2010 LGBT COMMUNITY CENTER SURVEY REPORT

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

September 2010

CENTERLINK
THE COMMUNITY OF LGBT CENTERS

MAP
movement advancement project

This report was authored by:

CenterLink: The Community of LGBT Centers
CenterLink was founded in 1994 as a member-based coalition to support the development of strong, sustainable LGBT community centers. A fundamental goal of the organization's mission is to help build the capacity of these centers to address the social, cultural, health and political advocacy needs of LGBT community members across the country. For over a decade, CenterLink has played 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 LGBT Movement Advancement Project (MAP) is an independent, intellectual resource for the LGBT movement. MAP's mission is to speed achievement of full social and political equality for LGBT people by providing strategic information, insights and analyses that help increase and align resources for highest impact.

Disclaimer: *The opinions expressed in this report reflect the best judgment of CenterLink and MAP based on analyzed 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 findings from the second biennial survey of LGBT community centers in the United States. The report is based on responses from 69 participating centers, and often separately examines centers with budgets of less than $100,000 per year ("small centers") and those with budgets greater than $100,000 per year ("large centers"). Key report findings are summarized below.

Access and Hours

- LGBT community centers serve more than 30,000 individuals in a typical week, and refer an additional 9,500 people to other organizations or agencies. The average small center serves 270 people in a typical week, while the average large center serves 605 people.
- LGBT community centers are open to the public for an average of 40 hours per week (20 hours for small centers vs. 52 for large centers).
- Opening hours for the average large center reporting three-year trend data decreased from 61 hours in 2008 to 53 hours in 2010—a likely reflection of the economic downturn. These same large centers also served fewer people (an average of 921 people per week in 2008, versus 668 people in 2010).

Center Budgets

- LGBT community centers reported combined projected annual operating budgets for 2010 totaling $72.4 million.[1] The average small center's budget is $27,450 vs. $1.9 million for the average large center (though the median large center budget is only $399,470).
- Center resources are highly concentrated. While 19 of the 57 centers that provided budget information are small centers, they comprise less than 1% of the budget total. The largest center, the L.A. Gay and Lesbian Center (the L.A. Center), has a budget of $44.8 million and accounted for 62% of reported budgets.
- Despite a relatively proportionate distribution of community center locations, the geographic distribution of 2010 budgets is also quite concentrated, with 70% of all community center budgets flowing to California; 6% to Illinois; and 4% each to Florida and New York. Excluding the L.A. Center, 22% of community center budgets still flow to California, with all other states making up 78% of budget resources.
- Large centers reported a cumulative 4% budget decrease between 2008 and 2010, another likely indication of the economic downturn.

Center Revenues

- Overall, centers' expected 2010 revenues exceeded expense budgets by $10.4 million. Small centers experienced a 7% increase in revenue from 2009 to 2010 for the 11 centers that gave data for both years. The large centers saw a 1% decrease in revenue from 2009 to 2010.
- The largest source of revenue for large LGBT community centers is from government grants (45%) followed by donations from individuals (14%) and foundation funding (11%).[2]

Government Grants

- Within the 45% of community center revenue which comes from government grants, 26% comes from the federal government, 12% from state governments and 7% from local public agencies.
- Nearly half of awarded federal grants provide support for HIV/AIDS-related programs, such as direct care, prevention, or testing and counseling. The majority of federal grants (77%) are awarded by the U.S. Department of Health and Human Services, though they are often administered by city and county agencies, state governments, universities, or other entities.
- State grants are more diversified; 24% of state grants provide support for HIV/AIDS-related programs and 14% provide support for services to youth. Most state grants are administered by state health departments (66%), with the remaining grants originating in state departments of justice, housing, commerce, education, aging, children and families, or in the legislature through discretionary funds.

Center Capacity

- Small centers in particular suffer from capacity challenges. Over two-thirds (69%) of small community centers have no paid staff and all have fewer than five paid staff.

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[1] Of the 69 responding centers, five large centers and seven small centers did not provide information about their 2010 budgets.

[2] This analysis excludes the L.A. Center, which receives significant revenue from program income.

- Even in large community centers, the majority (63%) has 10 or fewer paid staff and only 37% have more than 10 paid staff members. However, large centers had, on average, 136 active volunteers in 2009.
- The staff of community centers is racially and ethnically diverse: close to half (47%) of staff are people of color. Twenty-two percent are Latino(a), while 19% are African American and 4% are Asian/Pacific Islander.
- The average center has 14 board members. A clear majority of center board members are Caucasian (84%) and only 16% of board members are people of color.

Who Community Centers Serve

- The average large center's patrons are 50% male, 42% female and 8% genderqueer/other.
- Patrons are racially diverse, with the average large center serving a clientele that is 56% Caucasian, 20% African American, 16% Latino(a), 3% API, 2% Native American and 3% Other. Almost half (45%) of centers offer services in a language other than English, with most of these centers offering services in Spanish.
- Many centers offer specific programming for transgender people (83%), LGBT youth (80%), LGBT older adults (64%) and LGBT people of color (59%). However, large centers serve proportionally fewer adults over age 65 (9% of center clients are older adults vs. 12% of the American population in general).

Program Expenses

- Cumulatively, large centers spend a clear majority (72%) of their budgets on program-related expenses. This is well above the 60% threshold set by the American Institute of Philanthropy's guideline for successful philanthropic organizations.
- Large centers spent most of their program and services budget on health and mental health programs (37%), information and education services (24%) and community outreach (17%).

Physical Health Programs

- Twenty-nine percent of centers provide some physical health services. The average center offering physical health services served 3,719 people per year in 2009.
- Physical health programs focus on general health and wellness programming and LGBT-friendly health care referrals.

Mental Health Programs

- Twenty-nine percent of centers indicated that they provide some mental health services. An average center offering these services served 1,430 people a year in 2009 (565 people per year excluding the L.A. Center).
- More than one-third of centers provide addiction and recovery programs as well as individual counseling (though only 4% provide psychiatric services). Domestic abuse counseling is offered by 17% of centers.

Information and Education Programs

- Most centers serve as information sources for patrons, providing referrals to local LGBT businesses (83%) or maintaining an in-house library (74%). Economic services such as financial literacy training (offered by 33% of all centers), job directories (22%) and employment training (22%) are a lesser focus.

Community Outreach and Policy Work

- Most (75%) LGBT community centers participate in civic engagement including educating policymakers (48%), voter registration (46%), mobilizing patrons to lobby lawmakers (43%), get-out-the-vote drives (33%) , hosting/sponsoring candidate debates (29%) and organizing lobby days (29%).
- The top policy issues are safe schools and anti-bullying policies, transgender rights and non-discrimination policies.
- The most common outreach programs are targeted at the general public (70%), healthcare providers (61%) and schools (57%).

Arts and Cultural Programs

- While many centers offer arts and cultural programs, such as film screenings (52%) and gallery space (43%), these arts and cultural programs only constitute 13% of overall program spending.

Computer Centers

- Nearly three-quarters (72%) of centers provide patrons with some type of computer services or programs.

- The average center funded by the Bohnett CyberCenter program has more computers than the average other computing center (eight computers versus five computers), and, in a typical week, serves 164 more patrons and clients.

Impact of the Economic Downturn

- The survey looked at five small centers and 35 large centers who responded to both the 2008 and 2010 Community Center Survey.
- From 2006 through 2010, the five small centers grew financially and increased their staff and operating hours. However, while this is encouraging, it may in part reflect their very small initial budgets and size (their cumulative expense budget was only $65,420 in 2006, growing to $192,952 in 2010). Additionally, these five centers did experience a slight decline in budget between 2009 and 2010.
- By contrast, the 35 large centers reduced personnel costs and operating hours, and, as a result, served fewer people. These large centers lost a cumulative 168 staff between 2008 and 2010 (from 916 staff to 748 staff). They also decreased opening hours from 61 hours per week in 2008 to 53 hours per week in 2010. Accordingly, large centers also served fewer people, dropping from an average of 921 people per week in 2008 to 668 people in 2010.

INTRODUCTION

The first lesbian, gay, bisexual and transgender (LGBT) community center in the United States (U.S.), the L.A. Gay & Lesbian Center, opened its doors 41 years ago. During this time, the number of community centers in the U.S. has grown to 207 centers located across 46 states and the District of Columbia. Today, LGBT community centers serve more than 30,000 people each week and have combined revenues of more than $82 million.

This 2010 report presents findings of the second biennial survey of LGBT community centers in the U.S. and is a joint report by the LGBT Movement Advancement Project (MAP) and CenterLink. The report provides a comprehensive picture of LGBT community centers' staffs and boards, program priorities, constituencies, fundraising, budgets and technical assistance needs.

The ***2010 Community Center Survey Report*** is different from the 2008 report in several ways. First, the 2010 report provides a longitudinal portrait of LGBT community centers, comparing data from the 2008 survey to data collected in 2010. This report also presents findings about how community centers have responded to the economic downturn, which started in the fall of 2008. Next, it provides an analysis of the type of federal, state and local grants that community centers receive, providing a detailed look at a vital and important source of funding. Finally, centers were asked more in-depth questions about physical and mental health programs.

MAP and CenterLink have two key motivations for fostering a better understanding of LGBT community centers. First, a local LGBT community center often is the only LGBT resource directly available to residents of a town or region. The local center provides a safe, supportive environment through which LGBT people can access needed social, educational and health services. Second, community centers provide an important link between the LGBT movement's grassroots constituencies and the movement's state and national efforts to advance political equality. Centers are often the first (and sometimes only) place where individuals engage with the LGBT movement, thus providing a unique conduit for contacting and mobilizing LGBT individuals to collectively assert their rights.

The ***2010 Community Center Survey Report*** provides LGBT movement donors, national and state LGBT organizations and the community center field itself with a thorough overview of the size, scope and needs of LGBT Community Centers. This report should be a starting point for organizations and donors interested in engaging with or supporting community centers and their programs and services.

The report has seven main sections examining:

- **Age and infrastructure:** The age and infrastructure of community centers;
- **Finances and capacity:** The financial, fundraising, staff and board capacities of centers, including an analysis of government grants received by community centers;
- **Programs and services:** Centers' current programs and services, including a demographic overview of clients and patrons and an overview of core center programs and services;
- **Computer centers:** An analysis of centers' computer-related programs and services;
- **The impact of the economic downturn:** A longitudinal comparison of centers who participated in both the 2008 and 2010 surveys;
- **Community center needs:** The technical assistance needs of community centers; and
- **Recommendations:** Recommendations for strengthening the community center field's overall capacity.

Because the data were not collected anonymously, funders or community centers are welcome to ask MAP or CenterLink to provide information on individual centers or to identify centers that provide a particular service or serve a specific population.

SURVEY METHODOLOGY & SAMPLE

Methodology. The 2010 Community Center Survey was conducted similarly to the 2008 survey. In April 2010, MAP and CenterLink sent an online survey to 174 LGBT community centers identified by CenterLink. The survey was developed by MAP and CenterLink with input from community center senior management, LGBT funders and national partners and with consideration of feedback from the 2008 survey. Revisions to the 2010 survey included collecting information about the impact of the economic downturn; a more detailed look at federal, state and local government grants; and a more detailed look at the mental and physical health services provided by centers. In some cases, centers were asked different questions based on their characteristics. For example,

centers with operating budgets under $100,000 were asked fewer questions than larger centers.

Survey respondents. From the initial sample of 174 centers identified by CenterLink, 69 centers completed the survey[3] yielding a 40% response rate, compared to a 45% response rate for the 2008 Community Center Survey. All statistics in the report are based on analysis of responses from the centers who participated in the survey (unless otherwise noted). Of the 69 centers participating in the 2010 survey, more than half (40 centers) also participated in the 2008 survey. We list 2010 participating centers and their contact information in *Appendix C*.

Representation. To determine how representative the 69 responding centers are of the broader group, we used Guidestar.org to compile revenues reported on centers' most recent tax filings. We found that the 69 responding centers had combined revenues of $101.9 million in 2008, versus combined revenues of $123.8 million in 2008 across all 174 community centers. Thus, this report covers approximately 82% of the total revenue of all community centers across the U.S., as shown in *Figure 1*. Of the 18 centers with revenue greater than $1 million, five centers did not respond to the survey.

The 69 participating centers are also roughly representative geographically of the 174 LGBT community centers initially contacted, as shown in *Figure 2* on the next page. Centers in California and New York are slightly overrepresented among the respondents. Most responding centers (71%) serve multiple counties and cities, 12% serve an entire state and a few serve regions spanning more than one state. The remaining 17% more narrowly focus their programs and services on a single county or city.

Figure 1: Survey Respondents Comprise Majority of Community Center Revenue

(n=174)

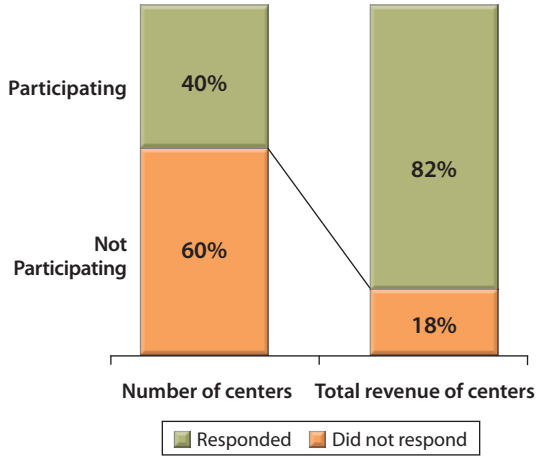
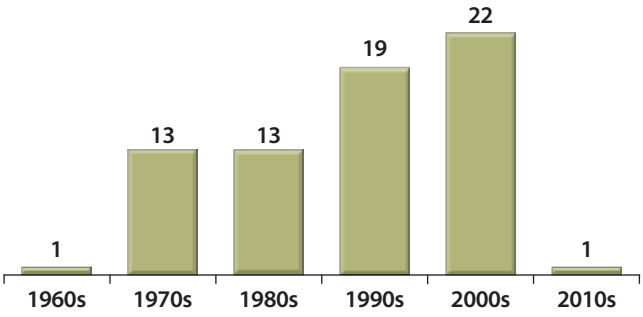


Figure 3: Community centers by decade founded

No. of centers (n=69)



CENTER AGE & INFRASTRUCTURE

Center Age

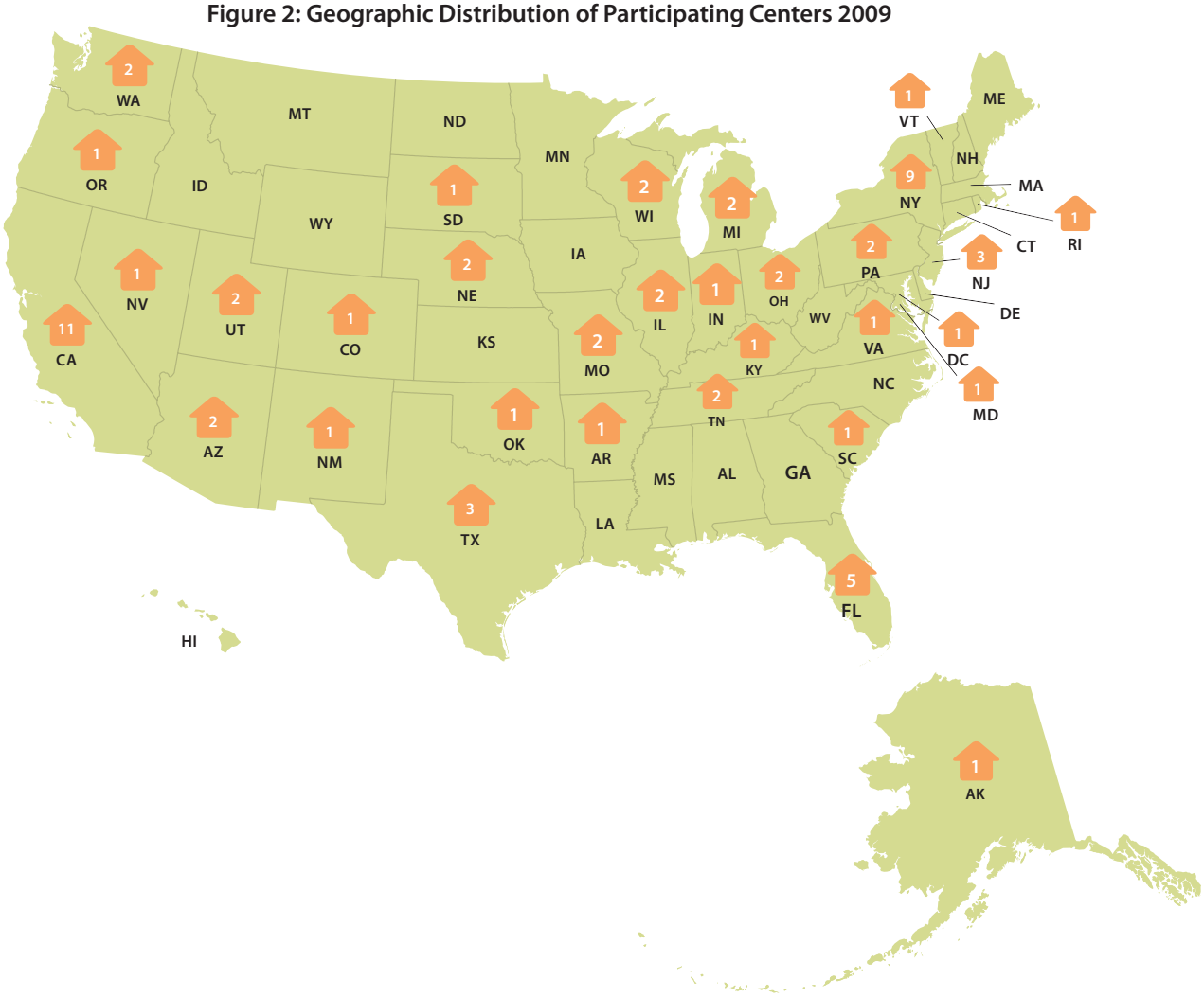
Most LGBT community center respondents[4] (42 centers, or 61%) were founded in the last 20 years (see *Figure 3*). The average center is 18 years old, while the median[5] is 17 years old. The L.A. Gay & Lesbian Center (the L.A. Center), which opened in 1969, is the oldest center and the youngest center, Iris of Knoxville located in Tennessee, was established within the past year. The survey looked at two categories of respondents: "small centers" with operating budgets of under $100,000 and "large centers" with operating budgets of $100,000 or more. As expected, large centers are generally older than small centers; large centers have an average age of 22 years compared to 11 years for small centers.

Legal Status of Centers

Nearly all LGBT community centers (87%) are independent organizations. The remaining 13% are affiliates or programs of other organizations, such as statewide advocacy organizations, local community health groups, churches, or national organizations. Of the 60 independent centers, 51 are tax-exempt 501(c)(3)

[3] The survey was also sent to 14 centers located internationally, of which 4 international centers responded. For the purposes of this report, they were excluded from the analyses.
[4] The remainder of this report analyzes data from the 69 centers who participated in the survey.
[5] 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 usually provide a more realistic snapshot of the data, minimizing the impact of exceptionally high or low values.

