there.

For Haar, this was a call to action. He realized that he could expand services for LGBT people experiencing homelessness by combining his experience at the Salvation Army with his talent on the stage. This is where Willma's Fund was born. Willma's Fund continues to raise funds through drag show performances, and has expanded funding streams to include comedy shows, conferences, and grants. The program has now granted more than \$50,000 to over 60 people in the past 5 years.

SPOTLIGHT



The Coming Out Later in Life Program Brings Together LGBT Older Adults

Pride Center of Vermont



At the Pride Center of Vermont, their Coming Out Later in Life program is working hard to serve LGBT older adults in the area. The program is part of a larger older adults' network called Over the Rainbow and was created to address the unique social needs of LGBT older adults.

Executive Director Kim Fountain cited particular concerns for transgender older adults. "Their experiences are vastly different and so are their needs. We have a number of folks who are coming out as transgender when they're in their sixties and older, so they are dealing with all the age related issues you see many people deal with as well as the added stresses of coming out as transgender. They have been married, they may have kids, they have careers. Some of them stay married after transitioning, some don't. Some of them stay connected to their kids, some don't," she continued, "Their stories and concerns are unique, but what they have in common is the need for community, which can be very intimidating to reach out to when one is older."

Coming Out Later in Life meets these unique needs by facilitating group events and social gatherings. The group of nearly fifty LGBT older adults, averaging about 60 years old, meets every month in various locations. Most recently, the group met at a participant's home to share stories about their everyday lives. The group was able to address a range of issues from mental health issues around being in the closet to raising children in different-sex marriages and coming out as an older adult.

Information and education programs. On average, nearly one-fifth of participating centers' budgets goes to information and educational programming. Examples include referrals to LGBT businesses, speakers' bureaus, employment training/counseling, or in-house libraries. Examples of specific programs that centers told us about included: an employment and internship program for homeless LGBT youth; engagement of stakeholders to support the needs of LGBT youth in foster care; and a career readiness education program.

Social programs. Centers also offer a range of social and recreational opportunities for patrons, including parties and dances, social groups for targeted populations, and sports leagues. Centers shared examples such as a summer camp for LGBT youth, an LGBT hiking club, and a retreat for LGBT people of color.

Arts and cultural programs. Centers often offer arts and cultural programming such as gallery space and film screenings. Centers told us about a monthly event showcasing the work of local artists, drag bingo, ballet outings, and an LGBT Latino Arts Festival.

Community outreach. Finally, centers target community outreach to the general public, to schools and healthcare providers, and to policymakers in their communities, among other populations. Examples from centers include partnerships with faith-based organizations to support LGBT-inclusion, a program to reach out to LGBT older adults, and a partnership with Safe Space America to promote LGBT-friendly spaces in the community.

Population-Specific Programs

Given the diverse populations that LGBT community centers serve, many centers report offering services tailored to specific populations. As shown in *Figure 27* on the next page, 105 centers indicated that they tailor programs to specific populations.

The vast majority of these centers (88%) offer programming tailored to transgender people, followed by 82% offering LGBT youth-specific programming and 82% offering programming for the general LGBT population. Sixty-four percent of centers have programs targeting women and 61% have programs targeting men. Only 22% of reporting centers have

SPOTLIGHT



Building LGBTQ Cultural Competency with Law Enforcement

The Center: 7Rivers - Wisconsin



The Center: 7Rivers has partnered with a local long-time police officer turned criminal justice professor to develop and deliver two mandatory LGBT-competency trainings this January to a sheriff's department of a local county. The training focuses on LGBTQ people and their relationship to the law enforcement community, but the main focus is to increase cultural competency related to transgender people.

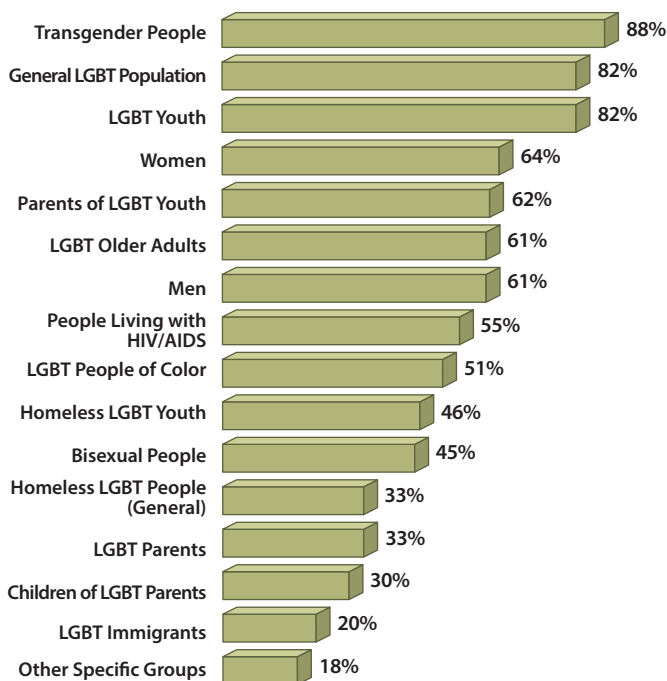
The program started organically. The Center recognized a national trend of LGBT community members were having negative, and often dangerous, interactions with law enforcement and sometimes ending up in the criminal justice system. They realized that since the center didn't have the money or infrastructure to support their community after these interactions, they would have to focus on prevention.

Nearly 200 law enforcement officials in the area have been trained since the initial trainings in January 2015. The Center is now working to build an infrastructure to promote this offering and deliver it more widely over the next year.

The curriculum consists of cultural competency training on the lives and experiences of transgender people, along with safety training. As a former officer, the professor of criminal justice is able to disarm them and address their safety concerns. "It was incredible to work with this last group of people—many officers would not have been there if it were not mandatory, but, by the end, they all ended up engaged," explained Executive Director Jackson Jantzen. "I have seen the barriers to law enforcement our community has experienced—and to have these conversations is the first step toward breaking those barriers down. We're building bridges that neither side thought was possible."

Figure 27: Centers Offering Programs Designed for Specific Populations

% of centers offering services (n=105)



programming tailored to LGBT immigrants. And while 46% of centers have programming for LGBT homeless youth, only 33% have programs tailored for the general LGBT homeless population. Population-specific programs also include those targeted to bisexual people (45%), parents of LGBT youth (62%), people living with HIV/AIDS (55%), LGBT people of color (51%) and LGBT older adults (61%).

Public Policy Programs & Engagement

LGBT community centers can play an important role in connecting local constituents with opportunities to advance pro-LGBT public policies. Large centers spend approximately 8% of their budgets on policy and civic engagement to mobilize and educate their constituents. The most common method (see *Figure 28*) is through education of the general public about LGBT issues (91% of reporting centers).

Centers were asked to list those policy priorities that were the focus of most of their time and resources. The top two priorities (see *Figure 29*) were transgender rights (75% of reporting centers) and safe schools and anti-bullying programs (60%). Perhaps unsurprisingly, the percent of centers listing marriage and relationship

Figure 28: Policy Engagement Methods

% of centers that do the following (n=97)

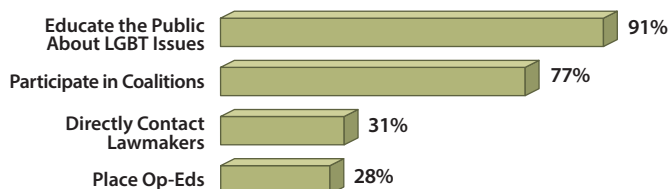


Figure 29: Top Policy Issues

% of centers listing issue as one of their top three highest policy priorities (n=97)