Figure 2: Geographic Distribution of Participating Centers 2009



organizations, while three are in the process of applying for status as tax-exempt 501(c)(3) organizations, one is a 501(c)(4) nonprofit entity and five are a combination of 501(c)(3) and 501(c)(4) nonprofit entities.

Physical Infrastructure of Centers

The 69 responding LGBT community centers have 89 combined physical locations. Most centers (75%) have one physical location. Bienestar, located in Los Angeles, has nine locations, the most of all the centers. Most centers (53%) rent their physical space. More than one-third of centers own their locations (22% have a mortgage and 12% own their centers outright), 9% of centers do not have any physical space and 4% use donated space. See *Figure 4* on the next page.

As *Figure 5* (on next page) shows, more than half of community centers who have access to physical space have fewer than 5,000 square feet of space (60%). Small centers have, on average, 2,281 square feet of space and a median of 1,200 square feet. Large centers have more space: the average square footage is 15,525 compared to a median of 6,000 square feet. The Center on Halsted, located in Chicago, has the largest facility. Opened in 2007, the 175,000 square foot facility includes retail space housing a Whole Foods Market, underground parking and 65,000 square feet for center operations. Funding for the facility came from federal, state and local governments; individual and corporate donations; and foundation support.

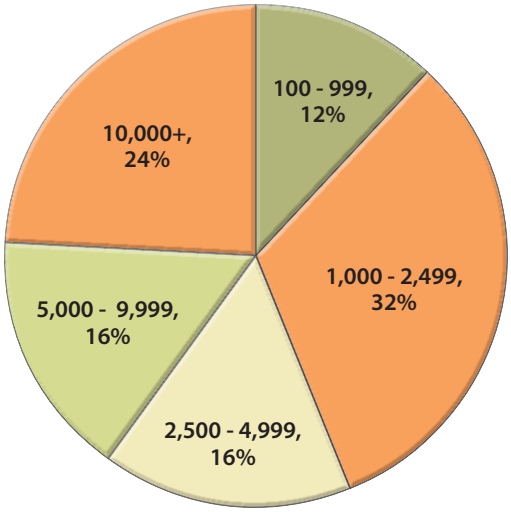
Access and Hours

In a typical week, LGBT community centers are open to the public for an average of 40 hours. The most any single center is open in one week is 98 hours (the Center on Halsted in Chicago), while five centers report no operating hours, providing services virtually or through

Figure 5: Physical Size

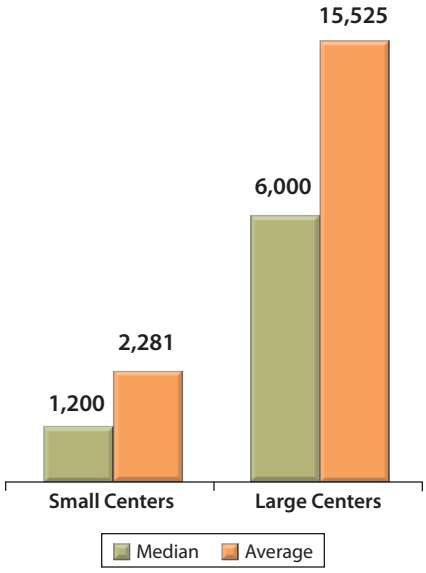
5a: Square footage ranges

% of centers in each range (n=58)



5b: Median/average square footage

n=(58)



mechanisms like mobile vans. Small centers are open to the public an average of 20 hours per week while large centers average 52 hours per week.

Only a few community centers offer services in Braille (15%) or with TTY (teletypewriter) capability (15%). However, most centers with physical space have handicap-accessible parking (80%) and bathrooms (78%). Slightly less than half (48%) have accessible service desks. Three centers mentioned that making their facilities more accessible is a near-term priority.

CENTER FINANCES & CAPACITY

Center Expense Budgets

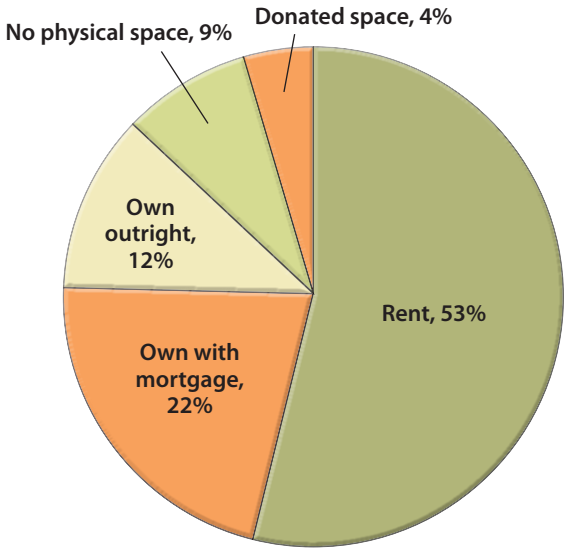
In 2010, LGBT community centers report combined projected annual operating budgets totaling $72.4 million.[6]

Thirty-eight of the 57 centers that provided 2010 budget information are large centers. These large community centers have an average expense budget of $1.9 million per center and a median expense budget of $399,470. Excluding the center with the largest budget (the L.A. Gay & Lesbian Center), large centers have an average budget of $733,200. Of the 19 reporting small centers, the average small center has a 2010 budget of $27,450 and the median budget is $22,000.

Fewer centers (47) provided three-year budget information. *Figure 6* (see next page) compares the

Figure 4: Center ownership/rental status

% of centers (n=69)



[6] Of the 69 responding centers, five large centers and seven small centers did not provide information about their 2010 budgets.

projected budgets for 2010 to actual expenses[7] for 2009 and 2008 for the 12 small and 35 large community centers who reported this information.[8] The 12 small reporting community centers experienced a 42% increase in expense budgets over three years, while the 35 large reporting community centers saw a modest 4% decrease.

For the 12 small reporting centers, all but one center's budget grew between 2008 and 2010. The average small reporting center's expense budget grew by 42% and median growth was 33%. At the extremes, one center's expense budget grew 246% during the period, while another's decreased by 9%.

The 35 large centers, on the other hand, experienced more varied budget changes from 2008 to 2010. The Stonewall Alliance Center, in Chico, California, experienced a 542% increase in budget as a result of one government grant. Another center experienced a 73% decrease in budget during this period. The average large reporting center's budget decreased by 4% from 2008 to 2010 while the median decreased by 2%.

Looking back across all 57 centers reporting 2010 budget data, we find that center resources are highly concentrated in the few largest centers. While 19 of the 57 centers reporting 2010 budget data are small centers, they only comprise less than 1% of the budget total (see *Figure 7*). In 2010, the L.A. Center accounted for 62% of reported budgets ($44.8 million out of $72.4 million) and its budget is more than 1.5 times larger than that of all of the other 37 large reporting centers

[7] For ease of reading, we will refer to 2008 and 2009 actual expenses and 2010 budgets collectively as center "expense budgets" or simply "budgets."
[8] Not all responding centers provided three-year budget data.

Figure 6: Three Year Budget Growth

Combined Budgets for Reporting Centers

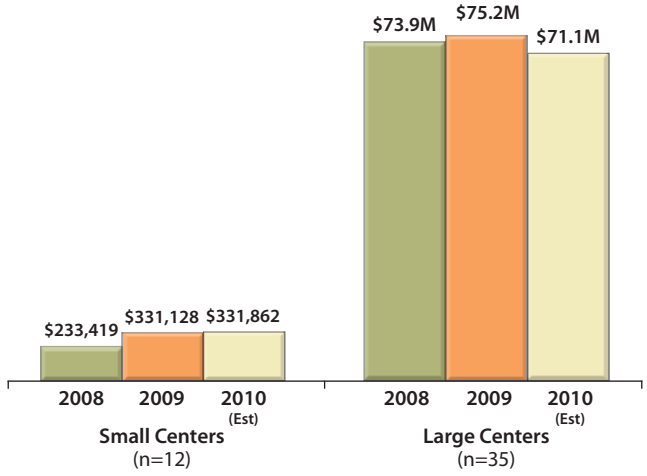


Figure 7: Breakdown of Centers, By Budget

(n=57)

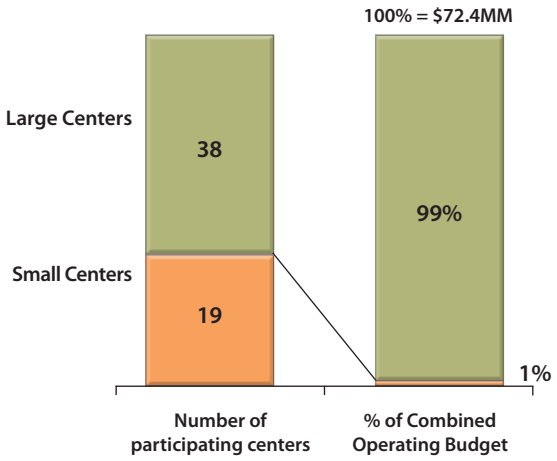
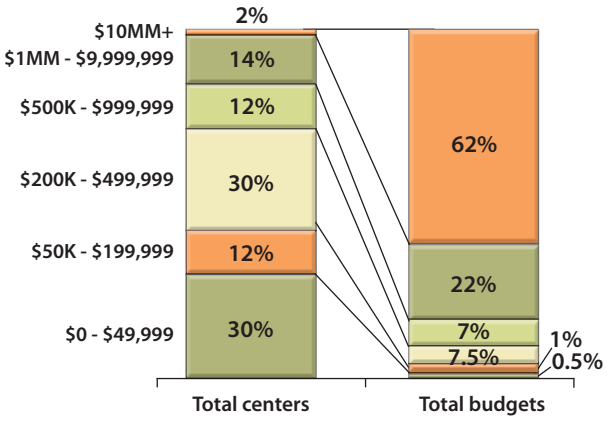


Figure 8: Distribution of centers and combined budgets, by budget ranges

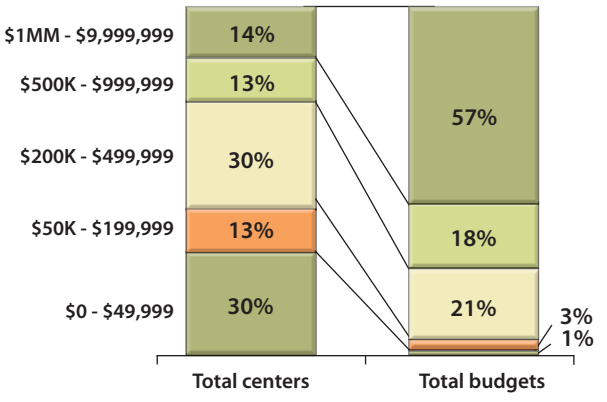
Including L.A. Center

(n=57)



Excluding L.A. Center

(n=56)



combined. Together, the five largest reporting centers accounted for 77% of expense budgets ($56.0 million).[9] *Figure 8* (on previous page) shows the distribution of centers and their combined expense budgets, with and without the L.A. Center. Even excluding the L.A. Center, community centers with expense budgets under $1 million comprise 86% of all reporting community centers but make up only 43% of the centers' total combined 2010 expense budgets.

Despite the proportionate distribution of community center locations (as shown earlier in *Figure 2*), the geographic distribution of 2010 budgets is quite concentrated. Including the L.A. Center, 70% of all community center budgets are concentrated in California; 6% in Illinois; and 4% in each Florida and New York. The remaining states hold only 16% of the combined budget (see *Figure 9*). Excluding the L.A. Center, 22% of community center budgets still flow to California, with all other states combined making up 78% of budget resources.

Center Revenues

Overall, centers' expected 2010 revenues exceeded expense budgets by $10.4 million. The 19 small LGBT community centers who reported this information had combined estimated 2010 revenues of $654,611, or an average revenue of $34,453 per center (versus an average budget of $27,453). The 38 large centers that provided revenue information had combined 2010 estimated revenues of $82.2 million, or $2.2 million per center (versus an average budget of $1.9 million). Excluding the L.A. Center, the average large center's expected revenue for 2010 was $876,835. Forty-nine centers provided two-year revenue data spanning 2009 and 2010. Small reporting centers experienced a 7% increase in revenue during these two years, while large reporting centers saw a 1% decrease in revenue (see *Figure 10*).

Large community centers have diverse revenue streams. Excluding the L.A. Center, the largest source of 2010 revenue for large community centers was government funding (45%), followed by donations from individuals (14%) and foundation funding (11%). (See *Figure 11*). The revenue streams of the L.A. Center are significantly different than the remaining centers; more than 60% of this center's revenue is in the form of program income.

[9] The five community centers with the largest projected expense budgets are: the L.A. Gay & Lesbian Center (Los Angeles), the Center on Halsted (Chicago), Bienestar Human Services, Inc. (Los Angeles), the Gay, Lesbian, Bisexual, and Transgender Community Center of Colorado (Denver), and Compass, Inc (Lake Worth, Florida).

Figure 9: State locations of combined 2010 budgets

% of budgets

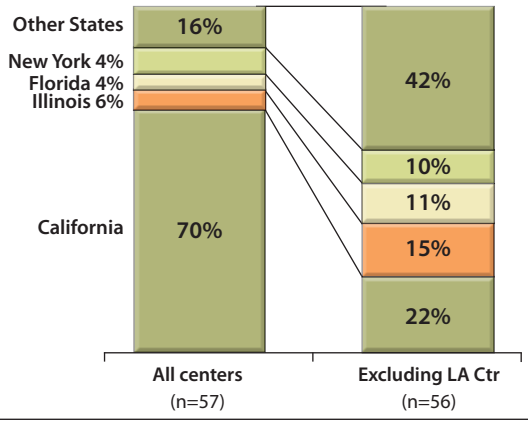


Figure 10: Growth in actual and estimated revenues

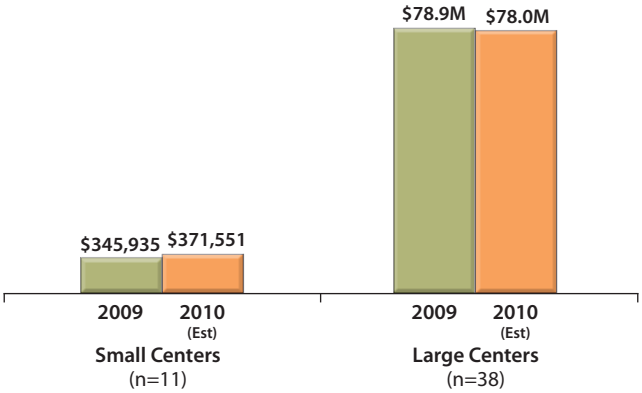
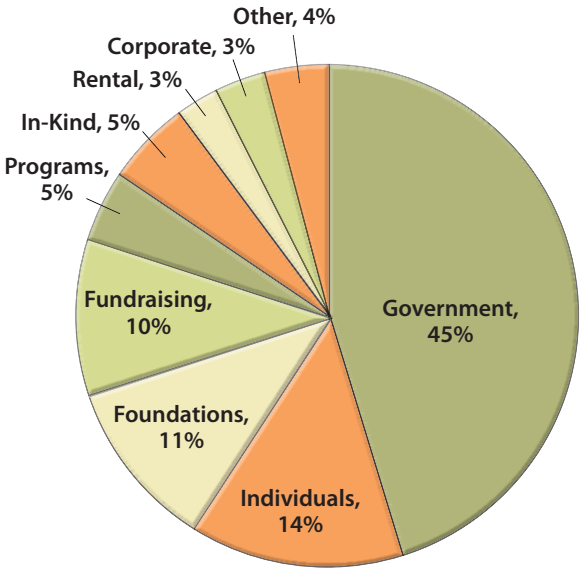


Figure 11: Revenue Streams of Large Centers Excluding the L.A. Center

(n=37)



Grant Revenues

Seventy-four percent of large LGBT community centers report receiving at least one government grant and it is the largest source of revenue for large LGBT community centers.[10] Within the 45% of the large community center revenue which comes from government grants, 26% comes from the federal government, 12% from state governments and 7% from local public agencies.

Although federal funding makes up a large portion of grant dollars, it makes up a lesser portion of total grants awarded—47% of centers receive state grants, 40% report receiving local grants and only 30% report receiving federal grants. See *Figure 12*.

New in 2010, the Community Center Survey asked large LGBT community centers more detailed questions about the government grant funding they receive. A total of 29 centers provided detailed information about their government grants, including the specific funding source, the primary purpose of the grant, the grant time frame and the total funding received. This report provides the first nationwide examination of the specifics of government funding received by LGBT community centers. **Centers seeking government funding should see *Appendix B* for a specific grants list** detailing awarding agencies, pass-through agencies and the various areas of grant purpose.

Figure 13 shows the most common purposes of the federal, state and local grants received by LGBT community centers. Nearly half of awarded federal grants provide support for HIV/AIDS-related programs, such as direct care, prevention, or testing and counseling. State

[10] Small centers were not asked these questions in the 2010 survey.

Figure 12: Percent of Large Centers Receiving Government Grants, By Source

(n=43)

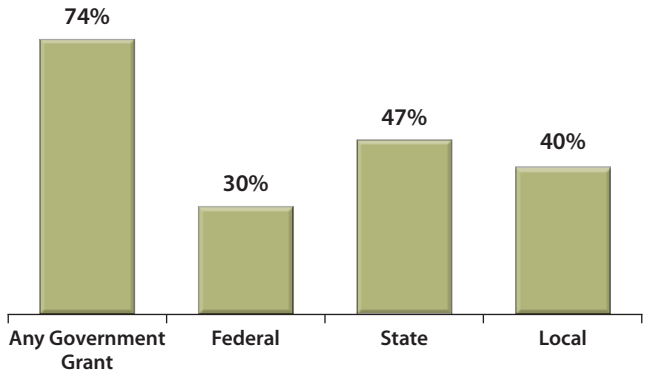


Figure 13: Government Grants, by purpose

Figure 13a: Federal Grants, by purpose

(n=65)

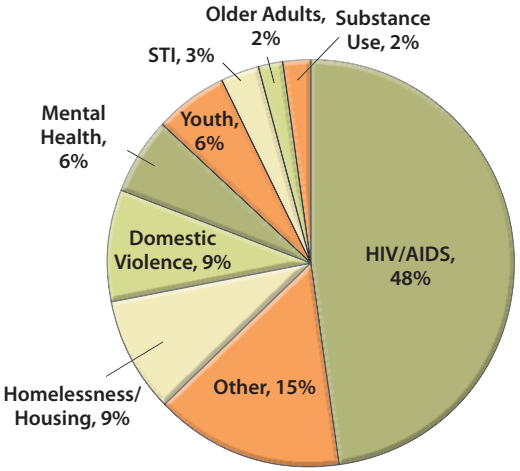


Figure 13b: State Grants, by purpose

(n=50)

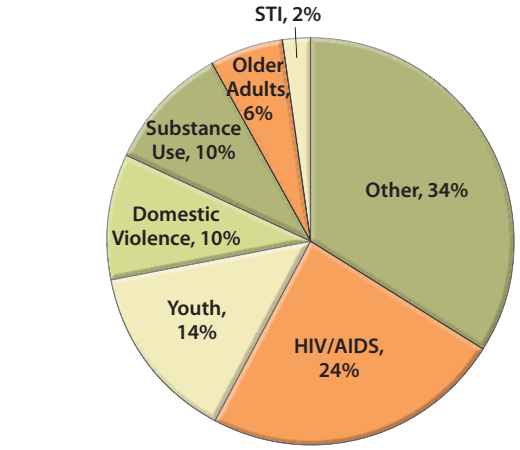
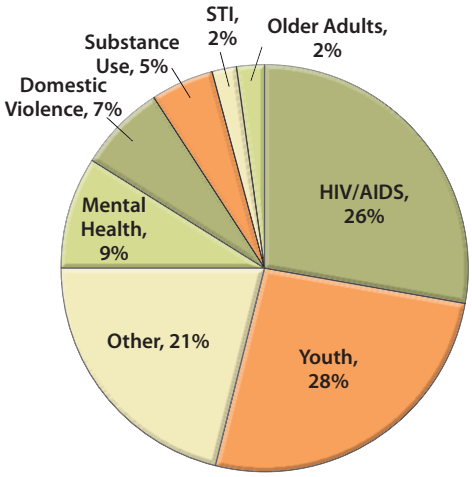


Figure 13c: Local Grants, by purpose

(n=43)



grants, on the other hand, are more diversified; 24% of state grants provide support for HIV/AIDS-related programs and 14% of state grants provide support for services to youth. More than one-third of state grants do not fit into standard categories and these "other" grants include support for career development and legal assistance, among other things. Local grants from cities and counties are also diverse in their purposes. More than one-quarter of local grants provide support for services to youth, while another 21% are for other purposes such as career development and economic and community development.

Figure 14 shows which federal agencies are awarding grants to community centers. Given that many federal grants are awarded to provide support for HIV/AIDS-related programming and other health programming, it is unsurprising that the vast majority of federal grants (77%) are awarded by the U.S. Department of Health and Human Services.

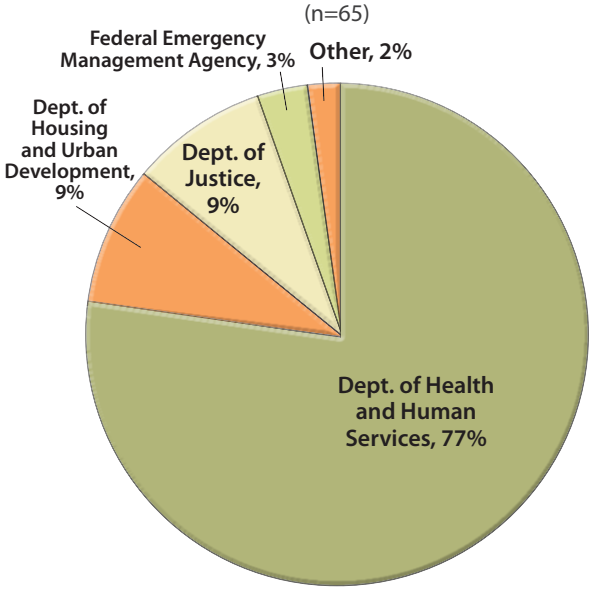
Half of all federal grants are administered through city and county agencies. The remaining grants are either direct grants from the federal government or they are administered by state governments or through universities or other entities.

Similarly, at the state level, the majority of grants are administered by state health departments (66%), with the remaining grants originating in state departments of justice, housing, commerce, education, aging, children and families, or with the legislature through discretionary funds.

Although nearly half of centers receive some form of government funding, 30% of all centers indicated that they felt that the government is not open to funding LGBT community centers. Community centers indicated several key barriers to applying for government grants. Many centers (74%) cited lack of staff time to devote to grant writing as the largest obstacle to applying for more grant funding. A majority of centers also indicated that they lack the knowledge of and experience with government grant application processes. Several centers stated that they weren't sure what types of grants they would qualify for and that the reporting requirements associated with government grants are too onerous. (See *Figure 15* on next page).

Figure 14: Federal Government Grants, by awarding agency

(n=65)



About Grant Revenue

LGBT community centers access a wide variety of government grants at the federal, state and local levels.

Key grants include:

Ryan White HIV/AIDS Program (U.S. Dept. of Health and Human Services): In 2009, this program provided more than $2.2 billion in funding to cities, states and local organizations to provide HIV-related services to more than a half a million people. Ryan White Part A provides emergency relief funding to regions that have a high concentration of populations affected by HIV/AIDS. Part B provides grants to states to provide "core medical services" for people living with HIV/AIDS. Part C is designed for early intervention funding.

Source: **http://hab.hrsa.gov/reports/funding.htm**

Substance Abuse and Mental Health Services Administration (SAMHSA) (U.S. Department of Health and Human Services): This federal agency provides funding to reduce the impact of substance abuse and mental illness on American communities.

Figure 15: Obstacles to Applying for Government Grants

% of centers reporting (n=69)

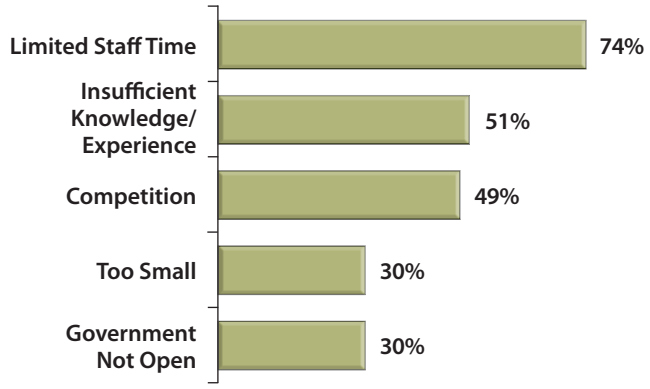


Figure 16: Breakdown of 2009 donors by range of gift amount

Centers with budgets > $100,000 (n=29)

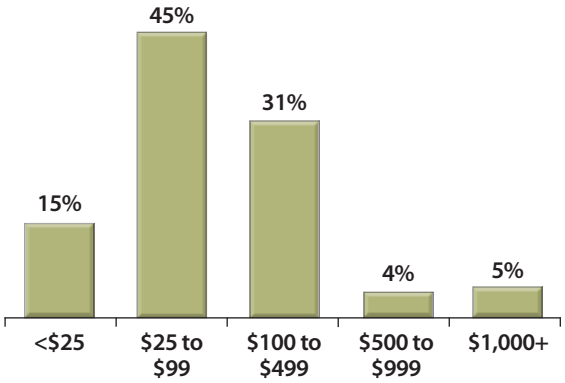
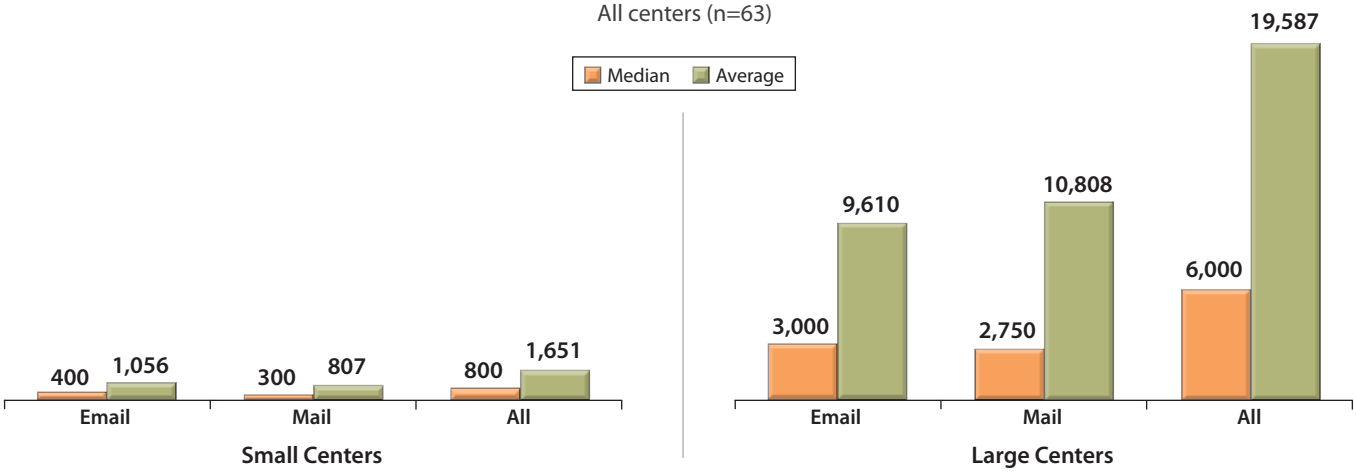


Figure 17: Number of contacts on email and mailing lists

All centers (n=63)



Note: Centers were asked to provide the unique number of contacts for hard copy mailing contacts and email contacts. Duplicates may exist across different centers.

Individual Fundraising and Membership Programs

The majority of individual donors (60%) who contributed to large community centers in 2009 gave less than $100, with 45% giving between $25 and $99, as shown in *Figure 16*.[11] The average large center has about 1,988 individual donors (708 excluding the L.A. Center) and the median has 459.

Across both small and large centers, the majority (54%) have a formal membership program, with established annual dues and benefits for members. Most centers with a membership program require a minimum annual contribution to be considered a member and qualify for any benefits. These benefits generally include free access to center services and events, discounts at local businesses and free subscriptions to community center newsletters. Several centers noted that they charge a lower membership rate for students, elders, and people on a low or fixed income.

Center Communications

LGBT community centers communicate with members and the public via several outlets: email and postal mail, newsletters and increasingly, websites and social media.

Large LGBT community centers can, on average, reach 19,587 individuals through their email and postal contact lists (10,109 excluding the L.A. Center) and the median can reach 6,000 individuals, as shown in *Figure 17*. The average small center can reach 1,651 people through these lists, while the median can reach 800 people.

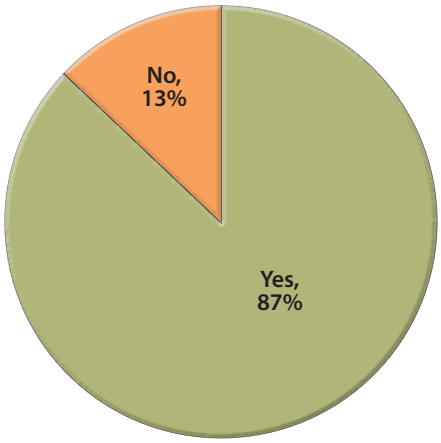
Centers communicate frequently with their members, clients and patrons through a combination of electronic and hardcopy newsletters. About 39% of centers regularly send out a hardcopy newsletter or

[11] Small centers were not asked these questions in the 2010 survey.

Figure 18: Social Networking Websites

18a: Presence on social networking websites

% of centers w/ a profile on Facebook, MySpace, or Twitter (n=69)



18b: Uses of social networking websites

% of centers who use social networking (n=60)

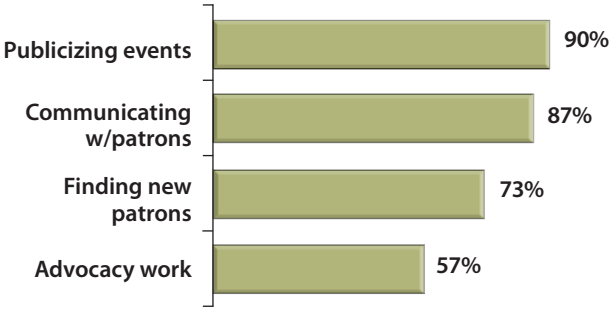
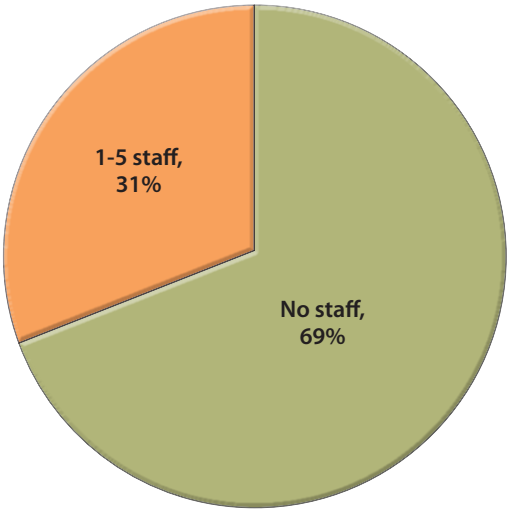
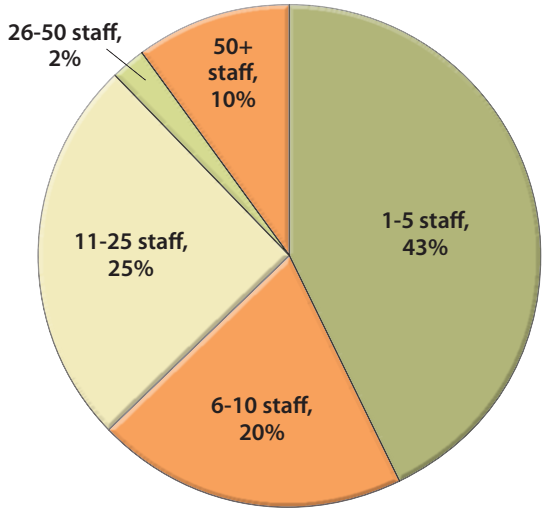


Figure 19: Paid staff size

% of centers (n=67)



Small Centers



Large Centers

similar publication, with 25% of these centers mailing them quarterly and 41% sending them monthly. Nearly three-quarters (74%) of centers have an electronic newsletter, which is most often sent out weekly (41%) or monthly (26%). Member communications are more or less evenly split between hardcopy and electronic outreach. The average center sends out hardcopy newsletters to 5,018 people and electronic newsletters to 5,081 people (with a median of 1,900 people and 2,084 people respectively).

All the responding LGBT community centers have websites. Nearly all centers (87%) also report using online social networking websites, such as MySpace, Facebook, or Twitter to engage with their communities. As *Figure 18* shows, centers use these sites to communicate with patrons, publicize center events and find new patrons. Centers can create these sites free of charge and update them frequently, which makes MySpace and Facebook especially appealing to smaller centers without the technical capacity to design and manage their websites.

Center Staff

As shown in *Figure 19* on the previous page, most LGBT community centers have five or fewer paid staff members. Over two-thirds (69%) of small community centers have no paid staff and the rest have fewer than five paid staff. Even in large community centers, the majority (63%) has 10 or fewer paid staff members and only 37% have more than 10 paid staff members. The staff at small centers is evenly split between full-time and part-time, while the majority of the paid staff at large centers are full-time.

Additionally, large centers had, on average, 136 active volunteers, who volunteered at least 12 hours over the course of 2009, while the median large center had 75 volunteers.[12] These volunteers are integral to the operations of community centers and their involvement underscores the role that community centers play in broader communities.

Nearly all community centers (81%) have an executive director (ED) or chief executive officer (CEO), though 26% have either a volunteer ED or a part-time paid ED (see *Figure 20*). More than half of community centers (51%) also have a paid full- or part-time program director. But many centers do not have finance directors (54%), development directors (62%), or administrative directors (75%), even when taking part-time paid and volunteer positions into account. The average tenure for executive directors at both small and large centers is five years compared to three years for finance directors and development directors (see *Table 1*).

Looking at paid staff, 49% of community center staff are male, 41% are female and 10% identify as genderqueer/other (see *Figure 21* on next page). The staff of community centers is racially and ethnically diverse: close to half of staff members (47%) are people of color (POC). Twenty-two percent are Latino(a), while 19% are African American and 4% are Asian/Pacific Islander. A remaining 1% of staff identifies as Native American and 1% identify as another race.

Center Boards

Virtually all (94%) of the responding LGBT community centers have boards. The remaining centers are affiliated with larger organizations and therefore do not have their own boards. The average center has 14 board members, while the median has 15 board members. The largest board has 26 members, while the smallest has just four. However, more than half (59%) of the seats on community center boards are currently vacant.

Figure 20: Status of staff positions

% of organizations (n=69)

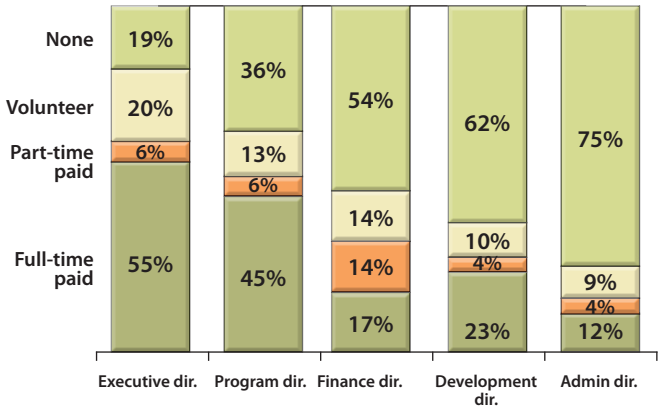


Table 1: Tenure for key staff positions (years in position)

	Executive Director	Program Director	Finance Director	Admin. Director	Develop. Director
High	21	15	15	16	9
Median	3	3	2	3	3
Average	5	4	3	5	3
Low	< 1	< 1	< 1	< 1	< 1

Board members are less diverse than staff across both gender and race/ethnicity. More than half (57%) of board members are male, while 40% are female and 3% identify as genderqueer/other. A clear majority of center board members are Caucasian (84%), while Latino(a) and African Americans make up 11% of center boards. See *Figure 22*. Some centers noted that they are actively trying to diversify their boards, both in terms of race/ethnicity and gender and CenterLink has been working with many community centers to help make this happen.

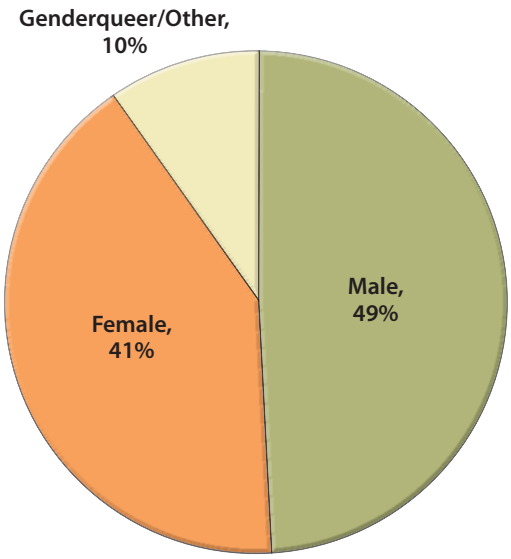
Fundraising is not required for 41% of LGBT community center boards. However, for those boards requiring fundraising, most have "give-or-get" policies, requiring their board members to either donate or raise a set amount of money each year. The average give-or-get amount is $2,644 and the median is $1,500.

[12] Small centers were not asked this question in the 2010 survey.