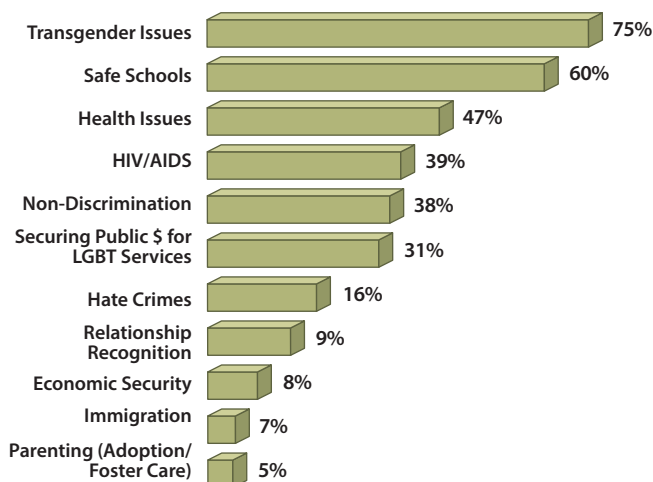
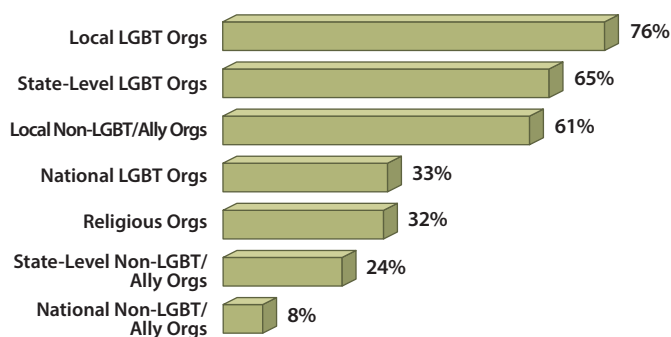


Figure 30: Coalition Partners

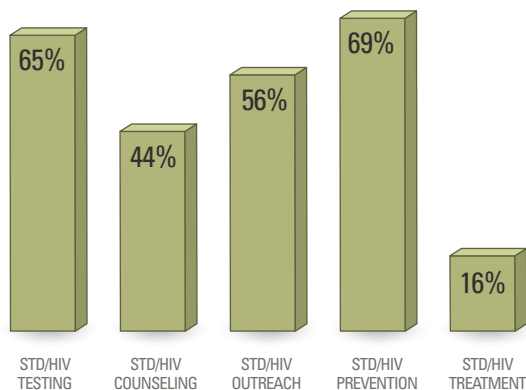
% of centers listing organizations they have worked with (n=97)



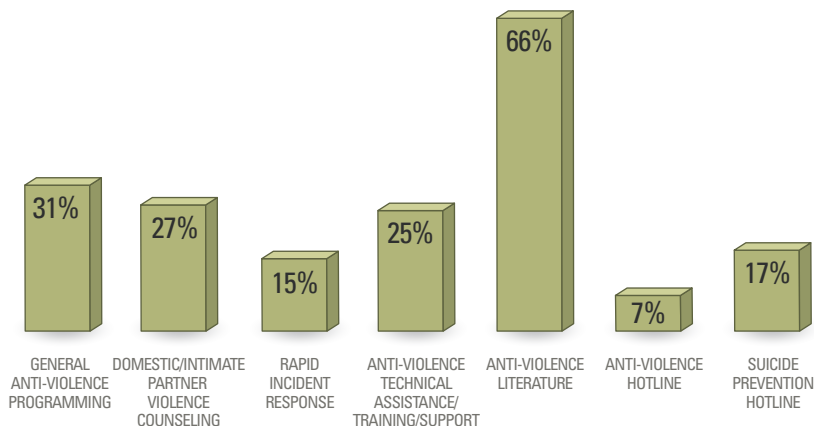
recognition as one of their top policy priorities dropped from 26% in 2014 to 9% in 2016. Importantly, the percent of centers listing transgender rights as a policy priority has increased from 61% to 75% over the same span of time.

HEALTH SERVICES AT LGBT COMMUNITY CENTERS

CENTERS OFFERING HIV/STD SERVICES
% OF CENTERS



CENTERS OFFERING ANTI-VIOLENCE PROGRAMS
% OF CENTERS



PHYSICAL HEALTH SERVICES
272,000
CLIENTS SERVED IN 2015



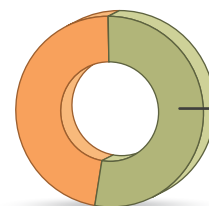
MENTAL HEALTH SERVICES
22,500
CLIENTS SERVED IN 2015

NUMBER OF INDIVIDUAL HEALTH PROGRAMS ACROSS ALL 62 RESPONDING CENTERS, TARGETING:



71 GRANTS OVER \$10K+

THAT FUND TOBACCO CESSATION, HIV/AIDS PREVENTION AND CARE, SEXUAL HEALTH, MENTAL HEALTH PROGRAMS, AND OTHER IMPORTANT HEALTH SERVICES



53%
OF RESPONDING
CENTERS RECEIVE
HEALTH-RELATED
GRANTS

SPOTLIGHT



Project R.E.A.L. Responds to Health Needs of Transgender Men *Destination Tomorrow*



Project R.E.A.L is a successful program designed to increase the representation of transgender men in HIV health services, providing workshops and training to service providers who are interested in beginning outreach and engagement. The program was born out of a need for representation. Sean Coleman, Executive Director at Destination Tomorrow, served on the local HIV advisory council for years, facing continual push back based on firmly held misbeliefs that there are “no risk factors” for HIV for transgender men.

In response, Destination Tomorrow launched a needs assessment on their website targeting transgender men in the community. The online survey asked the men questions about general healthcare, spanning important topics such as their attitudes toward HIV and their experiences with healthcare providers. The Center found that not only were HIV testing and prevention programs unavailable to many transgender men, but many respondents were not aware of their own risk factors for HIV exposure. The Center also found that, alarmingly, while a number of transgender men had participated in sex work, many had been discouraged from testing.

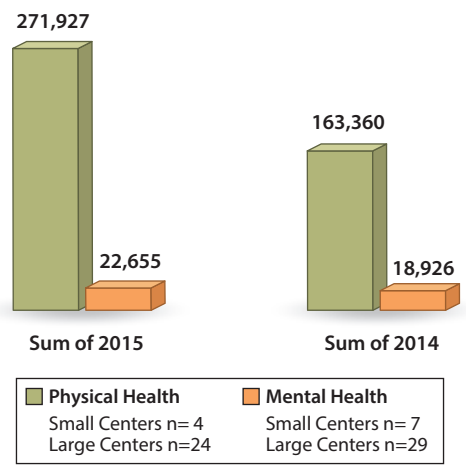
Destination Tomorrow brought the community together and created a PSA targeted at transgender men to address stigma in the community. The conversations that followed galvanized a movement. Now they have a comprehensive healthcare model and training program that works with healthcare providers in the area to facilitate competent care specifically for transgender men, and also work with transgender men in the community to empower them to advocate for themselves. The program is promoting what they call a “Recipe for Self-Care” by simultaneously tearing down barriers to care by raising awareness among providers, decreasing negative experiences of trans people in healthcare settings, and helping trans people understand the care they need.

Under “other priorities,” centers listed housing, suicide prevention, local non-discrimination ordinances, and racial justice. Centers that participate in policy activities often work in collaboration with other organizations (see *Figure 30* on page 21). For example, three-fourths of centers (76%) reported working with local LGBT organizations to change policy, and nearly two-thirds (65%) said they worked with statewide LGBT groups. “Other partners” include organizations specializing in HIV/AIDS and economic development.

Health and Wellness Programs

LGBT community centers provide important physical and mental health programs to thousands of LGBT people each year (see *Figure 31*). As noted above, large centers spend an average of 55% of their budgets on physical health programming (31%) and mental health programming (24%). Sixty-two centers (16 small centers and 46 large centers) reported providing direct health services to their patrons, including physical and mental health services. Not all centers provided totals of their clientele. Where necessary in this section, we identify the number of responding centers for a particular question.

Figure 31: Total Number of People Served in 2015, Physical & Mental Health Services



Physical Health Services

The 62 centers providing physical health services to their clientele served nearly 272,000 people in 2015. These services include medical and pharmacy services and STD/HIV prevention and treatment. Not all centers offer all services. Some centers offer only referrals. These centers are not counted in the percentages. See the infographic on page 22 for more information about the physical health services offered by participating centers.