Figure 21:

21a: Gender identity

% paid staff at centers with budgets > $100K
(n=40)



21b: Race/ethnicity

% paid staff at centers with budgets > $100K
(n=40)

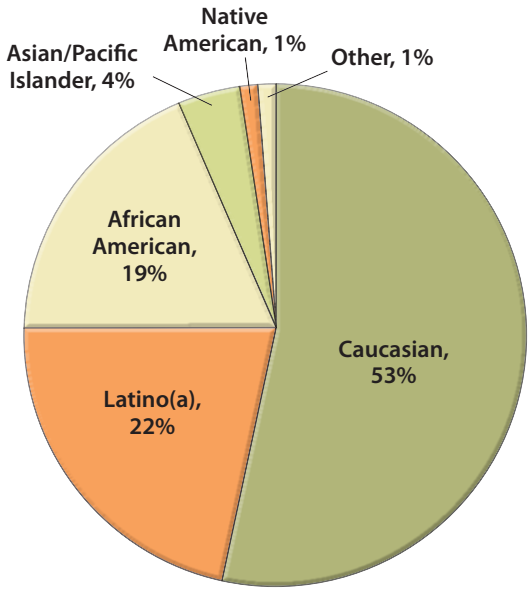
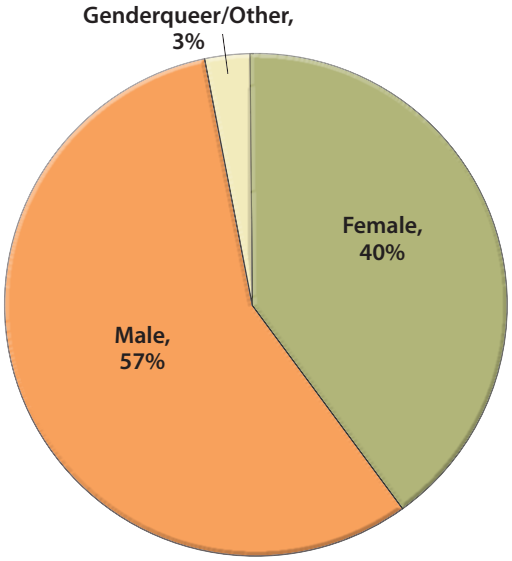


Figure 22:

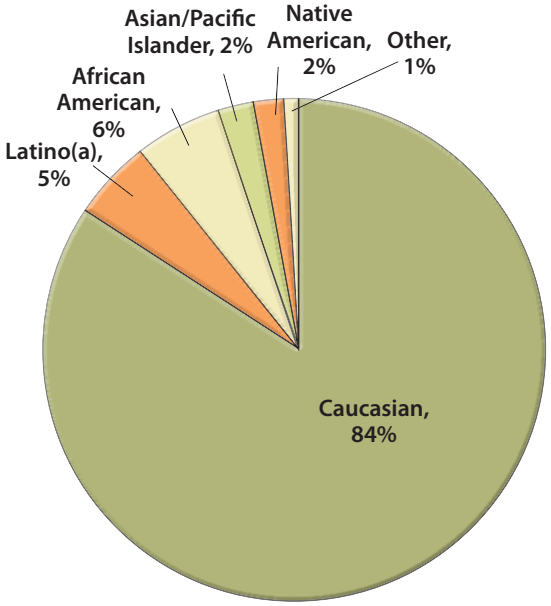
22a: Gender identity

% board members for all centers (n=65)



22b: Race/ethnicity

% board members for all centers (n=65)



Among general board activities, survey respondents reported that boards spent about 28% of their time on fundraising, 20% setting general direction and priorities for the center and 16% on fiscal oversight of the center. The remaining activities included strategic planning, public education about LGBT issues, policy advocacy, directly running programs, performing administrative tasks and serving as LGBT "ambassadors" to the general public.

CENTER PROGRAMS & SERVICES

To better understand who LGBT community centers serve and the wide range of programs and services they offer, centers were surveyed on their constituents and program categories.

Who Community Centers Serve

In combination, LGBT community centers serve more than 30,000 individuals in a typical week and refer an additional 9,500 people to other organizations or agencies. The average small center serves 270 people in a typical week, while the median serves 25. The average large center serves 605 people in a typical week compared to 200 for the median. The busiest center (the L.A. Center) serves 6,000 individuals weekly at its five locations, while the least busy serves two.

Most centers (95%) attempt to collect at least some client demographic information, usually either through information from intake forms (94%), formal surveys of patrons (79%), or staff/volunteer observations (74%). To get a better sense of the people LGBT community centers serve, large centers were asked for demographic estimates of patrons and clients based on their gender, race/ethnicity, age, household income and education level. As shown in *Figures 23-27*, large LGBT community centers serve a fairly diverse group of people, across all five measures.

The average large center's patrons are 50% male, 42% female and 8% genderqueer/other (see *Figure 23*). As shown in *Figure 24*, although the majority of large center clients are Caucasian, the client base is more racially and ethnically diverse than the American population as a whole. (The American population is about 66% Caucasian.[13]) Geography heavily influences the client base and some centers serve clients who are nearly all people of color or from lower income groups.[14] Almost half (45%) of centers offer services in a language other than English, with most of these centers offering

Figure 23: Gender Identity of Clients/Patrons
Average for large centers providing information (n=35)

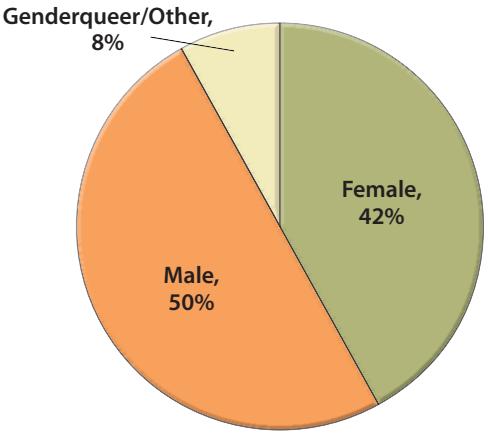
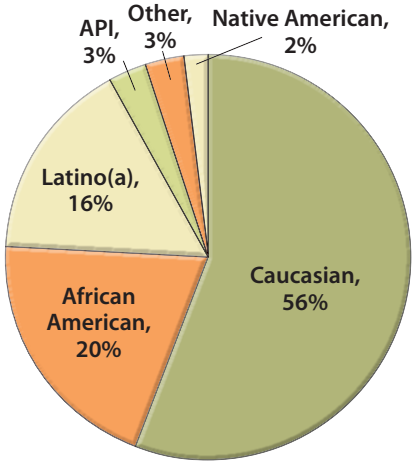


Figure 24: Race/ethnicity of patrons/clients
Average for large centers providing information (n=38)



services in Spanish. Several centers offer services in American Sign Language, Chinese (both Cantonese and Mandarin), Creole and Tagalog.

Large centers serve proportionately fewer adults over age 65 (9% of clients are older adults vs. 12% of the American population in general). A 2010 report entitled "Improving the Lives of LGBT Older Adults"[15] found that LGBT older adults are often uncomfortable seeking LGBT-specific services and many feel disconnected from or unwelcomed by younger generations of LGBT people. However, large centers do serve a good cross-range of other ages, incomes and education levels (see *Figures 25-27*).

[13] United States Census Bureau, 2006-2008 American Community Survey 3-Year Estimates.
[14] Funders interested in targeting specific communities and populations can contact MAP to access the survey data to find the centers engaged with those groups.
[15] Available at www.lgbtmap.org or www.sageusa.org.

Figure 25: Age of patrons/clients

Average for large centers providing information (n=35)

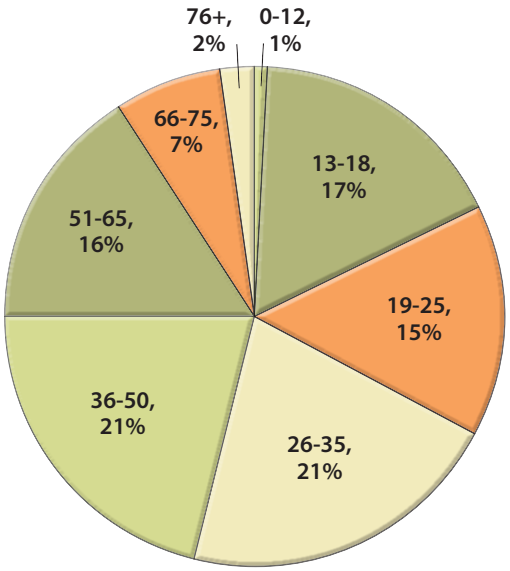
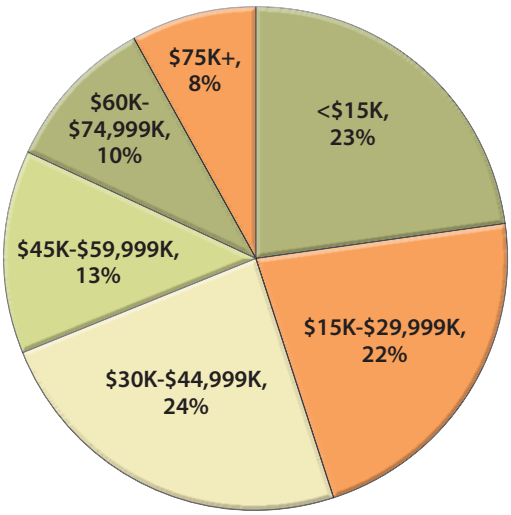


Figure 26: Household income of clients/patrons

Averages for large centers providing information (n=26)



LGBT community centers may also offer services tailored to specific populations. As shown in *Figure 28*, more than 80% of all centers offer programs targeted toward LGBT youth and transgender people. Nearly two-thirds (64%) of all centers offer programs designed for LGBT older adults. Far fewer community centers offer programs designed specifically for LGBT immigrants (20%) and homeless people (13%) generally, as compared to homeless youth (35%).

Figure 27: Highest education completed of adult patrons/clients

Average for large centers providing information (n= 24)

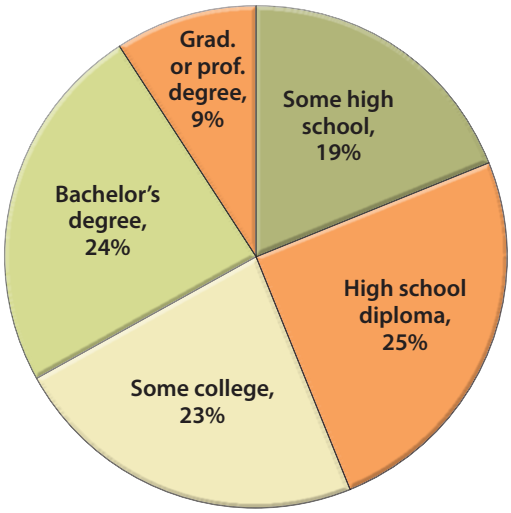
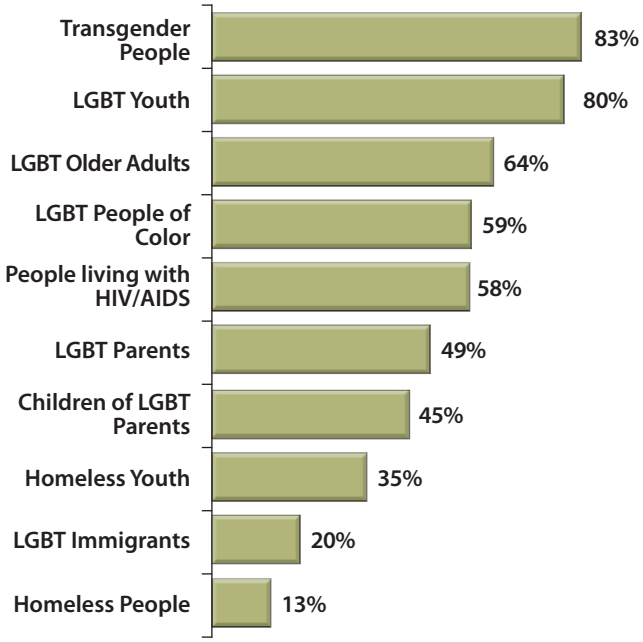


Figure 28: Centers Offering Programs Designed for Specific Communities

% of centers offering services (n= 69)



Program Budgets

Cumulatively, large centers spend a clear majority (72%) of their budgets on program-related expenses (see *Figure 29*).[16] This is well above the 60% threshold set by the American Institute of Philanthropy's guideline for successful organizations.

Types of Programs

Centers were surveyed on their health and mental health services, information and education programs, community outreach and training programs, policy and civic engagement programs, arts and culture programs and legal services. Large centers spent most of their program and services budget on mental and physical health programs (37%), information and education services (24%) and community outreach (17%) as shown in *Figure 30*.[17]

Physical and Mental Health Programs

LGBT community centers provide important physical and mental health programs to thousands of LGBT people each year (see *Figure 31*).

Physical Health Services. Looking first at physical health services, 29% of all responding centers (20 centers) indicated that they provide some physical health services, though only three of these centers were small centers. The average center offering physical health services offered them to 3,719 people per year in 2009, with three centers serving more than 10,000 people in 2009. Excluding these three large centers, the average center served 1,018 people in 2009. The median center provides physical health services to 500 people.

Figure 32 on the next page shows the percent of centers offering various specific physical health programs. All centers that offer some form of physical health programs provide general health and wellness programming and LGBT-friendly health care referrals. Approximately one-fifth of all centers offer exercise and fitness programs or nutrition programs. Health, wellness, nutrition and exercise programs are often targeted at LGBT youth and LGBT older adults, though one center indicated that their nutrition program is designed for people living with HIV/AIDS. Few centers (10%) provide direct medical services and only the L.A. Center has a pharmacy as part of its health clinic.

[16,17] Small centers were not asked these questions in the 2010 survey.

Figure 29: Combined 2010 functional expenses by budget size

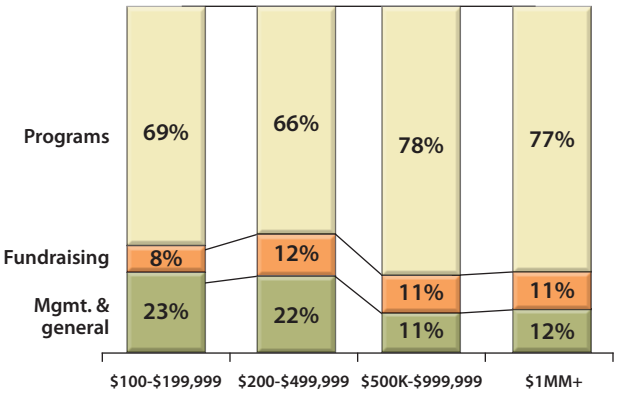


Figure 30: 2009 program expenditures by general program areas

Average % combined program budgets spent by large centers (n=33)

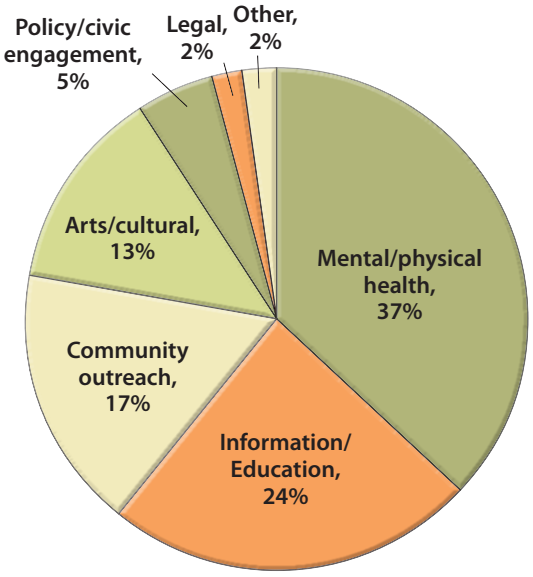
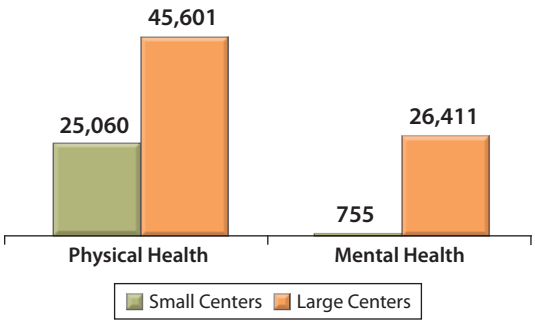


Figure 31: Estimated number of people served in 2009, Physical and Mental Health Services

(n=20)



Nearly half (49%) of all centers and 67% of large centers, offer sexually-transmitted infection (STI) services or programs, many of which are HIV/AIDS-related. Most STI programming focuses on education, outreach and prevention (see *Figure 33*) and over half of centers offering such programming have programs specifically tailored to LGBT youth. Fewer centers have HIV outreach/education and prevention programs tailored for LGBT older adults, LGBT people of color, or transgender people.

Mental Health Services. Of all responding centers, 29% (20 centers) also indicated that they provide some mental health services. Again, virtually all of these centers are large; only two small centers report offering mental health programming.

Compared to physical health services, fewer people receive mental health services through centers. In 2009, an average center offering mental health services served 1,430 people per year (565 people per year excluding the L.A. Center) and the median served 360 people. As shown in *Figure 34*, although only 29% of centers report offering mental health services, a majority of centers provide discussion or support groups (many of which are facilitated) and mental health referrals. More than one-third of centers provide addiction and recovery programs as well as individual counseling (though only 4% provide psychiatric services).

Some centers provide physical and mental health services through hotlines. One-quarter of responding centers operate a hotline through which callers can receive services including anti-violence assistance, suicide prevention, STI prevention and HIV/AIDS-related help. No small centers reported they operate hotlines.

Centers also offer anti-violence programming to LGBT community members and outside organizations, including rapid incident response, hotlines, technical assistance and training and anti-violence literature. More than one third of centers have anti-violence literature, while 23% provide technical assistance, training and support. Domestic abuse counseling is offered by 17% of centers.

If community centers offer mental health services, these services are generally designed to meet the needs of the broader LGBT community. However, a minority of centers have services specifically designed for LGBT youth, transgender individuals, LGBT older adults and LGBT people of color (See *Figure 35* on the following page).

Figure 32: Physical health services/programs

% of centers offering services (n=69)

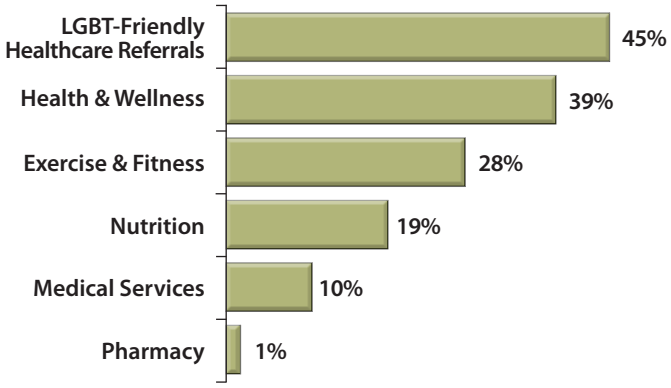


Figure 33: STI and HIV/AIDS-related services/programs

% of centers offering services (n=69)

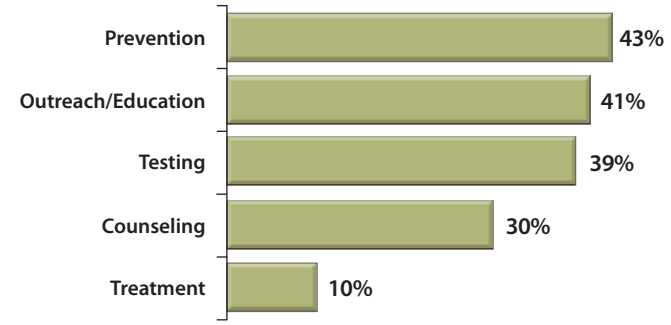


Figure 34: Mental health services/programs

% of centers offering services (n=69)

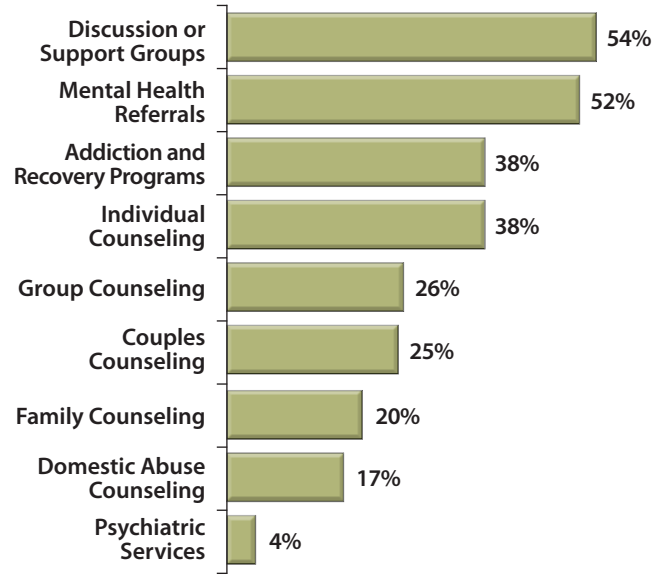
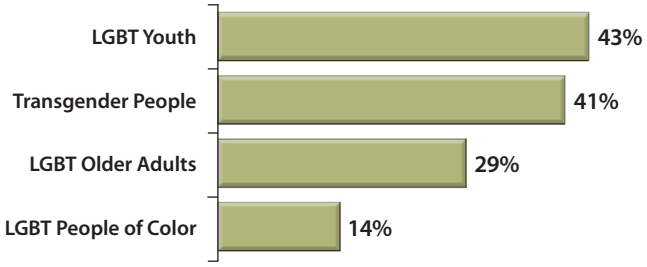


Figure 35: Mental health services and programs designed for specific communities

% of centers offering services (n=69)



Mental health services for LGBT youth vary from center to center. Centers are most likely to offer facilitated support groups (35% of centers), peer-led support groups (25% of centers) and individual counseling (23% of centers). Very few centers provide psychiatric or addiction counseling specifically for LGBT youth (3% and 1%, respectively).

Nearly one-third of all centers (32%) offer facilitated support groups for transgender individuals, however only a few centers offer individual, couples, or family counseling specifically for transgender individuals.

Fewer centers offer services specifically designed specifically for LGBT older adults (29%) or LGBT people of color (14%). When offered, these services take the form of facilitated support groups.

Information and Education Programs

Information and education programming makes up 24% of the program budget of large community centers. Most centers serve as information sources for patrons, providing referrals to local LGBT businesses (83%) or maintaining an in-house library (74%). Economic services such as financial literacy training (offered by 33% of all centers), job directories (22%) and employment training (22%) are a lesser focus. See *Figure 36*.

Community Outreach and Policy Work

Community outreach is the next largest portion of large community centers' program budget (17%). The most common outreach programs are targeted at the general public (70%), healthcare providers (61%) and schools (57%). See *Figure 37*.

Community centers can also play an important role in connecting local constituents of LGBT equality with the state and national organizations working to advance pro-

Figure 36: Information or education services/programs

% of centers offering services (n=69)

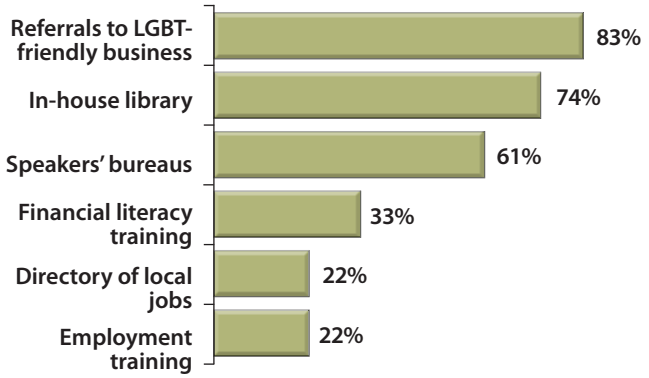


Figure 37: Community outreach and training services/programs

% of centers offering services that target… (n=69)

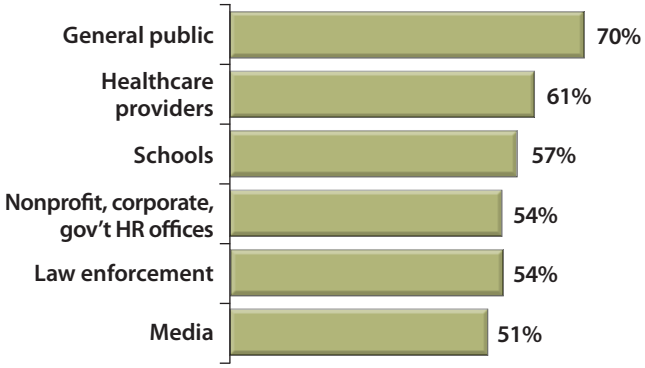
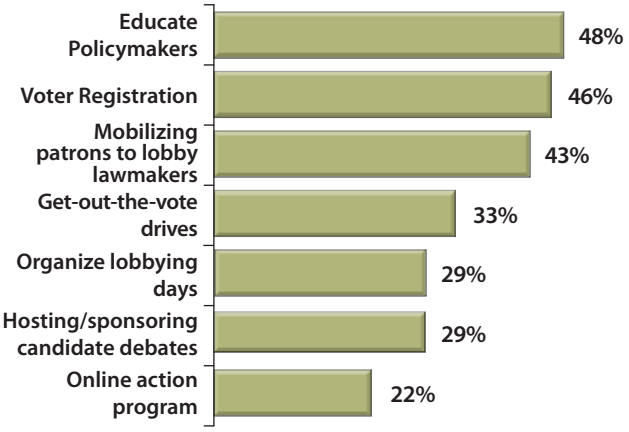


Figure 38: Policy and civic engagement services/programs

% of centers offering services (n=69)



LGBT public policies. Centers spend approximately 5% of their budgets on civic engagement programs to mobilize and educate their own constituents. Most (75%) LGBT community centers participate in civic engagement work. The most common activity is educating policymakers about LGBT policy issues (48%) followed closely by voter registra-

tion (46%) and mobilizing patrons to lobby lawmakers (43%). Centers also participate in get-out-the-vote drives (33%) and organizing lobby days or candidate debates (29% each). See *Figure 38* on previous page.

The top policy issues for community centers engaging in policy work are safe schools and anti-bullying policies, transgender rights and non-discrimination policies (30 centers mentioned one of these issues as one of their top three policy priorities). These three issues were also the top priorities in the 2008 Community Center Survey report. HIV/AIDS and hate crimes were also high priorities for 24 and 20 centers respectively. Income security, immigration issues, parenting rights and access to health care were the four issues least likely to be ranked a high priority. See *Figure 39*.

Large centers were asked what percent of their total advocacy time was spent advocating for change at various levels of government. On average, large community centers spend nearly half of their total advocacy time targeting change on the local level, 42% at the state level and 15% at the federal level. Nearly two-thirds of large LGBT centers indicated that they have engaged in local, state and/or national level public policy coalitions or collaborations.

LGBT community centers, both large and small, are likely to have at least some contact with the statewide advocacy group that is active in their state. For example, 98% of centers that engage in policy work reported either high (41%) or limited (57%) engagement with their state group. Only one center, the Rainbow Outreach Metro Omaha GLBT Center in Nebraska reported no engagement (because Nebraska lacks a statewide advocacy organization). Only 26% of LGBT community centers reported high engagement with local religious organizations, while another 65% reported limited engagement and 9% reported none.

Arts and Cultural Programs

While many centers offer arts and cultural programs, such as film screenings (52%) and gallery space (43%), these arts and cultural programs only constitute 13% of overall program spending. See *Figure 40*.

Legal Services and Programs

Legal services and programs make up only 2% of total program expenses. Few centers provide direct legal services, but most provide referrals to LGBT-friendly legal services (81%). See *Figure 41*.

Figure 39: Top policy issues

No. of centers listing issue as one of its three highest policy priorities (n=60)

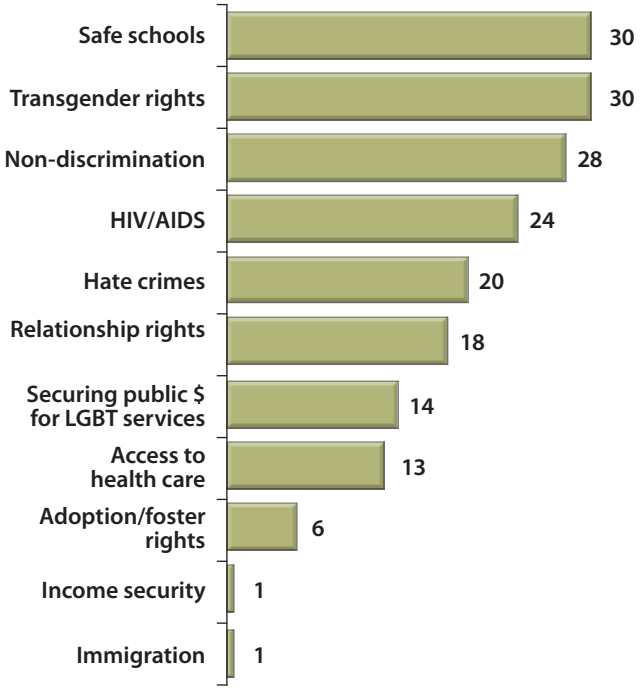


Figure 40: Arts and cultural services/programs

% of centers offering services (n=69)

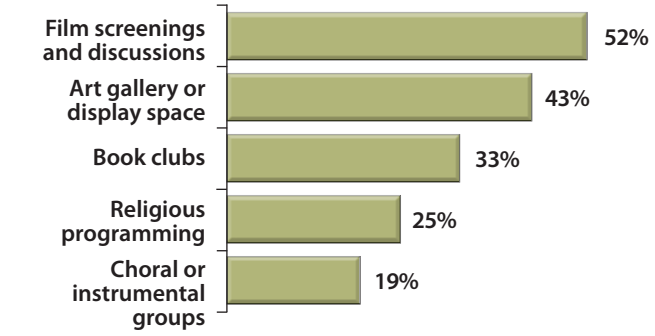
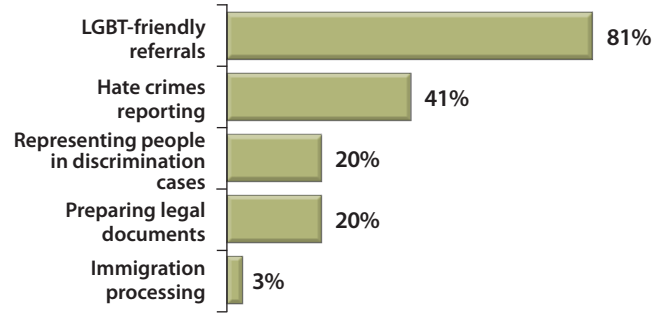


Figure 41: Legal services/programs

% of centers offering services (n=69)



Programs for Youth and Older Adults

About two-thirds of centers offer programs that are specifically targeted at LGBT youth or LGBT older adults. The most common LGBT youth and LGBT older adult programs are recreational programs, support groups and health and wellness programs, as shown in *Figures 42* and *43*. Several centers offer SAGE-affiliated programs, which are designed to help community centers meet the needs of the growing LGBT older adult population.

COMPUTER CENTERS[18]

Nearly three-quarters (72%) of responding LGBT community centers provide patrons with some type of computer services or programs (many of the centers which do not provide computer services are centers which lack physical space). The provision of computer services and programs also varies by center size, as shown in *Figure 44*. Approximately two-thirds of large centers offer computer services sponsored by the David Bohnett Foundation's CyberCenter program, while two small centers, the Montrose Counseling

[18] The David Bohnett Foundation's CyberCenter program provides funding for computer equipment at 54 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 and clients on the 2008 and 2010 surveys.

Figure 42: Programs for LGBT Youth

% of centers (n=69)

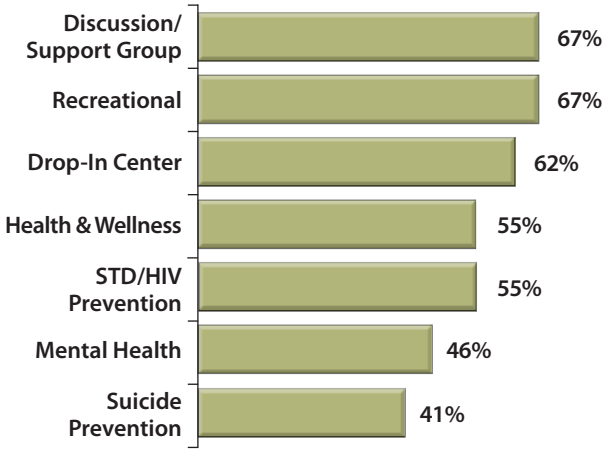


Figure 43: Programs for LGBT Older Adults

% of centers (n=69)

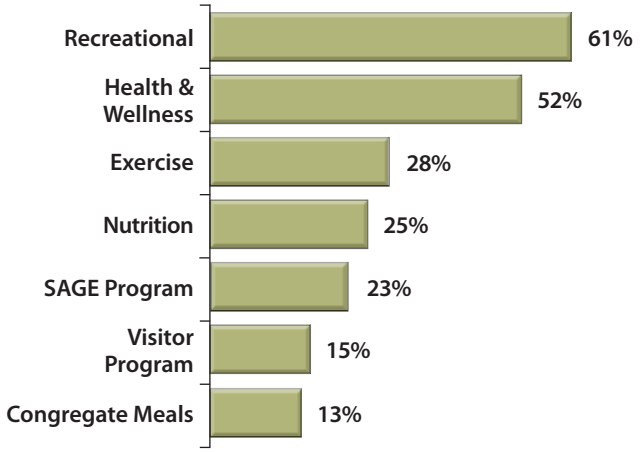
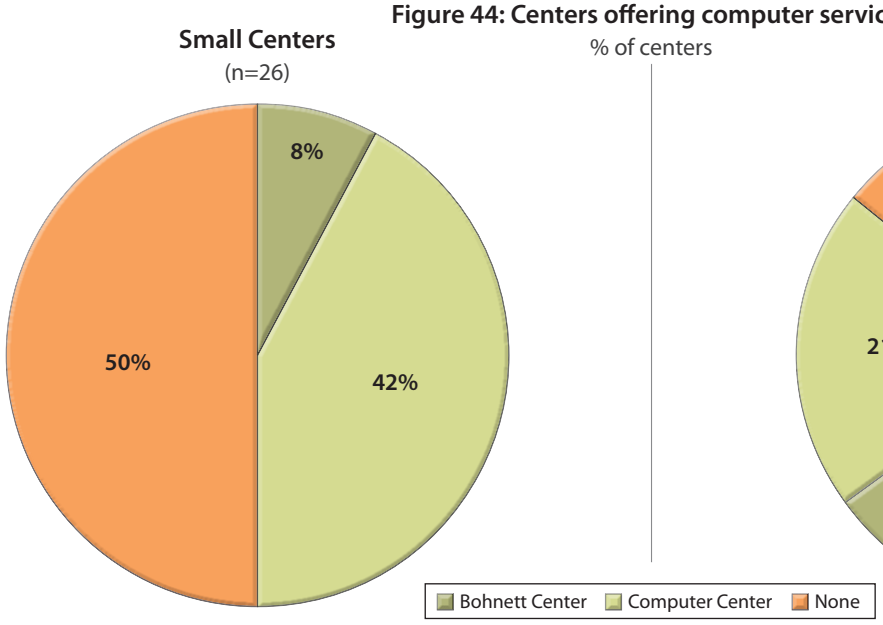


Figure 44: Centers offering computer services

% of centers



Center located in Houston and the GLBT Community Center of Central Florida in Orlando, are also a part of the program.

Centers that do not offer computer services and programs indicate that the top three obstacles to providing such services are: lack of money to purchase and maintain equipment (47%), lack of physical space for equipment (42%) and lack of staff or volunteer expertise to oversee services (32%). No centers cited lack of high speed internet in their area or lack of community interest as challenges to providing computer services.

The remainder of this section compares differences between the 30 centers that are part of the Bohnett CyberCenter program (referred to as "Bohnett CyberCenters" in the text and figures) and the 20 centers that are not, but still provide some computer services (referred to as "other computing centers").

As *Table 2* shows, the average Bohnett CyberCenter has more computers than the average other computing center (eight vs. five). In a typical week, the average Bohnett CyberCenter serves 164 more patrons and clients than the average other computing center.

Almost all the Bohnett CyberCenters (83%) offer programs from the Microsoft Office software suite (e.g., Word, PowerPoint, Excel), compared to 68% of the other computing centers. Seven of the Bohnett CyberCenters also offer several Adobe programs, including PageMaker and Photoshop, compared to only three other computing centers.

Nearly all (97%) of Bohnett CyberCenters offer patrons high-speed Internet connections, either through DSL or cable lines and nearly half offer wireless Internet connections. Other computing centers are about equally likely to have high-speed internet connections (95%) and to offer wireless Internet connections (50%).

As *Figure 45* shows, the Bohnett CyberCenters are more likely to offer computer-training programs related to general software use (30% vs. 20%) and online job searching (27% vs. 20%), while other computing centers are slightly more likely to offer training in general Internet use (25% vs. 23%).

Entertainment, job searches and keeping in touch with family and friends were the top activities of patrons at both Bohnett CyberCenters and other computing centers, with job searching significantly higher at Bohnett CyberCenters (57%) compared to other computing centers (33%). See *Figure 46*.

Table 2: Numbers and ages of computer equipment
Averages for centers with computer services and programs

	David Bohnett CyberCenter community centers (n=30)	Other community centers (n=20)
No. of computers	8	5
Age of computers	2 years	4 years
No. of printers	1	1
Age of printers	2 years	3 years
Monthly users	233	69

Figure 45: Types of computer training offered
(n=50)

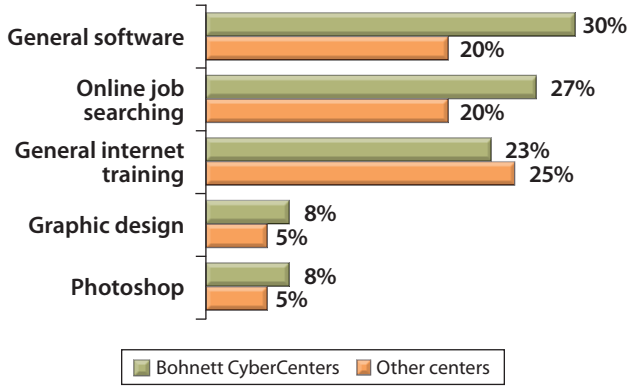
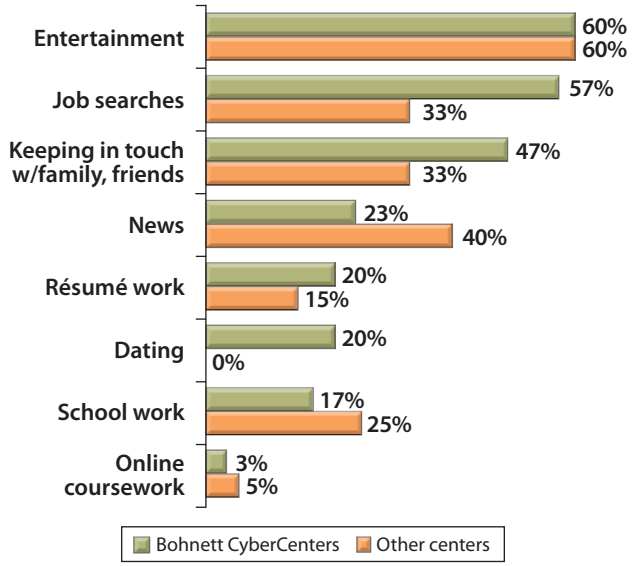


Figure 46: Top patron computer activities
% of centers listing activity as one of top three



We also found differences when looking at how often computer resources are used at the two different types of centers. Bohnett CyberCenters receive much more use, with 78% reporting that their computer equipment is being used for at least 41% of the community center's total opening hours, compared to 58% of other computing centers reporting a similar rate of use. See *Figure 47*.