Medical Services. Seven centers reported offering medical services to the general LGBT population and 33 more offer referrals to medical services at other organizations. Of the seven offering direct medical services, only one is a small center. Four of the seven centers offer medical services tailored to LGBT youth, and five offer general medical services tailored to transgender people.

Pharmacy Services. Seven centers reported offering pharmacy services to the general LGBT population, and 21 more offer referrals.

STD/HIV Services, including:

- **Prevention.** Forty-three centers reported offering STD/HIV prevention services and 29 more reported offering referrals to other prevention programs (see *Figure 32* on the next page). Sixty-seven percent of the centers that offer prevention services provide those services to the general LGBT population and 65% offer prevention programs tailored to LGBT youth. Four in ten (40%) centers with prevention programs tailor programs to transgender people, and a similar proportion (42%) offer tailored prevention programs for LGBT people of color.
- **Testing.** Of the 40 centers reporting that they offer STD/HIV testing, 83% offer testing to the general LGBT population and 48% offer it to LGBT youth specifically. Forty percent of reporting centers offer STD/HIV testing services tailored to LGBT people of color. Twenty-eight centers offer referrals to STD/HIV testing elsewhere.
- **Outreach.** Thirty-five centers reported doing STD/HIV outreach; 69% of these conduct outreach to the general LGBT population and 63% reported targeting LGBT youth. Approximately half of these centers perform targeted STD/HIV outreach to LGBT people of color, transgender people, and men (46%, 49%, and 40% respectively). Thirty centers refer patrons to outreach at other organizations.

SPOTLIGHT



Working to #BeTheGeneration that Ends HIV in San Diego

LGBT Center of San Diego



In 2014, The San Diego LGBT Community Center launched the groundbreaking #BeTheGeneration in response to compelling medical evidence that PrEP (pre-exposure prophylaxis) and PEP (post-exposure prophylaxis) medications can be extremely effective in preventing HIV transmission.

The goal? To end new HIV transmissions in San Diego County within a decade.

To help reach that goal, The Center provides a wide range of HIV-related services and programs, including testing, community outreach and counseling. Though testing has been available at The Center in partnership with other organizations for 30 years, The Center now provides all of its own testing services. Since February 2016, Center staff members trained as HIV test administrators and counselors provide a friendly “living-room” environment for those seeking HIV tests, that facilitates open, honest conversations about HIV. “One of our main goals is to reduce the stigma and fear that prevents people from seeking testing and treatment,” says Ben Cartwright, Director of Community Outreach, “and developing relationships with people seeking services is key to reducing that fear.”

- **Counseling.** Of the 27 centers that offer STD/HIV counseling services, 74% offer those services to the general LGBT population and 59% offer them to LGBT youth specifically. Fifty-two percent of centers that offer STD/HIV counseling provide tailored counseling services for transgender people. Thirty-one centers do not provide counseling directly but do offer referrals.
- **Treatment and care.** Ten centers offer STD/HIV treatment and care, while 36 centers offer referrals for treatment and care.
- **Hotlines.** Three centers offer an STD prevention hotline, and another three offer an HIV prevention hotline. Thirty centers refer patrons to an STD prevention hotline, and 31 provide referrals to an HIV prevention hotline.

SPOTLIGHT AssistHers and the Montrose Center Team Up to Provide Health Services to Lesbians in Need
Montrose Center



The Montrose Center is excited to work with AssistHers, a program that matches volunteer care teams with lesbians with chronic or acute health problems. AssistHers has run for 20 years as an all-volunteer, all-woman organization. It grew out of the first care teams that assisted HIV patients at the beginning of the epidemic decades ago and eventually expanded to meet the needs of another group: older lesbians with chronic health issues, lower income and less resources.

Care teams are assigned to clients to make home-visits and help with a number of things, including housekeeping, small home repairs, ramp and accessibility repairs, groceries, and transportation to and from their doctors.

After an eight-month integration process, the Montrose Center will officially take over in July. Right now they have a volunteer pool of 85 people who serve fifteen clients.

Mental Health Services

The 62 LGBT community centers that reported providing mental health services served an aggregate of more than 22,600 people in 2015. These services include counseling, psychiatric services, and support groups (see *Figure 33*). Not all centers offer all services. Some centers only offer referrals. These are not counted in the percentages. See the infographic on page 22 for more information about the mental health services offered by participating centers.

Counseling, including:

- *Individual counseling.* Thirty-nine centers offer individual counseling and 31 more offer counseling referrals. The majority of centers offering counseling services (79%) provide individual counseling to the general LGBT population. In addition, nearly half (49%) of centers offering counseling tailor these services to LGBT youth, and one-third (38%) offer tailored counseling to transgender people.
- *Couples counseling.* Twenty-eight centers offer couples counseling. Another 28 centers refer patrons to couples counseling at other organizations.
- *Family Counseling.* Twenty-six centers offer family counseling services and 28 more offer referrals. Of the centers offering family counseling services, 85% offer family counseling to the general LGBT population, 38% to LGBT youth, and 23% to transgender people.
- *Group counseling.* Of the 28 centers offering group counseling services to patrons, 79% offer these services to the general LGBT population, 46% tailor services for LGBT youth, and 46% for transgender

Figure 32: Total Number of Centers Offering HIV/STD Services and Referrals

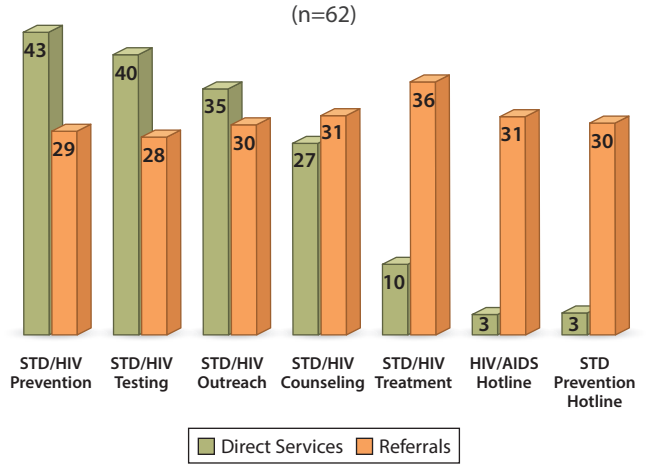
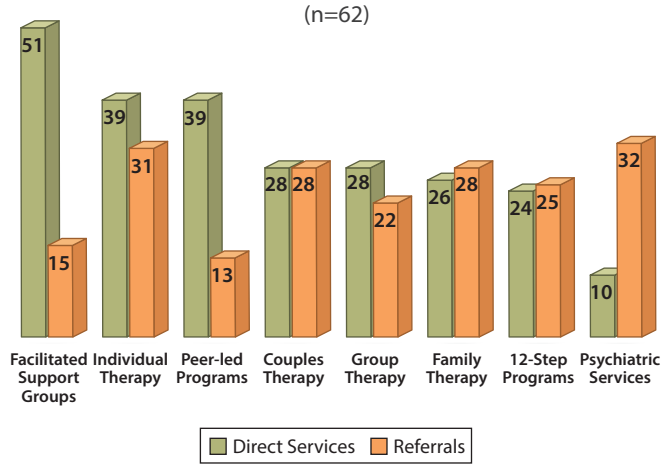


Figure 33: Total Number of Centers Offering Mental Health Services



people. Twenty-two centers offer referrals to group counseling at other organizations.

Facilitated Support Groups. Fifty-one LGBT centers offer facilitated support groups to their patrons; 63% for the general LGBT population, 55% specifically for LGBT youth, 55% for transgender people, and 35% for men and women separately. Fifteen centers offer referrals to other facilitated support groups.

12-Step Programs. Twenty-four centers offer 12-step programs for their patrons (including only two small centers). Nearly all of these centers (96%) have a 12-step group for the general LGBT population, and five of these centers offer programs specifically for men. Twenty-five centers offer referrals to other 12-step programs.