Most centers report that patrons rarely wait to use computer equipment. No Bohnett CyberCenters report that patrons must wait for computers more than 40% of the time, while two other computing centers report that patrons must wait for computers over 80% of the time.

When asked about the major challenges to maximizing their computer programs and services, other computing centers cited the general lack of computer equipment as well as the lack of staff and volunteer time and expertise to manage or oversee computer services. By contrast, Bohnett CyberCenter programs saw staff and volunteer time as by far the biggest challenge. See *Figure 48*.

Centers were asked to provide the demographics of patrons specifically using computer resources. Eleven of the 30 Bohnett CyberCenters and 6 of the 20 other computing centers track this data through formal surveys of patrons or via intake forms.[19] Other centers rely on estimates from staff or volunteer observations or ask for limited information about patrons, such as zip codes. *Figures 49-53* on the next page show data for these centers, broken out by gender identity, race/ethnicity, age, household income and highest educational level attained.

Both Bohnett CyberCenters and other computing centers serve similar patrons in terms of gender identity, with a predominance of men (58% and 57% respectively) versus women (36% and 36% respectively). Genderqueer/other patrons make up 6% of Bohnett CyberCenter clients and 7% of other computing center clients.

Bohnett CyberCenters serve a higher percentage of people of color compared to other computing centers (51% vs. 41%). But overall, given that 66% of the US population is Caucasian, both types of computer centers are serving a relatively large proportion of people of color.

[19] A few centers indicated that they have plans in place to begin tracking patron information. Of the 31 centers that do collect this information, some formally survey their patrons (21% of the Bohnett centers and 60% of the other centers), while other rely on intake form information (58% of Bohnett centers and 40% of other centers).

Figure 47: How often computer equipment is being used

% of centers in each range (n=25)

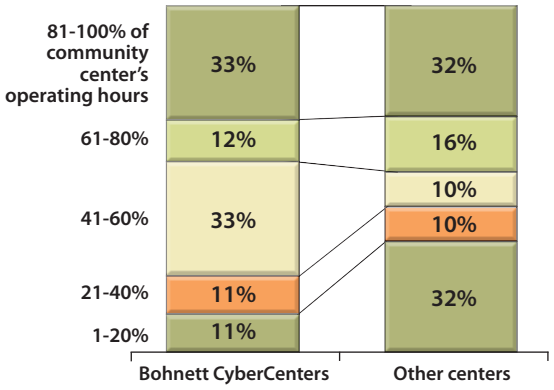
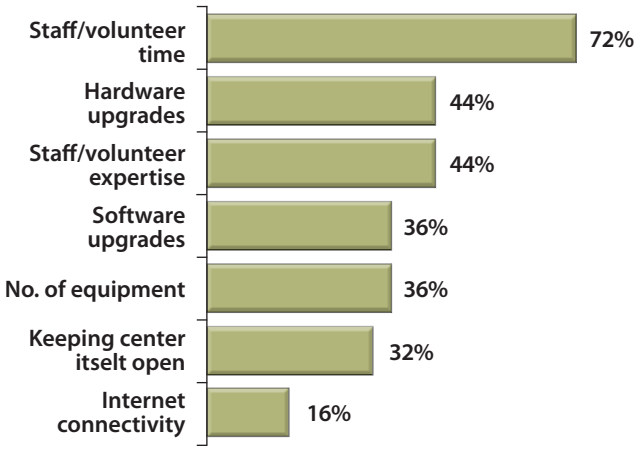


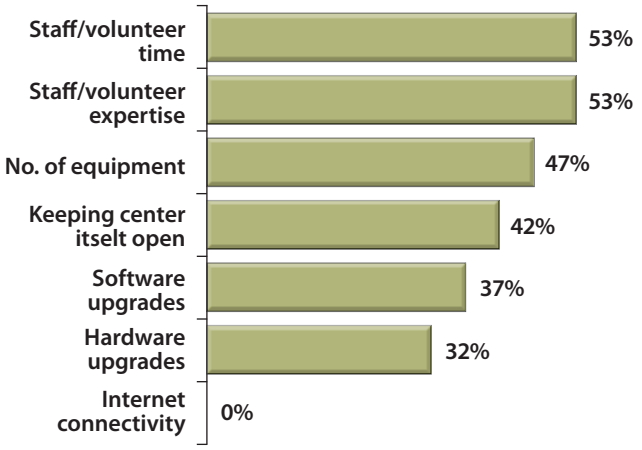
Figure 48: Challenges to maximizing computer resources and services

% of centers indicating challenge

48a. Bohnett CyberCenters (n=25)



48b. Other Centers (n=19)



Bohnett CyberCenter patrons have a somewhat younger average age when compared to other computing centers, as shown in *Figure 51*. More than half of Bohnett CyberCenter patrons are ages 25 or younger, compared to 45% of other computing centers' patrons.

Both Bohnett CyberCenters and other computing centers serve primarily patrons whose household incomes are less than $30,000 per year and whose highest level of education is a high school diploma/GED or less.

Finally, we asked respondents to estimate how many clients had access to a computer at home. Both Bohnett CyberCenter and other computing centers reported that approximately one-third of computer center patrons had a computer at home. These statistics underscore the important function that computing resources at LGBT community centers serve for predominantly low-income patrons who lack computers in their homes by allowing them to search for jobs, connect with family and friends and complete school work.

Figure 49: Gender identification of computer services and programs clients/patrons

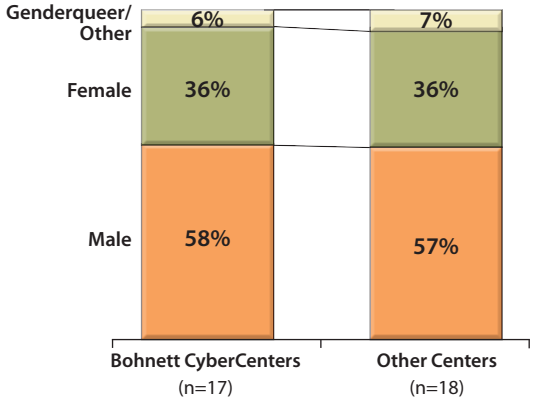


Figure 50: Race/ethnicity of computer services and programs patrons/clients

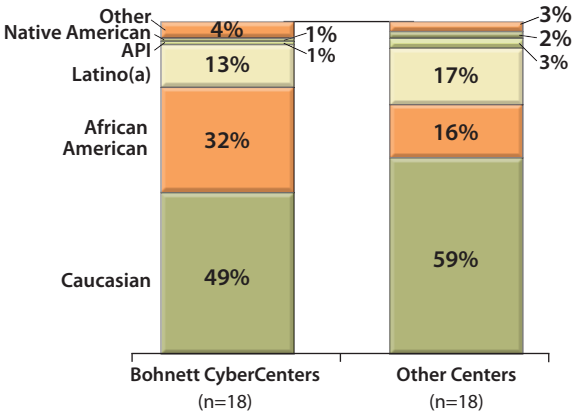


Figure 51: Age of computer services and programs patrons/clients

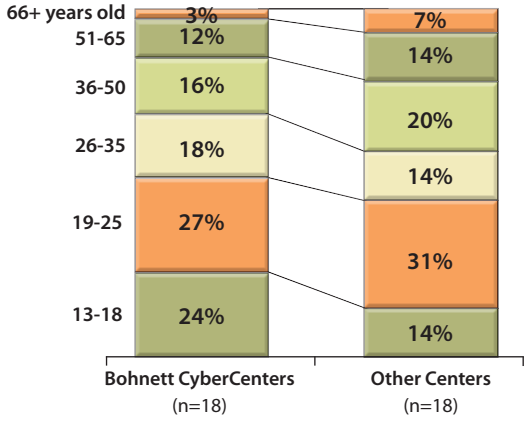


Figure 52: Household income of computer services and programs clients/patrons

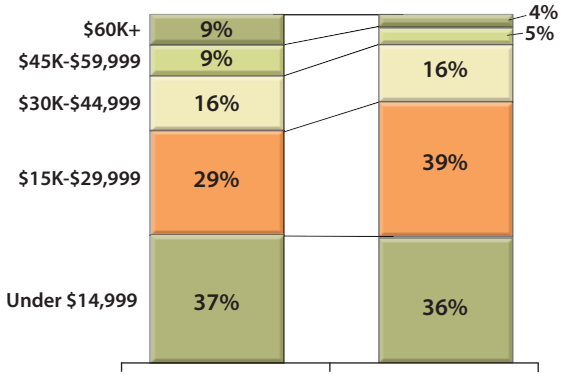
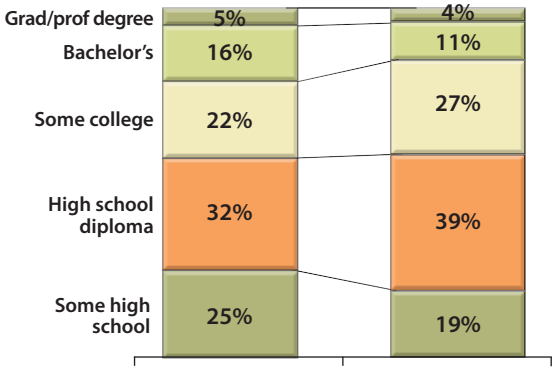


Figure 53: Highest education completed of adult computer services and programs patrons/clients



THE IMPACT OF THE ECONOMIC DOWNTURN

Beginning in mid-2008, the U.S. and global economies experienced a severe economic downturn. As reported in MAP's 2009 report entitled "LGBT Nonprofits and Their Funders in a Troubled Economy," many LGBT organizations reported significant decreases in revenue and increased difficulties in fundraising. The 2009 report did find, however, that LGBT community centers were better able to adapt to the difficult financial climate than were other LGBT nonprofits. For example, 59% of community centers reported that they were able to meet or exceed their July to December 2008 revenue projections contrasted with 75% of youth/schools-focused organizations which *missed* revenue projections.

To examine if and how LGBT community centers were able to remain resilient in face of the economic downturn, we compared the centers who responded to the 2008 and 2010 Community Center Survey (thereby providing data trends for 2006 through 2010). We found that small centers grew financially during this five-year period, while larger centers simply kept pace with inflation. The 2010 Community Center Survey also included specific questions about centers' response to the economic downturn. It found that many centers reduced personnel costs, reduced operating hours and, as a result, served fewer people.

Budgets and Revenue

Forty LGBT community centers—five small centers and 35 large centers—participated in both the 2008 and 2010 Community Center Surveys.

Looking first at the five small centers, we see encouraging growth in these fledgling organizations. The five small centers had a cumulative expense budget of $65,420 in 2006, with two centers reporting no expense budget. As *Figure 54* shows, over five years, these centers experienced an increase in their expense budgets of nearly 200%, with cumulative budgets in 2010 of $192,952. These five centers, did, however experience a slight decline in budget between 2009 and 2010.

Similarly, these small centers also experienced an increase in revenues over four years[20] (see *Figure 55*). The five small centers had cumulative revenues of $101,020 in 2007, growing to $235,051 in 2010 (though these centers again experienced a revenue decline between 2009 and 2010).

Figure 54: Small Center Budgets Over Five Years
Cumulative budgets for small centers participating in 2008 and 2010 surveys (n=5)

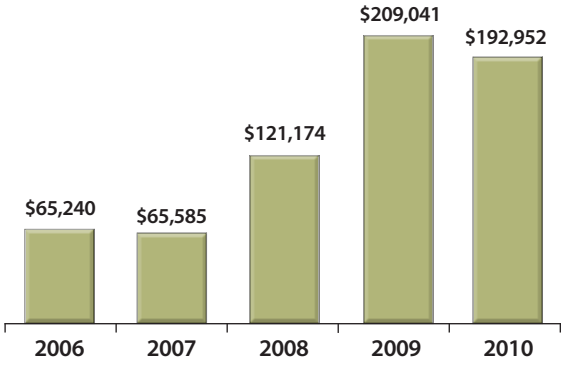


Figure 55: Small Center Revenue Over Four Years
Cumulative revenue for small centers participating in 2008 and 2010 surveys (n=5)

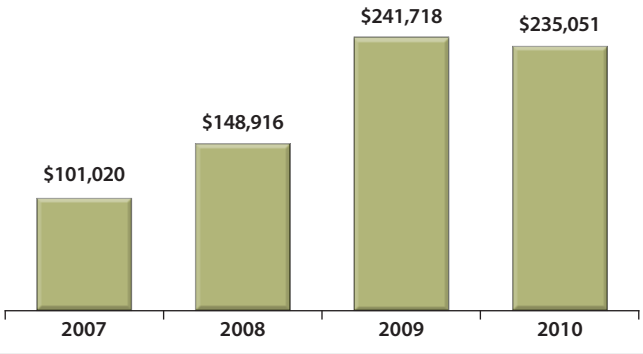
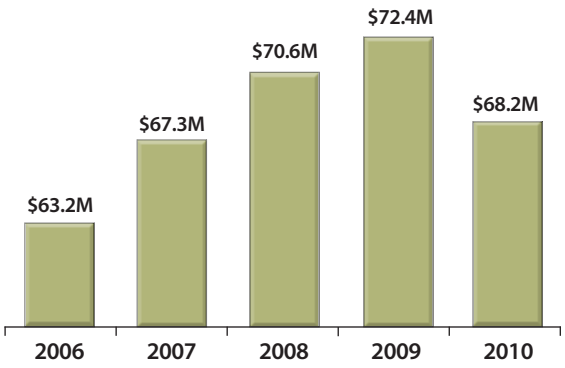


Figure 56: Large Center Budgets Over Five Years
Cumulative budgets for large centers participating in 2008 and 2010 surveys (n=35)



[20] Centers were not asked to provide their 2006 revenue on the 2008 Community Center Survey.

The 35 large centers showed less growth, with a reported cumulative expense budget of $63.2 million in 2006 versus $68.2 million in 2010 (see *Figure 56* on previous page). Large centers also saw a small increase in revenue from 2007 to 2010 ($72.6 million to $77.8 million). However, these large centers also experienced shrinking budgets and revenue between 2009 and 2010.

Financially, small centers have experienced greater absolute growth over the past five years than have large centers. This is in part because small centers have relatively small expense budgets so the receipt of one large grant may more than double a center's budget.

Physical Space and Hours of Operation

In the 2008 survey, two of the five small centers reported that they did not have physical space, whereas in 2010, all five centers had physical space. Additionally, the cumulative hours that the centers were open increased by almost 50%—from 80 hours per week to 119 hours per week (for an average increase of 20 hours per week per center).

In the 2008 survey, 13 of the large centers reported owning their buildings (those with and without a mortgage), while 22 rented. By 2010, one additional center moved from renting to owning a building. Unlike with the smaller centers, opening hours decreased, with the average center being open 61 hours per week in 2008 versus 53 hours per week in 2010—likely another reflection of the economic downturn. The 35 large centers also served fewer people, with an average large center serving 921 people per week in 2008, versus 668 people per week in 2010.

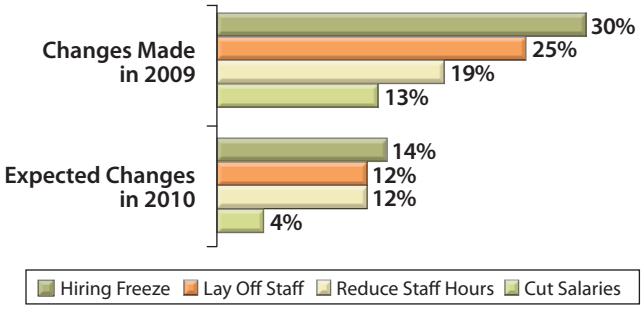
Staffing Changes

The five small centers reported staff growth, moving from one full-time paid staff member in total in 2008, to two full-time staff (both executive directors) and one paid part-time staff (an administrative director) in 2010.

Large centers reported staff declines, with 916 cumulative paid staff in 2008 versus 748 paid staff in 2010. Similarly, the average large center had 26 paid staff in 2008 and 21 paid staff in 2010.

When all 69 centers participating in the 2010 survey were asked about personnel, many centers indicated that they made changes in personnel policies in response to the economic downturn. For example, in fiscal year 2009, 30% of community centers avoided filling vacant

Figure 57: Personnel Changes in Response to Economic Downturn
(n=69)



positions, while 25% laid off staff. Other centers reduced staff compensation, either by reducing staff hours (19%), reducing salaries (13%), eliminating salary increases that would have typically occurred (25%), or eliminating bonuses that would have typically been awarded (4%), as shown in *Figure 57*. Many centers reported taking more than one of these actions. Centers without paid staff indicated that they had to cut service hours and delay hiring paid staff as a result of the economic climate.

When asked about their personnel plans for fiscal year 2010, some (though fewer) community centers still indicated they were expecting to take steps to reduce personnel expenses. As shown in *Figure 57*, 14% of centers reported that they may institute a hiring freeze, while 12% reported that they may reduce staff hours and 12% may lay off staff.

Computer Center Changes

The 2010 survey asked centers how the economic downturn affected their computer resources. As described earlier, many of the computer resources at community centers are used for job-related activities, such as job training, job searching, or resume writing. Of those centers with computer resources, 52% indicated that demand for computer resources increased since 2008 in response to the economic downturn. Just as demand for computing resources has increased, LGBT community centers have faced economic challenges in providing these resources. Fourteen centers reported that they have cut computer center hours or have put plans to expand computer resources on hold, or both. Other centers have responded by trying to become more efficient in providing computer resources; 28% have improved their understanding of the costs associated with offering computing resources, while 22% have identified which computer resources are most vital to their patrons.

On an encouraging note, however, centers were more optimistic about fiscal year 2010. Several centers indicated that they expected to increase their provision of computer resources in 2010, 16% plan to add new computing resources, and 20% plan to increase the hours that their computer centers are open. Only two centers responded that they planned to selectively eliminate computer resources or cut service hours in 2010.

COMMUNITY CENTER NEEDS

This section examines the sources that LGBT community centers use to support their work. Not surprisingly, LGBT community centers rely on CenterLink (an organization dedicated to supporting LGBT community centers) more than any other LGBT movement organization for technical assistance. *Figure 58* shows that 70% of all centers said they received help from CenterLink in the past 12 months.