Peer-led Programs (other than those listed above). Of the 39 centers offering peer-led mental health programming other than counseling, facilitated support groups, and 12-step programs, 59% do so for the general LGBT population, 56% for LGBT youth, and 46% for transgender people. Thirteen centers offer referrals to other peer-led programs.

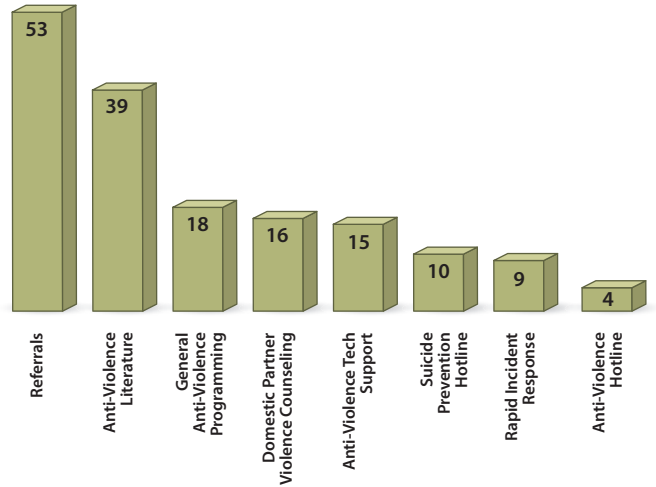
Psychiatric Services. Only 10 reporting centers offer psychiatric services, while 32 more centers offer referrals to such services.

Anti-violence Programming. Fifty-nine centers offer some sort of anti-violence programming for their patrons, and 53 refer patrons to other anti-violence programs (see *Figure 34*). The most common anti-violence programs among these centers were: providing anti-violence literature (66%); offering general anti-violence programming (31%); and providing intimate partner violence counseling (27%). One center reporting offering services tailored to survivors of human trafficking.

Healthcare Technology

This year, for the second time, we asked centers if they collected healthcare records and, if so, by what method. Of the 62 centers providing some direct health services (including peer-led programs and support groups, as well as physical health and other mental health services), 33 indicated that they did not collect any health records. The remainder (29) collect records. Of these, 28% use Excel or some other spreadsheet, and the others use programs such as WRSHealth, Centricity, Practice Fusion, or their own system to collect records.

Figure 34: Centers Offering Anti-Violence Programming
of centers



SPOTLIGHT



Providing Support for Transgender South Dakotans

Center for Equality



The T-Support Group at the Center for Equality is a monthly meeting that brings together transgender people to discuss issues that affect their day-to-day lives. The group began 16 years ago and

was relaunched last year after a period of stagnation. The group is now facilitated by a licensed therapist and features a set curriculum and guest speakers.

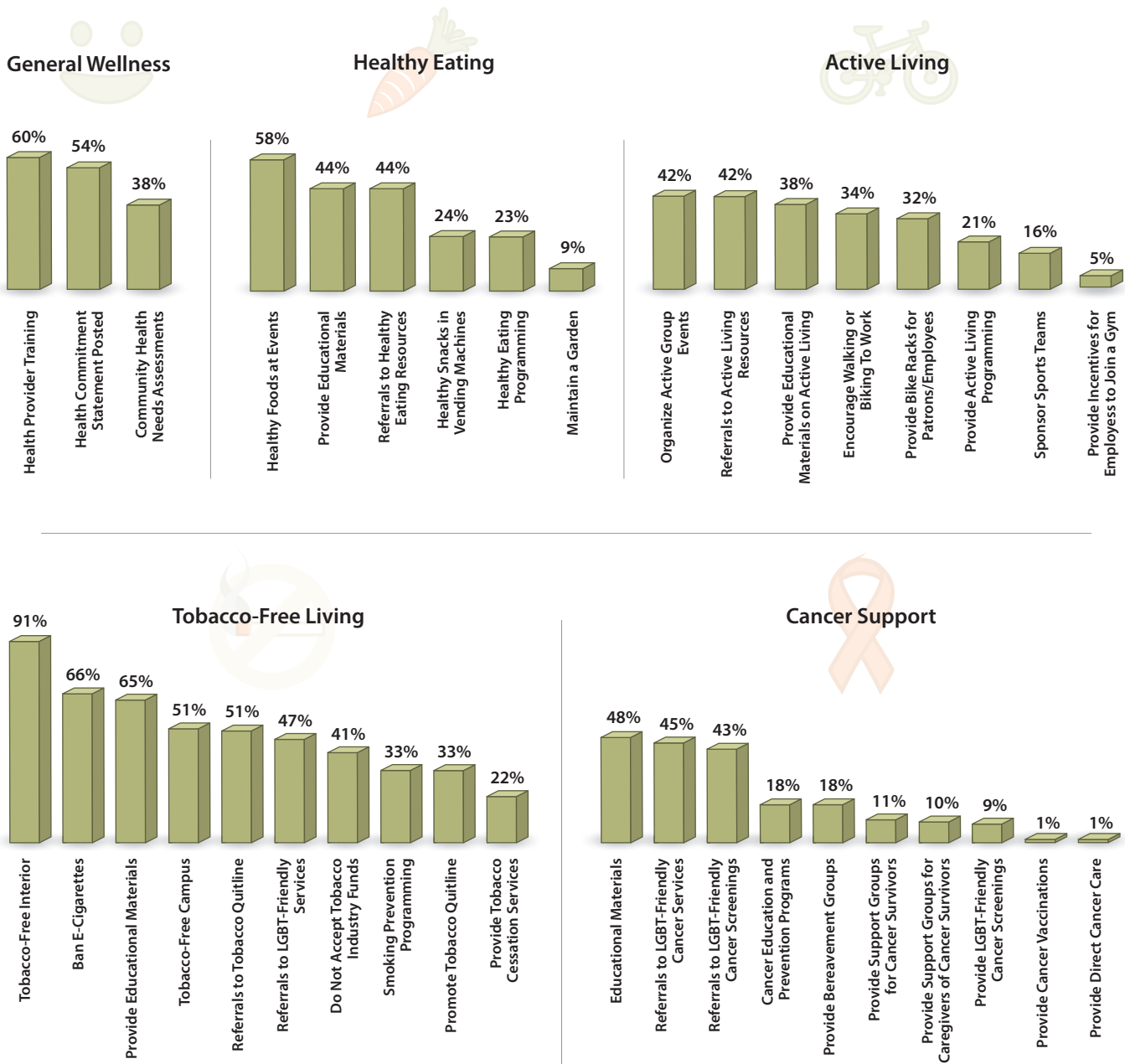
The group provides a much-needed support system for nearly 30 transgender people from the surrounding areas. Participants come to the group from throughout South Dakota and neighboring states, some of whom drive up to seven hours to attend a meeting. One group member works as a bus driver for a local school district. She had lived over 60 years of her life as male, but was increasingly unhappy and losing hope. Once she realized how much of her depression was because she was living as a man, she decided she couldn't hide anymore. Now she's living full time as a woman and she feels happier than she ever has before—despite personal setbacks and family rejection. The group has helped her find support when she needed it most.

Wellness

This year, for the second time, we asked centers to report on the availability of certain wellness programs, including healthy eating, active living, tobacco-free living, and cancer support. One hundred centers reported offering programs in these areas. See *Figure 35* for the percentage of reporting centers offering wellness programs.

When asked to rate their wellness program priorities, nearly three-quarters (72%) of reporting centers said that general wellness was a priority program. Only 22% of reporting centers said that cancer prevention was a priority, while 42% of reporting centers prioritize tobacco cessation and prevention, and 43% of reporting centers prioritize healthy eating and exercise.