After CenterLink, 41% of centers said they received support from their statewide advocacy organization and 41% said they received support from PFLAG. Mirroring the key issues identified earlier (non-discrimination laws, school safety and bullying and transgender rights), 25% of centers indicated they have worked with the National Center for Transgender Equality (NCTE) in the past year, while 23% have worked with the Gay, Lesbian and Straight Education Network (GLSEN). *Figure 58* provides a full list of technical assistance providers included in the survey and the percent of community centers receiving services from each.

We also asked about the types of technical assistance centers would like to receive from CenterLink in the future. *Figure 59* shows that leadership development tops the list, followed by program development and strategic planning, followed by grant writing. This compares to fundraising assistance, board and leadership development and program development as top priorities for centers on the 2008 survey.

Centers' interest in assistance with strategic planning is not surprising, considering that 42% of centers currently lack a strategic plan and 32% centers indicated that they anticipate creating a new strategic plan within the next year. Far more centers (61%) have development plans in place.

Figure 58: Centers receiving services or technical assistance from…

(n=69)

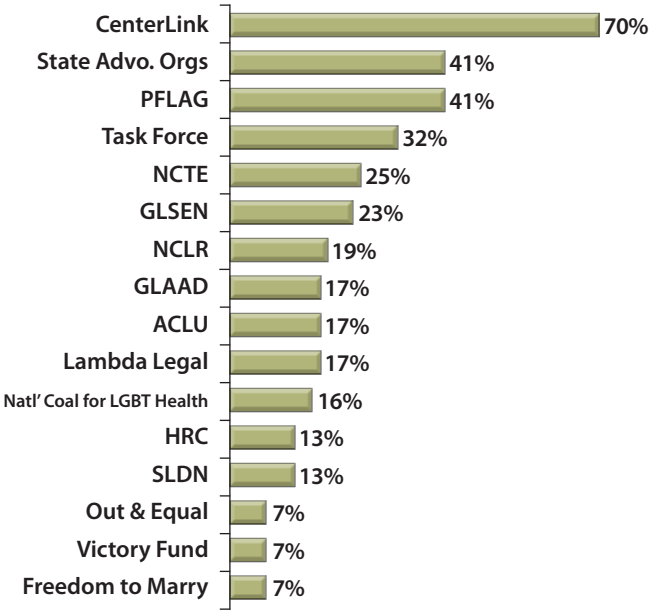
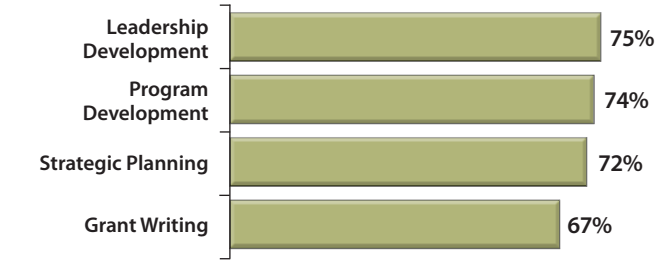


Figure 59: Top technical assistance and training priorities

% of centers listing priority as one of top three wanted from CenterLink (n=69)



RECOMMENDATIONS

This report provides important insight into the challenges and successes of LGBT community centers. Each week, LGBT community centers offer services to more than 30,000 LGBT people across the country. They provide safe spaces for socializing, networking and support; physical and mental health services; referrals to LGBT-friendly businesses and medical providers; and job training and assistance in job searches. A surprising number of centers function with limited resources in terms of staff, funding and physical space.

To assist centers in reaching a greater number of people and improving their capacity, we recommend the following:

Support and Grow Small LGBT Community Centers

Small LGBT community centers are often the only lifeline for LGBT individuals in the communities in which they serve. And yet, small centers comprise less than 1% of all the cumulative budgets for LGBT community centers. For many small centers, modest grants would greatly increase their budgets, ability to hire a full-time staff member, the hours for which they are open and their ability to provide more programming.

Funders should examine the funding levels of small centers and attempt to provide a minimum level of resources. Setting a resource floor would help ensure that small centers have an opportunity to provide vital services as well as find ways to grow and develop more diversified revenue sources.

Another possibility for increasing the capacity of small centers is to create relationships between large centers and small centers on a regional basis. Large centers could apply for capacity-building grants with the intention of re-granting some of the funds to small centers. Large and small centers could also share infrastructure, such as server space, accounting services, or donor management systems, as these services may be cost-prohibitive for small centers. Additionally, large centers could invite staff and board members from small centers to visit and learn from the success of large centers. By building relationships among small and large centers, both have the opportunity to increase capacity, shared learning and funding.

Finally, very few small centers offer computing resources. Yet, these resources are vital for many low-income patrons, particularly in this difficult economic climate. It may be possible for small centers to work collaboratively with local libraries or job training centers to provide job search, resume building, or basic computer skills courses to their patrons. Similarly, small centers could work with larger mainstream community centers or services providers to ensure that their services and programs are LGBT-inclusive and/or that these mainstream providers offer some programming specifically targeted to the LGBT community.

Build Understanding and Access to Government Grants

Government grants comprise the largest single source of revenue for community centers and yet many centers feel that they lack the knowledge and expertise or staff time to apply for these grants. Centers also report that they don't think that federal, state and local governments are open to funding LGBT work.

Centers would benefit from tools and resources to help them find and apply for government grants. One important needed resource is a list of where to look for government funding (see *Appendix B* in this report for a preliminary breakdown of common government funding sources). An example of the type of resource which is needed is a report from the National Gay and Lesbian Task Force (the Task Force) called "Find the Dollars You Deserve: A Road Map to Federal Funding for Aging Services."[21] Advocacy and education efforts should also be targeted toward policymakers to ensure that various agencies consider LGBT community centers for government grants.

Create Relationships Among Centers

There are many models for building successful LGBT community centers. Some centers rely primarily on government grant funding, while others focus on program income. Some centers provide a broad range of services while others focus on a few critical services.

Again, community centers would benefit from learning from one another's successes and challenges. For example, centers that have had success in applying for state grants or receiving allocations from state legislatures could provide expertise and guidance for a center in another state on how to do the same.

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[21] http://www.thetaskforce.org/downloads/resources_and_tools/find_the_dollars.pdf.

Infrastructure and resources that help community centers connect with one another is very helpful. For example, CenterLink hosts an annual summit for community center executive directors and board members and also hosts a day-long institute at the Task Force's annual "Creating Change" conference. Where resources allow, centers should participate in these networking and learning opportunities.

Increase Programs and Capacity for LGBT Older Adults

LGBT community centers should increase programs for and outreach to, LGBT older adults, as well as seek out diverse funding sources to build this capacity. This report found that 65% of LGBT community centers offer programs targeted toward LGBT older adults. However, older adults only comprise 9% of all patrons accessing services through LGBT community centers (though older adults make up 12% of the general American population).

A 2010 report entitled "Improving the Lives of LGBT Older Adults"[22] found that LGBT older adults are a vulnerable population who often feel disconnected both from the broader community in which they live and from the LGBT community as well. Therefore, LGBT elders often lack vital social opportunities and access to aging programs and resources (both of which can be critical elements of successful aging).

LGBT community centers should increase their outreach to LGBT older adults to engage them in volunteer, social and support activities (while understanding that many of these older adults may be uncomfortable openly identifying as LGBT—or may worry about ageism within the LGBT community). To help LGBT community centers and other providers who might serve LGBT elders, Services and Advocacy for Gay, Lesbian, Bisexual and Transgender Elders (SAGE) is leading the development of the first ever National Resource Center on LGBT Aging. As part of this larger effort, SAGE and CenterLink will work to increase the capacity of LGBT community centers to serve older adults. LGBT community centers will have access to training, materials and technical assistance through this initiative. LGBT community centers with expertise in LGBT aging issues could also act as an important resource for mainstream aging services providers such as a local seniors center.

Finally, to increase the capacity of LGBT community centers to provide vital services to LGBT older adults, centers should build relationships with and seek funding from, federal, state and local agencies, including their State Units on Aging and Areas Agencies on Aging. These agencies receive and pass through federal funds aimed at providing services to older Americans. Two separate Task Force reports provide an analysis of federal and state-based funding opportunities for LGBT aging services providers.[23]

Conclusion

LGBT community centers provide an array of important services to hundreds of thousands of LGBT people across the country. In some communities, the LGBT community center might be the only place where an LGBT person feels safe and accepted. In other communities, the LGBT community center might provide important health or mental health services, arts and cultural programming, legal services, or opportunities for LGBT people to advocate for policy change.

This report highlights the important role of LGBT community centers, provides insight into the services and scope of current centers—and outlines key recommendations for how we can make them stronger. Should the report not answer a question of particular interest to a reader, please contact CenterLink or MAP for further information.

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[22] Available at www.lgbtmap.org or www.sageusa.org.
[23] See http://www.thetaskforce.org/downloads/resources_and_tools/find_the_dollars.pdf and http://www.thetaskforce.org/reports_and_research/our_maturing_movement.

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APPENDICES

A. Survey Evaluation

The 2010 Community Center Survey asked respondents what they thought of the survey itself. First, virtually all respondents agreed or strongly agreed that the survey and its findings are an important contribution to the LGBT movement. Most agreed or strongly agreed that the information collected in the survey was important for:

- The community center field to know (92%)
- The larger LGBT movement to know (98%)
- Funders to know (97%)

In terms of the survey itself, most respondents also agreed that the questions were relevant to their work (89%).

Although a majority of survey respondents (66%) thought that the survey's length was reasonable, many also thought it was too long. However, many who commented on the length of the survey also felt that the survey was a meaningful endeavor and that the information collected is very important.

B. Detailed Government Grant Information

This appendix provides more detailed information about the federal, state and local government grants received by LGBT community centers. It is designed to provide an overview of the types of funding opportunities available to LGBT community centers. It also provides detailed information about any "pass-through agencies" which may administer grants in hopes that this information may be useful to community centers interested in seeking government grants. These lists are not exhaustive, but are based upon self-reports by the participating community centers.

Government Grants by Grant Purpose and Granting Agency

The table on the next page shows all government grants reported by LGBT community centers in the 2010 survey, broken out by grant purpose and granting agency. Note that some of the federal granting agencies may not directly award grants to community centers, but may instead use a "pass-through" agency. Agencies with an * may give direct grants, but in some instances rely on pass-through agencies. See the next table "Federal Government Grants and Pass-Through Agencies" for more information on pass-through agencies.

Grant Purpose	Granting Agency
Career Development	**State** • State of Illinois, Department of Commerce and Economic Opportunity **Local** • City of Chicago (IL), Department of Family and Support Services • Town of Islip (NY), Community Development Agency
Domestic Violence	**Federal** • Department of Health and Human Services • Department of Housing and Urban Development – Community Development Block Grant* • Department of Justice* **State** • State of Arizona, Recovery Act STOP Violence Against Women • State of Illinois, Office of Attorney General • State of New York, Department of Health • State of Vermont, Department of Crime Victim Services **Local** • Pima County (AZ), Community Development • City of West Hollywood (CA), Public Safety Division • City of Chicago (IL), Department of Human Services
Economic/Community Development	**Local** Pima County (AZ), Community Action Agency City and County of Denver (CO)
HIV/AIDS Care	**Federal** • Department of Health and Human Services* • Department of Health and Human Services – Ryan White Part A* • Department of Health and Human Services – Ryan White Part B* • Department of Health and Human Services – Ryan White Part C* • Federal Emergency Management Agency **State** • State of Texas, Department of State Health Services **Local** • Contra Costa County (CA), Health Services • Contra Costa County (CA), Health Services – AIDS Program

Grant Purpose	Granting Agency
HIV/AIDS Counseling and Testing	**Federal** • Department of Health and Human Services* • Department of Health and Human Services – Centers for Disease Control* • Department of Health and Human Services – Ryan White Part A* **State** • State of Florida, Department of Health • State of Illinois, Department of Public Health **Local** • Alameda County (CA)
HIV/AIDS Prevention	**Federal** • Department of Health and Human Services* • Department of Health and Human Services – Centers for Disease Control* • Department of Health and Human Services – Substance Abuse and Mental Health Services Administration • Department of Housing and Urban Development – Community Development Block Grant* **State** • State of California, Department of Public Health – Office of AIDS • State of Florida, Department of Health • State of Illinois, Department of Public Health • State of New York, Department of Health – AIDS Institute • State of Texas, Department of State Health Services • State of Utah, Department of Health **Local** • City of Los Angeles (CA), Community Development Department • Contra Costa County (CA), Health Services – AIDS Programs • Orange County (CA), Health Care Agency • Ventura County (CA), Tobacco Settlement • Southern Nevada (NV) Health District
HIV/AIDS Studies	**Federal** • Department of Health and Human Services – National Institutes of Health*
Homelessness/Housing	**Federal** • Department of Health and Human Services – Substance Abuse and Mental Health Services Administration* • Department of Housing and Urban Development* • Department of Housing and Urban Development – Supportive Housing Program
Homelessness/Housing – Youth	**Federal** • Department of Health and Human Services – Substance Abuse and Mental Health Services Administration • Department of Housing and Urban Development – Supportive Housing Program* • Federal Emergency Management Agency

Grant Purpose	Granting Agency
Legal Assistance	**State** • State of California, Office of Criminal Justice Planning
LGBT Older Adults	**Federal** • Department of Health and Human Services – Administration on Aging **State** • State of New York, Department of Health • State of New York, Office for the Aging **Local** • Westchester County (NY), Senior Programs and Services
LGBT Youth	**Federal** • Department of Health and Human Services* • Department of Health and Human Services – Administration for Children and Families • Department of Justice **State** • State of New York, Department of Education • State of New York, Department of Health • State of New York, Office of Children and Family Services **Local** • City of Tucson (AZ), Growing Up Proud and Strong Program • Pima County (AZ), Community Development • Butte County (CA), Department of Behavioral Health • City of Berkeley (CA) • City of Los Angeles (CA), Probation Department • Los Angeles County (CA), Department of Mental Health • Santa Clara County (CA), Social Services Agency • Palm Beach County (FL), Children's Services Council • City of Chicago (IL), Department of Family and Support Services • Clark County (NV), Outside Agency Grant • City of New York (NY), Department of Youth and Community Development • Suffolk County (NY), Youth Bureau
Mental Health/Psychiatric Services	**Federal** • Department of Health and Human Services * • Department of Health and Human Services – Ryan White Part A* **Local** • City of San Diego (CA) • Contra Costa County (CA), Mental Health Services • Los Angeles County (CA), Department of Mental Health • Orange County (CA), Health Care Agency • Westchester County (NY), Department of Social Services

Grant Purpose	Granting Agency
Sexually Transmitted Infections	**Federal** • Department of Health and Human Services – Centers for Disease Control* • Department of Health and Human Services – Substance Abuse and Mental Health Services Administration* **State** • State of New York, Department of Health – AIDS Institute **Local** • Los Angeles County (CA), Department of Public Health
Substance Abuse	**Federal** • Department of Health and Human Services – Centers for Disease Control* **State** • State of New York, Office of Alcoholism and Substance Use Services • State of New York, Office of Mental Health **Local** • Oakland County (MI), Health Division of Substance Abuse Services • Albany County (NY), Department of Mental Health
Tobacco Cessation	**State** • State of Colorado, Department of Public Health and Environment • State of Michigan, Department of Community Health • State of Utah, Department of Health
Other/Multiple Purposes	**Federal** • Department of Health and Human Services* • Department of Health and Human Services – National Institutes of Health* • Department of Health and Human Services – Ryan White Part A* • Department of Health and Human Services – Ryan White Part B* • Department of Health and Human Services – Substance Abuse and Mental Health Services Administration * • Department of Justice **State** • State of Arizona, Criminal Justice Commission • State of Florida, Aging and Disability Resource Center • State of New York, Department of Health • State of New York, Department of Health – AIDS Institute • State of New York, Department of State • State of New York, Dormitory Authority • State of New York, Office of Children and Family Services • State of New York, State Assembly • State of New York, Senate Discretionary **Local** • City of West Hollywood (CA), Social Services Division • Contra Costa County (CA), Conservation and Development Department • Los Angeles County (CA), First 5 Program • City of New York, (NY) Human Resources Administration – HIV/AIDS Services Administration

Federal Government Grants and "Pass-Through" Agencies

This table breaks out the federal grants received by LGBT community centers reporting this information. In many cases, funds for federal grants are provided by one agency (the federal granting agency) but administered by another (the pass-through agency, which is often state or local). Federal agencies may award grants directly and/or use one or more pass-through agencies.

Community centers applying for federal funds many need to apply directly to the federal agency, or may need to apply to the pas-through agency. For example, grants to address domestic violence are awarded both directly through the federal Department of Justice (DOJ) and are also passed through to state justice departments such as the Department of Crime Victim Services in Vermont.

Note that this table is based on grant information collected in the 2010 LGBT Community Center Survey, so it is indicative of where and how pass-through agencies are used, but it is not a complete list of such agencies. For example, since criminal justice agencies in two states, Illinois and Vermont, both awarded LGBT community centers with DOJ pass-through grants, it is logical that community centers in other states might also be able to apply for DOJ domestic violence grants through their state criminal justice agency (even if that agency is not listed below).

For ease of use, grant information is organized by area of grant purpose.