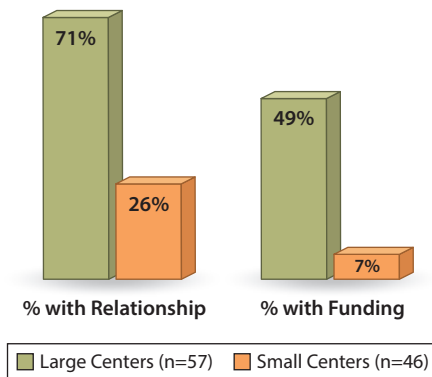
Figure 35: Centers Offering Wellness Programs
% of centers (n=100)



When asked if they have a written policy in place on health or wellness among their center's target population, 83% of the centers offering wellness programming said they did not. In addition, 50% reported that they had a relationship with their state Department of Health (see *Figure 36*), although that average was disproportionately weighted towards large centers. Thirty-nine large centers (71%) said they had a relationship with their state Department of Health compared to 12 small centers (26%). Similarly, although 49% of large centers offering wellness services said they currently receive funding from their state Department of Health, only 7% of small centers said so.

Looking towards the future, 63% of responding centers said they would appreciate assistance with a model health needs assessment for their patrons. Other technical assistance that centers reported would be helpful included: best practice models for active living programs (63%); best practices for healthy eating programs (61%); and best practice models for promoting tobacco-free living among staff and patrons (51%).

Figure 36: Centers' Relationship with State Department of Health



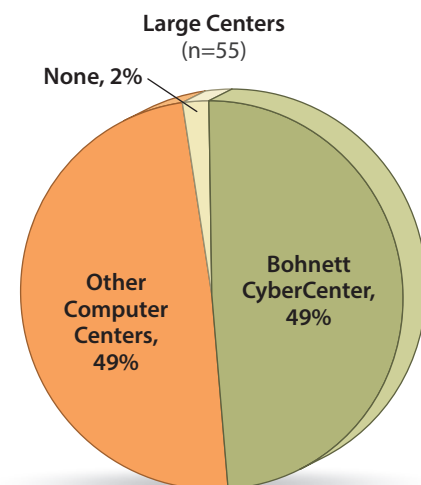
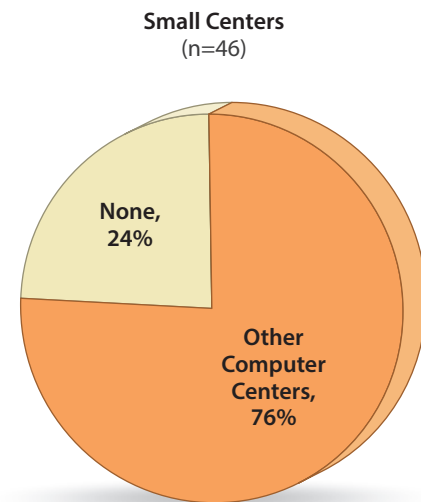
⁷ The David Bohnett Foundation's CyberCenter program provides funding for computer equipment at 68 LGBT community centers and college campuses nationwide. The foundation asked MAP and CenterLink to include survey questions specifically related to this program to help evaluate its impact on community center patrons.

COMPUTER CENTERS

One hundred and one centers answered questions about computer resources and whether they have centers or spaces where patrons can use computers. Of these responding centers, 88% provide computer resources for their patrons.

As shown in *Figure 37*, the vast majority of large centers (98%) offer computer services; nearly half of these (49% of large centers) do so through the Bohnett CyberCenter Program (referred to as "CyberCenters" for the rest of the report).⁷ Seventy-six percent of small responding centers offer computer services; there were no small centers reporting being part of the Bohnett CyberCenter program.

Figure 37: Centers Offering Computing Services
% of centers



Note: May not total 100% due to rounding.

The remainder of this section examines centers' computer resources and compares CyberCenters to centers that are not part of the Bohnett CyberCenter program but that still provide computer resources (referred to as "other centers").

Types of Computer Resources

As *Table 2* shows, CyberCenters have, on average, two more computers than other centers, and the computers at CyberCenters are, on average, three years newer. Both CyberCenters and other centers offer programs from the Microsoft Office software suite such as Word, PowerPoint, and Excel. Several CyberCenters and other centers mentioned they also have Adobe programs such as Photoshop, browsers like Chrome and Firefox, and communication software like Skype. A few centers use freeware or shareware such as Linux or Ubuntu on their computers to reduce costs.

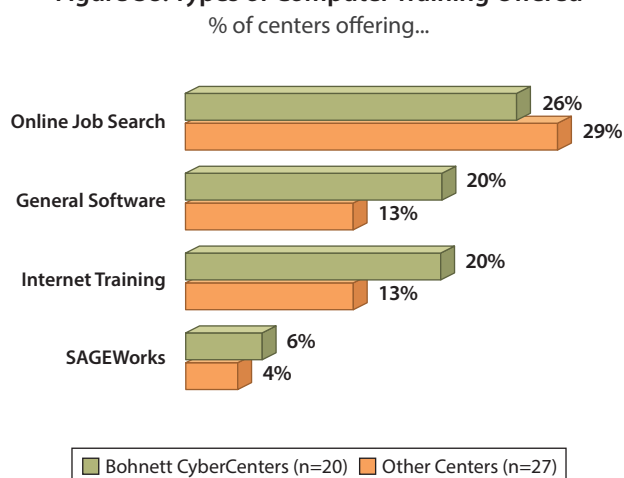
The majority of the 27 CyberCenters do not charge for use of their computers (three CyberCenters charge a nominal fee), while six of these centers charge for printing. Only five of the 62 other centers charge patrons for computer services and of those, only one charges a fee for something other than printing.

CyberCenters reported that patrons rarely visit for the sole purpose of using the computers; 85% of reporting CyberCenters said that at least one in five of their patrons visit for this primary purpose. By comparison, 34% of other centers say that at least one in five of their patrons visited the center primarily to use the computers. CyberCenters are used more frequently than computer resources at other centers; 63% of CyberCenters reported their computers are being used more than 40% of the time; only 35% of other centers reported this level of computer use. Correspondingly, other centers reported less of a wait time to use their computers than CyberCenters.

As *Figure 38* shows, CyberCenters are far more likely to offer various computer training programs compared to other centers, including general software training, online job search training, and general Internet training. CyberCenters are also more likely to have someone on staff who is able to provide competent training and technical assistance to patrons using computer resources (74% of CyberCenters, compared to 29% of other centers). Few centers of either type offer graphic design or SAGEWorks training.⁸

Averages for centers with computer centers	CyberCenters n=27	Other Community Centers n=62
No. of computers	8	6
Age of computers	1 year	4 years
No. of printers	2	2
Age of printers	2 years	3 years
Average # of monthly users	207	35

Figure 38: Types of Computer Training Offered



Use of Computer Centers

The average CyberCenter serves 207 patrons each month compared to 35 patrons at other centers. Centers with computer resources report that their patrons use these resources for a variety of reasons. Conducting job searches, keeping in touch with family and friends, and entertainment were the top three activities of computer center users at both CyberCenters and other centers.

The majority of patrons (73%) at both CyberCenters and other centers have an annual income under \$30,000. Patrons of CyberCenters are more likely to have a very low income of under \$15,000 annually (51%) compared to patrons of other centers (25%). Further, while both types of centers estimate that a majority of patrons have access to a smartphone with Internet (60%), patrons of CyberCenters were less likely to have such access compared to patrons of other centers (51% and 83%, respectively).

⁸ SAGEWorks is a national employment support program for LGBT people age 40 and older that expands participants' job hunting skills and career options, and connects employers to diverse high-caliber candidates.

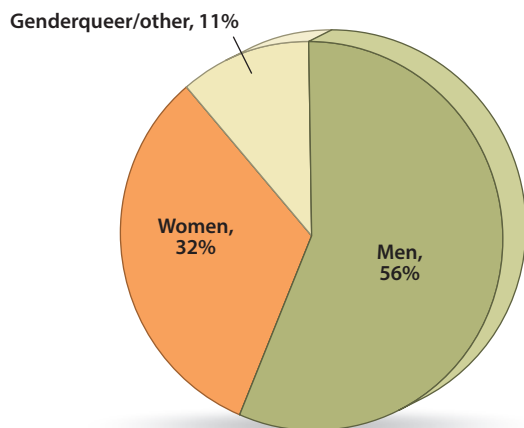
Fifty-six percent of CyberCenters and 34% of other centers report that demand for computer resources has increased moderately to greatly in the past year. As demand for computer resources increases, LGBT community centers report challenges in providing adequate services. When asked to identify their top three challenges, CyberCenters ranked the lack of a dedicated staff member or volunteers to manage or oversee computer resources as their number-one challenge, followed by the lack of staff or volunteer expertise. Other centers also ranked lack of dedicated staff among their top three challenges, but the biggest challenge faced by other centers is a lack of financial resources to afford equipment and high-speed Internet access. Other centers also listed the following as challenges: outdated hardware (such as printers and computers) and outdated software (such as operating systems and browsers).

CyberCenter Patrons

CyberCenters were asked to provide the demographics of patrons who use their computer resources. Fourteen centers collect this data through surveys, intake forms, or staff or volunteer observation. In general, CyberCenters reported that their computer users were disproportionately likely to be young, male, transgender, people of color, and low-income, compared to the general population.

Gender and Transgender Status. On average, 56% of CyberCenter patrons were men, 32% women, and 11% identified as genderqueer/other (see *Figure 39*). At

Figure 39: Gender Identity of Cyber Center Patrons
% of patrons (n=14 centers), 12% also identify as transgender



21% of CyberCenters, three-quarters of patrons were men. CyberCenters reported that an average of 12% of their patrons were transgender.

Race/Ethnicity. Thirty-six percent of CyberCenters reported that at least half of their patrons were people of color. Two centers (14%) reported that half or more of their patrons were African American and, on average, 28% of CyberCenter patrons overall were African American (see *Figure 40*).

Figure 40: Race/Ethnicity of CyberCenter Patrons
% of patrons (n=14 centers)

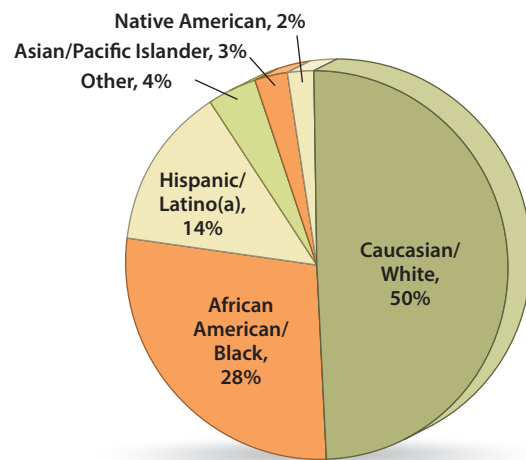
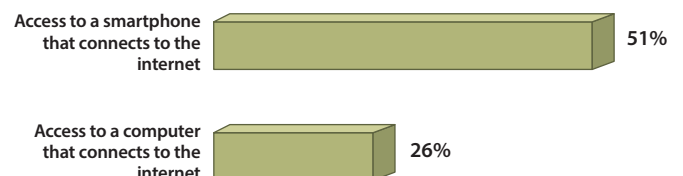


Figure 41: Household Income of CyberCenter Patrons
% of patrons (n=9 centers)



Figure 42: Access to Computers At Home
% of patrons (n=11 centers)



Age. Unsurprisingly perhaps, CyberCenters reported that over half (average of 49%) of their patrons were under 30. On average, CyberCenters reported that 19% of their patrons were over 50.

Household Income and Access to Computers at Home. CyberCenters reported that an average of 82% of their patrons had a household income of less than \$30,000, with an average of 51% of patrons having an income under \$15,000 (see *Figure 41* on the previous page). Over half the CyberCenters reporting this data reported that 70% or more of their patrons had a household income below \$30,000. Unsurprisingly, on average, only 26% of patrons have access to a computer at home, however, 51% have access to a smartphone that connects to the internet (see *Figure 42* on the previous page).

Educational Attainment. On average, CyberCenters reported that three-fifths (62%) of their patrons had attended some high school or had a high school diploma or equivalent. Twenty-seven percent of reporting CyberCenters said that the majority of their patrons had only attended some high school.

TECHNICAL ASSISTANCE NEEDS

LGBT community centers rely on CenterLink (an organization dedicated to supporting LGBT community centers) for technical assistance more than they rely on other LGBT movement organizations. *Figure 43* shows that 85% of 100 centers responding to this question said that they received help from CenterLink in the past 12 months. After CenterLink, of the 23 technical assistance organizations listed in the survey, the organizations that centers most frequently went to for technical assistance were PFLAG (52% of centers), GLSEN (44%), HRC (39%), and their statewide LGBT advocacy organization (37%). Thirty-three percent of responding large centers said they reached out to the Task Force in the past year, compared to only 11% of small centers.

We also asked some specific questions about the type of assistance centers had received in the past from CenterLink and what types of assistance would be most helpful in the future. Over six in 10 (62%) of reporting centers said they had received online training (through email or webinar) from CenterLink in the past year. And while 44% of large centers reported attending a leadership summit or executive director boot camp, only 24% of small centers reported the same.

Centers highlighted fundraising training and leadership development as the top areas where they wanted additional assistance (see *Figure 44*). Board development, strategic planning, and program development also drew strong interest.

Figure 43: Technical Assistance Providers

% of centers receiving assistance from... (n=100 centers)

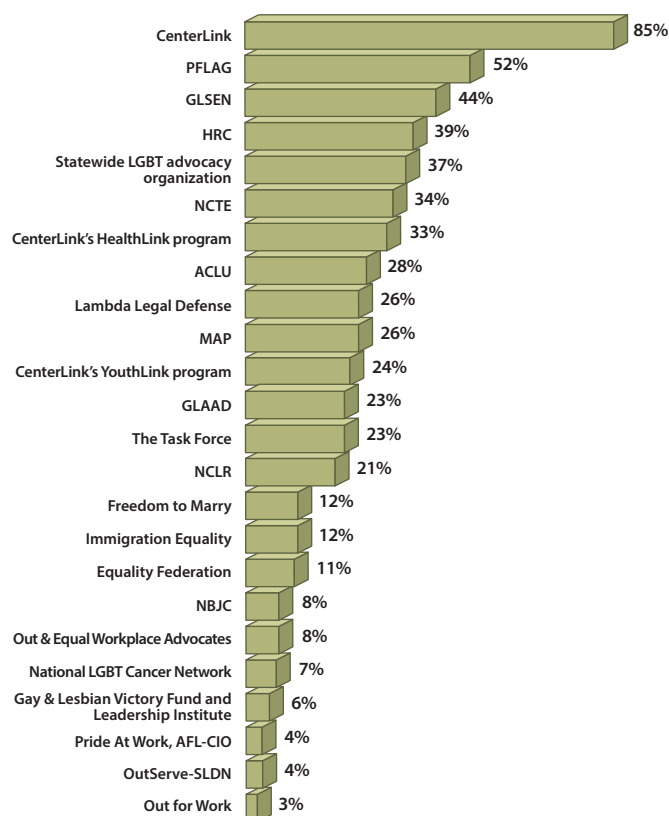
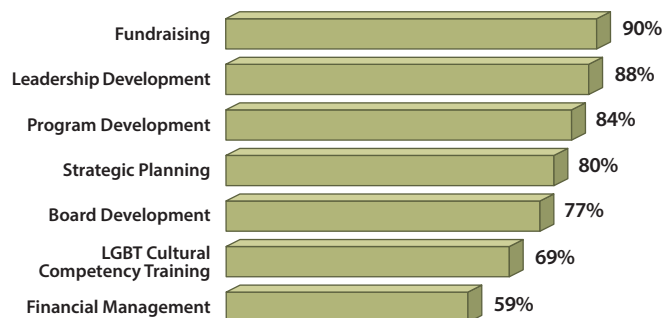


Figure 44: Top Assistance & Training Priorities

% of centers listing priority as one of top three wanted from CenterLink (n=93)



CONCLUSION AND RECOMMENDATIONS

The *2016 LGBT Community Center Survey Report* paints a picture of a diverse field of centers working to provide tens of thousands of people with vital services each week in communities across the country. Centers are serving more people each year, their patrons and staff increasingly reflect the diversity of the communities they serve, and many centers are developing innovative new programs to respond to emerging needs and policy areas.