Grant Purpose	Federal Granting Agency	Pass-Through Agency, if applicable
Domestic Violence	Department of Health and Human Services	N/A – Direct
	Department of Housing and Urban Development – Community Development Block Grant	City of Tucson (AZ), Anti-Violence Program
	Department of Justice	N/A – Direct
		State of Illinois, Criminal Justice Information Authority
		State of Vermont, Department of Crime Victim Services
HIV/AIDS Care	Department of Health and Human Services	City of Los Angeles (CA), Housing Department
		City of Tarzana (CA), Treatment Center
		Hudson County (NJ), Department of Health
		State of New York, Department of Health
	Department of Health and Human Services – Ryan White Part A	Los Angeles County (CA), Office of AIDS Programs and Policy
		San Diego County (CA)
		Palm Beach County (FL), Department of Community Services
		Palm Beach County (FL), Health Department
		Hillsborough County (FL)
		Hudson County (NJ), Department of Health
		Dallas County (TX)
	Department of Health and Human Services – Ryan White Part B	Dallas County (TX)
	Department of Health and Human Services – Ryan White Part C	N/A – Direct
	Department of Housing and Urban Development	City of Los Angeles (CA), Community Development Department
	Federal Emergency Management Agency	Community Council of Greater Dallas (TX)

Grant Purpose	Federal Granting Agency	Pass-Through Agency, if applicable
HIV/AIDS Counseling and Testing	Department of Health and Human Services	City of Los Angeles (CA), Community Development Department
	Department of Health and Human Services – Centers for Disease Control	Los Angeles County (CA), Office of AIDS Programs and Policy
	Department of Health and Human Services – Ryan White Part A	State of Vermont, Department of Health
HIV/AIDS Prevention	Department of Health and Human Services	Los Angeles County (CA), Department of Health Services
		Public Health Solutions (nonprofit)
	Department of Health and Human Services – Centers for Disease Control	N/A – Direct
		Los Angeles County (CA), Office of AIDS Programs and Policy
		State of Vermont, Department of Health
	Department of Health and Human Services – Substance Abuse and Mental Health Services Administration	N/A – Direct
	Department of Housing and Urban Development – Community Development Block Grant	City of Chicago (IL), Department of Public Health
HIV/AIDS Studies	Department of Health and Human Services – National Institutes of Health	University of California, Los Angeles
Homelessness/ Housing	Department of Health and Human Services – Substance Abuse and Mental Health Services Administration	University of Arizona
	Department of Housing and Urban Development	San Bernardino County (CA), Department of Health Services
	Department of Housing and Urban Development – Supportive Housing Program	N/A – Direct
Homelessness/ Housing – Youth	Department of Health and Human Services – Substance Abuse and Mental Health Services Administration	N/A – Direct
	Department of Housing and Urban Development – Supportive Housing Program	City of Los Angeles (CA), AIDS Coordinator
	Federal Emergency Management Agency	N/A – Direct
LGBT Older Adults	Department of Health and Human Services – Administration on Aging	N/A – Direct
LGBT Youth	Department of Health and Human Services	State of Arizona
		State of New York, Department of Education
	Department of Health and Human Services – Administration for Children and Families	N/A – Direct
	Department of Justice	N/A – Direct

Grant Purpose	Federal Granting Agency	Pass-Through Agency, if applicable
Mental Health/ Psychiatric Services	Department of Health and Human Services	AltaMed Human Services (community health center)
		City of Los Angeles (CA), Community Development Department
	Department of Health and Human Services – Ryan White Part A	Los Angeles County (CA), Office of AIDS Programs and Policy
		City of Chicago (IL), Department of Public Health
Sexually Transmitted Infections	Department of Health and Human Services – Centers for Disease Control	Los Angeles County (CA), Department of Public Health
	Department of Health and Human Services – Substance Abuse and Mental Health Services Administration	State of New York, Office of Alcoholism and Substance Abuse Services
Substance Abuse	Department of Health and Human Services – Centers for Disease Control	Los Angeles County (CA), Department of Public Health
Other/Multiple Purposes	Department of Health and Human Services	City of Los Angeles (CA), Housing Department
		City of Los Angeles (CA), Community Development Department
	Department of Health and Human Services – National Institutes of Health	University of California, Los Angeles
		Rand Corporation (research institute)
		Academy for Educational Development (nonprofit)
	Department of Health and Human Services – Ryan White Part A	San Bernardino County (CA), Department of Health Services
	Department of Health and Human Services – Ryan White Part B	San Bernardino County (CA), Department of Health Services
	Department of Health and Human Services – Substance Abuse and Mental Health Services Administration	Children's Hospital, Los Angeles (CA)
	Department of Justice	N/A – Direct

Government Agencies by Grant Purpose

This final table shows government agencies known to provide funding to the LGBT community centers (as self-reported by the community centers who provided information on their government grants). It lists the types of grants supported by the granting agency and, for federal agencies, whether or not the agency uses state or local pass-through agencies.

FEDERAL GRANTS		
Granting Agency	**Grant Purpose**	**State/Local Pass-Through Agency Used to Administer Grants**
Department of Health and Human Services	Domestic Violence	
	HIV/AIDS Care	√
	HIV/AIDS Counseling and Testing	√
	HIV/AIDS Prevention	√
	LGBT Youth	√
	Mental Health/Psychiatric Services	√
Department of Health and Human Services – Administration on Aging	LGBT Older Adults	
Department of Health and Human Services – Administration for Children and Families	LGBT Youth	
Department of Health and Human Services – Centers for Disease Control	HIV/AIDS Counseling and Testing	√
	HIV/AIDS Prevention	√
	Sexually Transmitted Infections	√
	Substance Abuse	√
Department of Health and Human Services – National Institutes of Health **Department of Health and Human Services – Ryan White Part A**	HIV/AIDS Care	√
	HIV/AIDS Counseling and Testing	√
	HIV/AIDS Studies	√
	Mental Health/Psychiatric Services	√
Department of Health and Human Services – Ryan White Part B	HIV/AIDS Care	√
Department of Health and Human Services – Ryan White Part C	HIV/AIDS Care	
Department of Health and Human Services – Substance Abuse and Mental Health Services Administration	HIV/AIDS Prevention	
	Homelessness/Housing	
	Homelessness/Housing – Youth	
	Sexually Transmitted Infections	√
Department of Housing and Urban Development	Homelessness/Housing	√
Department of Housing and Urban Development – Community Development Block Grant	Domestic Violence	√
	HIV/AIDS Prevention	√
Department of Housing and Urban Development – Supportive Housing Program	Homelessness/Housing	
	Homelessness/Housing – Youth	√
Department of Justice	Domestic Violence	√
	LGBT Youth	
Federal Emergency Management Agency	HIV/AIDS Care	√
	Homelessness/Housing– Youth	

State and Local Granting Agency	Grant Purpose
Arizona	
State of Arizona, Criminal Justice Commission	Other/Multiple Purposes
State of Arizona, Recovery Act STOP Violence Against Women	Domestic Violence
City of Tucson, Growing Up Proud and Strong Program	LGBT Youth
Pima County, Community Action Agency	Economic/Community Development
Pima County, Community Development	Domestic Violence LGBT Youth
California	
State of California, Department of Public Health – Office of AIDS	HIV/AIDS Prevention
State of California, Office of Criminal Justice Planning	Legal Assistance
Butte County, Department of Behavioral Health	LGBT Youth
City of Los Angeles, Community Development Department	HIV/AIDS Prevention
City of Los Angeles, Probation Department	LGBT Youth
City of San Diego	Mental Health/Psychiatric Services
City of West Hollywood, Public Safety Division	Domestic Violence
City of West Hollywood, Social Services Division	Other/Multiple Purposes
Contra Costa County, Conservation and Development Department	Other/Multiple Purposes
Contra Costa County, Health Services	HIV/AIDS Care
Contra Costa County, Heath Services – AIDS Program	HIV/AIDS Care HIV/AIDS Prevention
Contra Costa County, Mental Health Services	Mental Health/Psychiatric Services
County of Alameda	HIV/AIDS Counseling and Testing
Los Angeles County, Department of Mental Health	LGBT Youth Mental Health/Psychiatric Services
Los Angeles County, Department of Public Health	Sexually Transmitted Infections
Los Angeles County, First 5 Program	Other/Multiple Purposes
Orange County, Health Care Agency	HIV/AIDS Prevention Mental Health/Psychiatric Services
Santa Clara County, Social Services Agency	LGBT Youth
Colorado	
State of Colorado, Department of Public Health and Environment	Tobacco Cessation
City and County of Denver	Economic/Community Development
Florida	
State of Florida, Aging and Disability Resource Center	Other/Multiple Purposes
State of Florida, Department of Health	HIV/AIDS Counseling and Testing HIV/AIDS Prevention
Palm Beach County, Children's Services Council	LGBT Youth
Illinois	
State of Illinois, Department of Commerce and Economic Opportunity	Career Development
State of Illinois, Department of Public Health	HIV/AIDS Counseling and Testing HIV/AIDS Prevention
City of Chicago, Department of Family and Support Services	Career Development LGBT Youth
City of Chicago, Department of Human Services	Domestic Violence

State and Local Granting Agency	Grant Purpose
Michigan	
State of Michigan, Department of Community Health	Tobacco Cessation
Oakland County, Substance Abuse Services – Health Division	Substance Use
Nevade	
Southern Nevada, Health District	HIV/AIDS Prevention
Clark County, Outside Agency Grant	LGBT Youth
New York	
State of New York, Department of Education	LGBT Youth
State of New York, Department of Health	Domestic Violence LGBT Older Adults LGBT Youth Other/Multiple Purposes
State of New York, Department of Health – AIDS Institute	HIV/AIDS Prevention Sexually Transmitted Infections Other/Multiple Purposes
State of New York, Department of State	Other/Multiple Purposes
State of New York, Dormitory Authority	Other/Multiple Purposes
State of New York, Office of Alcoholism and Substance Abuse Services	Substance Use
State of New York, Office of Attorney General	Domestic Violence
State of New York, Office of Children and Family Services	LGBT Youth Other/Multiple Purposes
State of New York, Office of Mental Health	Substance Use
State of New York, Office of the Aging	LGBT Older Adults
State of New York, Senate Discretionary	Other/Multiple Purposes
State of New York, State Assembly	Other/Multiple Purposes
Albany County, Department of Mental Health	Substance Use
City of New York, Department of Youth and Community Development	LGBT Youth
City of New York, Human Resources Administration – HIV/AIDS Services Administration	Other/Multiple Purposes
Suffolk County, Youth Bureau	LGBT Youth
Town of Islip, Community Development Agency	Career Development
Westchester County, Department of Social Services	Mental Health/Psychiatric Services
Westchester County, Senior Programs and Services	LGBT Older Adults
Texas	
State of Texas, Department of State Health Services	HIV/AIDS Care HIV/AIDS Prevention
Utah	
State of Utah, Department of Health	HIV/AIDS Prevention Tobacco Cessation
Vermont	
State of Vermont, Department of Crime Victim Services	Domestic Violence

C. Participating Centers

MAP and CenterLink would like to thank the following centers for their participation in the 2010 LGBT Community Center Survey. Without their efforts, this report would not have been possible.

Alaska

Identity, Inc./Gay and Lesbian Community Center of Anchorage
PO Box 200070
Anchorage, AK 99520
(907) 929-4528
www.identityinc.org

Arkansas

NWA Center for Equality
PO Box 9014
Fayetteville, AR 72703
(479) 966-9014
http://nwaequality.org

Arizona

Prescott Pride Center
PO Box 3765
Prescott, AZ 86302
(928) 445-8800
www.prescottpridecenter.com

Wingspan
430 E. Seventh St
Tucson, AZ 85705
(520) 624-1779
www.Wingspan.org

California

Bienestar Human Services, Inc.
5326 East Beverly Blvd
Los Angeles, CA 90022
(323) 727-7896
www.bienestar.org

The Center Orange County
1605 N. Spurgeon St
Santa Ana, CA 92701
(714) 953-5428
www.thecenteroc.org

L.A. Gay & Lesbian Center
1625 North Schrader Blvd
Los Angeles, CA 90025
(323) 993-7400
www.lagaycenter.org

Outlet Program at Community Health Awareness Council
711 Church St
Mountain View, CA 94041
(650) 965-2020 x22
www.projectoutlet.org

Pacific Center for Human Growth
2712 Telegraph Ave
Berkeley, CA 94705
(510) 548-8283
www.pacificcenter.org

Rainbow Community Center of Contra Costa County
3024 Willow Pass Rd, Ste 200
Concord, CA 94519
(925) 692-0090
www.rainbowcc.org

San Diego LGBT Community Center
3909 Centre St
San Diego, CA 92103
(619) 692-2077
www.thecentersd.org

South Bay LGBT Center
16610 Crenshaw Blvd
Torrance, CA 90504
(310) 328-6550
www.southbaycenter.org

Spectrum LGBT Center
30 North San Pedro Rd, Ste 160
San Rafael, CA 94903
(415) 472-1945
www.spectrumLGBTcenter.org

Stonewall Alliance Center
PO Box 8855
Chico, CA 95927
(530) 893-3336
www.stonewallchico.org

Ventura County Rainbow Alliance
PO Box 6844
Ventura, CA 93006
(805) 653-5711
www.lgbtventura.org

Colorado

Gay, Lesbian, Bisexual and Transgender Community Center of Colorado
PO Box 9798
Denver, CO 80209
(303) 733-7743
www.glbtcolorado.org

District of Columbia

DC Center for the LGBT Community
1810 14th St, NW
Washington, DC 20009
(202) 682-2245
http://www.thedccenter.org

Florida

Compass, Inc.
201 North Dixie Hwy
Lake Worth, FL 33460
(561) 533-9699
www.compassglcc.com

Gay, Lesbian, & Bisexual Community Center of Central Florida
946 N. Mills Ave
Orlando, FL 32803
(407) 228-8272
www.glbcc.org

Metro Wellness and Community Centers
3170 3rd Ave, North
St Petersburg, FL 33713
(727) 321-3854
www.metrotampabay.org

Pride Center at Equality Park
2040 North Dixie Hwy
PO Box 7342
Wilton Manors, FL 33305
(954) 463-9005
www.glccsf.org

SunServe
1480 SW 9th Ave
Fort Lauderdale, FL 33315
(954) 764-5150
www.sunserve.org

Georgia

YouthPride, Inc.
1017 Edgewood Ave
Atlanta, GA 30309
(404) 521-9711
www.youthpride.org

Illinois

Center on Halsted
3656 N. Halsted
Chicago, IL 60613
(773) 472-6469
www.centeronhalsted.org

Community Alliance and Action Network (C.A.A.N.)
68 N. Chicago St, Ste 401
Joliet, IL 60432
(815) 726-7906
www.caanmidwest.org

Indiana

Up The Stairs Community Center
PO Box 5537
Ft. Wayne, IN 46895
www.UTSCC.org

Kentucky

GLSO Pride Center of the Bluegrass
389 Waller Ave, Ste 100
Lexington, KY 40504
(859) 253-3233
www.GLSO.org

Maryland

Gay, Lesbian, Bisexual and Transgender Community Center of Baltimore
241 W. Chase St
Baltimore, MD 21201
(410) 837-5445
www.glccb.org

Michigan

Affirmations
290 West Nine Mile Rd
Ferndale, MI 48220
(248) 398-7105
www.goaffirmations.org

Kalamazoo Gay Lesbian Resource Center
629 Pioneer St
Kalamazoo, MI 49008
(269) 349-4234
www.kglrc.org

Missouri

Joplin Pride Center
PO Box 4383
Joplin, MO 64803
(417) 622-7821
www.joplingaylesbiancenter.com

Lesbian, Gay, Bisexual and Transgender Community Center of Metropolitan St. Louis
625 North Euclid Ave, Ste 420
St. Louis, MO 63108
(314) 367-1166
www.findmycenter.com

Nebraska

OUTLinc Community Center
PO Box 84253
Lincoln, NE 68501
www.outlinc.org

Rainbow Outreach Metro Omaha GLBT Center
PO Box 8583
1719 Leavenworth St
Omaha, NE 68108
(402) 341-0330
www.rainbowoutreach.org

Nevada

Gay & Lesbian Community Center of Southern Nevada
953 E. Sahara Ave, B31
Las Vegas, NV 89104
(702) 733-9800
www.thecenterlv.com

New Jersey

Hudson Pride Connections Center
32 Jones St
Jersey City, NJ 07306
(201) 963-4779
www.hudsonpride.org

Liberation in Truth Social Justice Center
11 Halsey St
Newark, NJ 07102
(973) 621-2100
www.litufc.org

New Mexico

New Mexico GLBTQ Centers
1210 N. Main St
Las Cruces, NM 88001
(575) 635-4902
www.newmexicoglbtqcenters.org

New York

Brooklyn Community Pride Center
137 Montague St, 339
Brooklyn, NY 11201
(718) 802-3890
www.lgbtbrooklyn.org

Candle, Inc./Youth Pride Rockland
120 North Main St, #301
New City, NY 10956
(845) 634-6677 x20
www.candlerockland.org

Capital District Gay and Lesbian Community Council
332 Hudson Ave
Albany, NY 12210
(518) 462-6138
www.cdglcc.org

Gay Alliance of the Genesee Valley
875 E Main St, Ste 500
Rochester, NY 14619
(585) 244-8640
www.gayalliance.org

Hudson Valley LGBTQ Community Center, Inc.
300 Wall St
Kingston, NY 12402
(845) 331-5300
www.LGBTQcenter.org

Lesbian, Gay, Bisexual & Transgender Community Center
208 West 13th St
New York, NY 10011
(212) 620-7310
www.gaycenter.org

LOFT LGBT Community Center
252 Bryant Ave
White Plains, NY 10605
(914) 948-2932
www.loftgaycenter.org

Long Island GLBT Community Center
34 Park Ave
Bay Shore, NY 11706
(631) 665-2300
www.liglbtcenter.org

Queens Community House/SAGE
Queens
10825 62nd Dr
Forest Hills, NY 11375
(718) 592-5757
www.queenscommunityhouse.org

VCS Gay Pride Rockland
77 South Main St
New City, NY 10956
(845) 634-5279
www.gaypriderockland.org

Ohio

Kaleidoscope Youth Center
PO Box 8104
Columbus, OH 43201
(614) 294-5437
www.kycohio.org

Lesbian, Gay, Bisexual, Transgender Community Center of Greater
Cleveland
6600 Detroit Ave
Cleveland, OH 44102
(216) 651-5428
www.LGBTcleveland.org

Oklahoma

Dennis R. Neill Equality Center/ Oklahomans for Equality
621E 4th St
Tulsa, OK 74119
(918) 743-4297
www.okeq.org

Oregon

Q Center
4115 N Mississippi Ave
Portland, OR 97217
(503) 234-7837
www.pdxqcenter.org

Pennsylvania

LGBT Community Center Coalition of Central Pennsylvania
221 N. Front St, 3rd Fl
Harrisburg, PA 17101
(717) 920-9534
www.centralpalgbtcenter.org

William Way LGBT Community Center
1315 Spruce St
Philadelphia, PA 19107
(215) 732-2220
www.waygay.org

South Carolina

Harriet Hancock Community Center
1108 Woodrow St
Columbia, SC 29205
(803) 771-7713
www.scpride.org

South Dakota

Black Hills Center for Equality
1102 W Rapid St
Rapid City, SD 57701
(605) 348-3244
www.BHCFE.org

Tennessee

Iris of Knoxville
PO Box 1364
Knoxville, TN 37901
www.IrisLGBT.org

Memphis Gay and Lesbian Community Center
892 South Cooper St
Memphis, TN 38104
(901) 278-6422
www.mglcc.org

Texas

Montrose Counseling Center/GLBT Cultural Center
401 Branard, 2nd Fl
Houston, TX 77006
(713) 529-0037
www.montrosecounselingcenter.org

Resource Center Dallas
2701 Reagan
Dallas, TX 75219
(214) 540-4432
www.rcdallas.org

Tyler Area Gays
5701 Old Bullard Rd, #96
Tyler, TX 75703
(903) 372-7753
www.tridd.com

Utah

Utah Pride Center
355 N 300 W
Salt Lake City, UT 84103
(801) 539-8800
www.utahpridecenter.org

Ogden OUTreach Resource Center
705 23rd St
Ogden, UT 84401
(801) 686-4528
www.ogdenoutreach.org

Virginia

Gay Community Center of Richmond
1407 Sherwood Ave
Richmond, VA 23220
(804) 622-4646
www.GayRichmond.com

Vermont

RU12? Community Center
20 Winooski Falls Way, Ste 102
Winoosky, VT 05404
(802) 860-7812
www.ru12.org

Washington

Inland Northwest LGBT Center
PO Box 986
Spokane, WA 99210
(509) 489-1914
www.thelgbtcenter.org

Village Vida Centre
PO Box 28114
Bellingham, WA 98228
(360) 220-8400
http://sites.google.com/site/villagevidacentre

Wisconsin

LGBT Center of the Chippewa Valley
PO Box 383
Eau Claire, WI 54702
(715) 552-5428
www.thecentercv.org

Milwaukee LGBT Community Center
315 W. Court St, #101
Milwaukee, WI 53212
(414) 271-2656
www.mkelgbt.org

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www.lgbtmap.org

120 Wall St., Suite 1500 • New York, NY 10005
www.lgbtcenters.org