The biggest concerns emerging from the survey data are the challenges facing small LGBT community centers. These smaller centers, often operating in locations and communities that are least accepting of LGBT people, struggle with a chronic lack of resources and paid staff; two in three small centers responding to the survey rely entirely on volunteers and small centers only receive one in 10 government grants awarded.

Given the critical role of LGBT community centers, especially in areas of the country with few other resources for LGBT people, CenterLink and MAP recommend that the LGBT movement and funders consider how to provide centers with additional support and assistance to grow and sustain their programs. Specific recommendations include:

Provide support for developing varied funding streams. In a shifting political climate, centers are increasingly concerned that their existing funding streams may not be sustainable. The LGBT movement and funders should foster and reward innovation through sustained funding and capacity-building grants that will help establish centers as long-term, sustainable places for community to thrive. Given the evolving and newly emerging needs of the LGBT community, funders are encouraged to consider grant eligibility with fewer restrictions on programmatic scope.

Provide more support for leadership and board development. Smaller centers lack the funding and staff of the larger centers. The gap in resources can be reduced by fostering strong and sustainable leadership in small centers. Developing staff leadership, as well as board leadership, will facilitate long-term strategic planning and financial stability.

Continue recruitment and retention of diverse staff. Community center staff increasingly represent the diversity of the larger LGBT community. Particular attention should be paid to recruitment, promotion, and retention of diverse senior staff.

Facilitate sharing of programmatic and fundraising best practices. The sidebar stories in this report demonstrate that centers are finding thoughtful and trail-blazing ways to better serve their communities. We are hopeful that the programs highlighted in this report will spark the interest of centers across the country to develop similar ways to reach out to LGBT populations in need of critical services and support. Centers are and should be looking to each other for successful and innovative ideas for reaching more people, reducing costs, and adopting innovative practices. CenterLink will continue to provide forums for the field to share and collaborate through listservs, gatherings, webinars, and other activities. Community centers are encouraged to participate in these forums.

Provide support for obtaining government grants. Ironically, a lack of resources is one of the biggest obstacles to obtaining government grants. Centers without dedicated development staff (or even an executive director) are less likely to be able to obtain and/or manage government funding. Funders at every level should provide grant-writing assistance and training to ensure that centers can build their funding in step with their capacity and programming.

Together, we can keep this field moving forward so that LGBT people across the country have caring places in their communities—places where they can find the services and support they need to address daily challenges and live rewarding and healthy lives.

APPENDIX A: SURVEY EVALUATION

The *2016 LGBT Community Center Survey* is the fifth survey of its kind; the first was conducted in 2008. In response to feedback from centers, the survey changed again this year. The 2016 survey contains a much abridged questionnaire about government grants, several sections were streamlined, and centers were able to entirely skip sections that were not applicable to their center.

To assess the utility of the 2016 LGBT Community Center Survey, respondents were asked several questions. Ninety-eight centers answered these questions and nearly all agreed with the following statements:

- This is important information for the LGBT community center field to know (97%).
- This is important information for the LGBT movement to know (95%).
- This is important information for LGBT funders/donors to know (95%).

Sixty-five percent of centers said that the questions were relevant. Additionally, streamlining of the survey is achieving some results; 65% of centers indicated that the survey length was reasonable, down from 70% in 2014. CenterLink and MAP appreciate this feedback and will continue to streamline the survey and evaluate the quality of the information collected.

APPENDIX B: PARTICIPATING CENTERS

Alaska

Identity

Anchorage, AK
www.identityinc.org

Alabama

Magic City Acceptance Center

Birmingham, AL
www.birminghamaidsoutreach.org

Arizona

one-n-ten

Phoenix, AZ
www.oneten.org

Phoenix Pride LGBT Center

Phoenix, AZ
www.phoenixpridelgbtcenter.org

Arkansas

CAR- Center for Artistic Revolution

Little Rock, AR
www.car4ar.org

California

Bakersfield LGBTQ

Bakersfield, CA
www.bakersfieldpride.org/1.html

Bienestar

Los Angeles, CA
www.bienestar.org

The Diversity Center

Santa Cruz, CA
www.diversitycenter.org

Lavender Youth Recreation and Information Center (LYRIC)

San Francisco, CA
www.lyric.org

LGBT Center OC

Santa Ana, CA
www.lgbtcenteroc.org

The LGBTQ Center of Long Beach

Long Beach, CA
www.centerlb.org

LGBT Community Center of the Desert

Palm Springs, CA
www.thecenterps.org

Los Angeles LGBT Center

Los Angeles, CA
www.lalgbtcenter.org

Motherlode Pride Center

Jackson, CA
www.motherlodepride.org

North County LGBTQ Resource Center

Oceanside, CA
www.ncresourcecenter.org

Pacific Center for Human Growth

Berkeley, CA
www.pacificcenter.org

Pasadena Pride Center

Pasadena, CA
www.pridepasadena.org

PRISM-Q LGBT & Allies Resource Center

Rocklin, CA
www.prismq.org

Rainbow Community Center of Contra Costa County

Concord, CA
www.rainbowcc.org

Sacramento LGBT Community Center

Sacramento, CA
www.saccenter.org

The San Diego LGBT Community Center

San Diego, CA
www.thecentersd.org

San Francisco Lesbian Gay Bisexual Transgender Community Center

San Francisco, CA
www.sfcenter.org

The Spahr Center

San Rafael, CA
www.spectrumlgbtcenter.org

South Bay Lesbian & Gay Community Organization, Inc.

Torrance, CA
www.southbaycenter.org

Stonewall Alliance of Chico

Chico, CA
www.stonewallchico.org

Colorado

Colorado Springs Queer Collective

Colorado Springs, CO
www.csqueercollective.org

Inside/Out Youth Services

Colorado Springs, CO
www.insideoutys.org

Out Boulder

Boulder, CO
www.outboulder.org

The Center - Advancing LGBT Colorado

Denver, CO
www.glbtcOLORADO.org

Connecticut

Triangle Community Center

Norwalk, CT
www.ctgay.org

Delaware

CAMP Rehoboth

Rehoboth Beach, DE
www.camprehoboth.com

Florida

The Alliance for GLBTQ Youth

North Miami, FL
www.glbtqalliance.com

ALSO Youth, Inc

Sarasota, FL
www.alsoyouth.org

Compass Community Center

Lake Worth, FL
www.compassglcc.com

The Family Tree Community Center, Inc.

Tallahassee, FL
www.familytreecenter.org

JASMYN

Jacksonville, FL
www.jasmyn.org

LGBT Visitor Center

Miami Beach, FL
www.gogaymiami.com

Metro Wellness and Community Centers

St Petersburg, FL
www.metrotampabay.org

The Pride Center at Equality Park

Wilton Manors, FL
www.pridecenterflorida.org

Pride Community Center of North Central Florida

Gainesville, FL
www.pridecenterflorida.org

Pridelines

Miami, FL
www.pridelines.org

SunServe

Wilton Manors, FL
www.sunserve.org

Visuality

Fort Myers, FL
www.visualityflorida.com

Georgia

The Phillip Rush Center

Atlanta, GA
www.rushcenteratl.org

Hawaii

The LGBT Center - Waikiki, a project of The Hawaii LGBT Legacy Foundation

Honolulu, HI
www.hawaiiigbtlegacyfoundation.com

Idaho

All Under One Roof LGBT Advocates of Southeastern Id

Pocatello, ID
www.allunderoneroof.org

Illinois

CAAN (Community Alliance & Action Network)

Joliet, IL
www.caanmidwest.org

Center on Halsted

Chicago, IL
www.centeronhalsted.org

Phoenix Center

Springfield, IL
www.phoenixcenterspringfield.org

RAD Remedy

Chicago, IL
www.radremedy.org

The UP Center of Champaign County

Champaign, IL
www.unitingpride.org

Indiana

Indiana Youth Group Activity Center

Indianapolis, IN
www.indianayouthgroup.org

Rainbow Serenity, Ltd.

Highland, IN
www.rainbowserenity.org

Kansas

The Center of Wichita

Wichita, KS
www.thecenterofwichita.org

Massachusetts

BAGLY Community Center

Boston, MA
www.bagly.org

nAGLY

Salem, MA
www.nagly.org

Thrive! at CIGSYA

Hyannis, MA
www.cigsya.org

Maryland

The Frederick Center, Inc.
Frederick, MD
www.thefrederickcenter.org

GLBT Community Center of Baltimore and Central Maryland
Baltimore, MD
www.glccb.org

Michigan

Grand Rapids Pride Center
Grand Rapids, MI
www.grpride.org

Kalamazoo Gay Lesbian Resource Center
Kalamazoo, MI
www.kglrc.org

LGBT Detroit
Detroit, MI
www.lgbtdetroit.org

Ruth Ellis Center, Inc.
Highland Park, MI
www.ruthelliscenter.org

Minnesota

Gay Lesbian Community Services (Out Southeast MN)
Rochester, MN
www.glcsmn.org

Missouri

The Center Project
Columbia, MO
www.thecenterproject.org

The Gay & Lesbian Community Center of the Ozarks
Springfield, MO
www.glocenter.org

North Carolina

Blue Ridge Pride Center
Asheville, NC
www.blueridgepride.org

LGBT Center of Raleigh
Raleigh, NC
www.lgbtcenterofraleigh.com

LGBTQ Center of Durham
Durham, NC
www.lgbtqcenterofdurham.org

North Star LGBT Community Center
Winston-Salem, NC
www.northstarlgbtcc.com

OUTright Youth of Catawba Valley
Hickory, NC
www.outrightyouthcv.org

Time Out Youth Center
Charlotte, NC
www.timeoutyouth.org

Youth OutRight
Asheville, NC
www.youthoutright.org

Nebraska

Outlinc
Lincoln, NE
www.outlinc.org

New Hampshire

Seacoast Outright
Portsmouth, NH
www.seacoastoutright.org

New Jersey

Hudson Pride Connections Center
Jersey City, NJ
www.hudsonpride.org

Newark LGBTQ Community Center
Newark, NJ
www.newarklgbtqcenter.org

The Pride Center Of New Jersey
Highland Park, NJ
www.pridecenter.org

QSpot LGBT Community Center
Ocean Grove, NJ
www.qspot.org

Reverend Joseph Anthony Ministries
NJ
www.reverendjoseph.org

New Mexico

Transgender Resource Center of New Mexico
Albuquerque, NM
www.tgrcnm.org

Nevada

Build Our Center, Inc.
Reno, NV
www.buildourcenter.org

The Center
Las Vegas, NV
www.thecenterlv.org

New York

In Our Own Voices
Albany, NY
www.inourownvoices.org

The Center at Bay Shore
Bay Shore, NY
www.lgbtnetwork.org

Destination Tomorrow
Bronx, NY
www.destinationtomorrow.org

Focus on Awareness and Information Resources of New York, Inc.

Syracuse, NY
www.fairny.org

Gay & Lesbian Youth Services of Western New York, Inc.

Buffalo, NY
www.glyswny.org

Hudson Pride Foundation

Hudson, NY
www.hudsonpridefoundation.org

Latino Pride Center

New York, NY
www.latinopridecenter.org

The Lesbian, Gay, Bisexual and Transgender Community Center (NYC)

New York, NY
www.gaycenter.org

LGBT Network at Woodbury

Woodbury, NY
www.lgbtnetwork.org

The LOFT: LGBT Community Services Center

White Plains, NY
www.loftgaycenter.org

OCNY PRIDE CENTER

Warwick, NY
www.ocnypride.org

Pride Center of the Capital Region

Albany, NY
www.capitalpridecenter.org

Pride Center of Staten Island, Inc.

Staten Island, NY
www.pridecentersi.org

Pride for Youth

Bellmore, NY
www.longislandcrisiscenter.org/pfy/index.html

Rochester LGBTQ Resource Center & Gay Alliance

Rochester, NY
www.gayalliance.org

Rockland County Pride Center

Nyack, NY
www.gaypriderockland.org

SAGE Center Bronx

Bronx, NY
www.sageusa.org/nyc/

SAGE Center Harlem

New York, NY
www.sageusa.org/nyc/

Ohio

Greater Dayton LGBT Center

Dayton, OH
www.daytonlgbtcenter.org

Kaleidoscope Youth Center

Columbus, OH
www.kycohoio.org

Love on a Mission

Ashland, OH
www.loveonamission.org

The Lesbian Gay Bisexual Transgender Community Center of Greater Cleveland

Cleveland, OH
www.lgbtcleveland.org

Ohio University's LGBT Center

Athens, OH
www.ohio.edu/lgbt/

Stonewall Columbus

Columbus, OH
www.stonewallcolumbus.org

Oklahoma

Dennis R. Neill Equality Center

Tulsa, OK
www.okeq.org

Oregon

Q Center

Portland, OR
www.pdxqcenter.org

Pennsylvania

Bradbury-Sullivan LGBT Community Center

Allentown, PA
www.bradburysullivancenter.org

The CENTER on Strawberry

Washington, PA
www.wcgsa.org

Delta Foundation of Pittsburgh

Pittsburgh, PA
www.deltafoundation.us

LGBT Center of Central PA

Harrisburg, PA
www.centralpalgbtcenter.org

LGBT Qmunity Center of Montgomery

Norristown, PA
www.lgbtqmunity.org

NEPA Rainbow Alliance LGBT Center

Pittston, PA
www.gaynepa.com

Prysm Youth Center of Delaware County Inc.

Media, PA
www.prysmyouthcenter.org

Upper Delaware GLBT Center
Milford, PA
www.udglbt.org

William Way LGBT Community Center
Philadelphia, PA
www.waygay.org

Puerto Rico

Centro Comunitario LGTB de Puerto Rico
San Juan, PR
www.centrolgbtpr.org

South Carolina

Harriet Hancock Center
Columbia, SC
www.lgbtcentersc.org

South Dakota

The Center for Equality
Sioux Falls, SD
www.thecenterforequality.org

Tennessee

Memphis Gay and Lesbian Community Center
Memphis, TN
www.mglcc.org

Texas

Lesbian Health Initiative
Houston, TX
www.lhihouston.org

The Montrose Center
Houston, TX
www.montrosecenter.org

Pride Center San Antonio
San Antonio, TX
www.pridecentersa.org

Resource Center
Dallas, TX
www.myresourcecenter.org

Utah

Utah Pride Center
Salt Lake City, UT
www.utahpridecenter.org

Virginia

Diversity Richmond
Richmond, VA
www.diversityrichmond.org

The LGBT Center of Hampton Roads / ACCESS AIDS Care
Norfolk, VA
www.accessaids.org

Roanoke Diversity Center
Roanoke, VA
www.roanokediversitycenter.com

Vermont

Pride Center of Vermont
Burlington, VT
www.pridecentervt.org

Washington

Lower Columbia Q Center
Astoria, WA
www.harbornw.org

Oasis Youth Center
Tacoma, WA
www.oasisyouthcenter.org

Rainbow Center
Tacoma, WA
www.rainbowcntr.org

Washington, DC

The DC Center for the LGBT Community
Washington, DC
www.thedccenter.org

SMYAL
Washington, DC
www.smyal.org

Wisconsin

LGBT Center of the Chippewa Valley, Inc
Eau Claire, WI
www.cvlgbt.info

The Center: 7 Rivers LGBTQ Connection
La Crosse, WI
www.7riverslgbtq.org

LGBT CENTER OF SE WI
Racine, WI
www.lgbtsewisc.org

Milwaukee LGBT Community Center
Milwaukee, WI
www.mkelgbt.org

OutReach LGBT Community Center
Madison, WI
www.lgbtoutreach.org



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