

2018 LGBT COMMUNITY CENTER SURVEY REPORT

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

August 2018



This report was authored by:

CenterLink: The Community of LGBT Centers

CenterLink develops strong, sustainable community centers that provide LGBTQ people of all ages with the building blocks of well-being that we all need to thrive, such as healthy social connections, safe places to live and work, support to do well in school and prepare for careers, enriching cultural experiences, and timely health and mental health services. Serving over 200 LGBTQ community centers across the country in 45 states, Puerto Rico, and the District of Columbia, as well as centers in Canada, China, and Australia, CenterLink assists newly forming community centers and helps strengthen existing centers, through networking opportunities for center leaders, peer-based technical assistance and training, and a variety of capacity building services. Our efforts are based on the belief that LGBTQ community centers lay the foundation for a national movement working to ensure that all LGBTQ people have the opportunity to live happy and healthy lives in communities that honor and support them.

Movement Advancement Project

The Movement Advancement Project (MAP) is an independent think tank that provides rigorous research, insight, and analysis that help speed equality for LGBT people. MAP works collaboratively with LGBT organizations, advocates, and funders, providing information, analysis, and resources that help coordinate and strengthen efforts for maximum impact. MAP's policy research informs the public and policymakers about the legal and policy needs of LGBT people and their families.

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

Contact Information

CenterLink

PO Box 24490
Fort Lauderdale, FL
33307 954-765-6024
www.lgbtcenters.org

Movement Advancement Project (MAP)

3020 Carbon Place, Suite 202
Boulder, CO 80301
1-844-MAP-8800
www.lgbtmap.org

MAP is very grateful to the following major funders, whose generous support makes it possible for us to do our work:

David Bohnett Foundation
David Dechman & Michel Mercure
David Geffen Foundation
Ford Foundation
Gill Foundation
Esmond Harmsworth
Evelyn & Walter Haas, Jr. Fund
Jim Hormel
Johnson Family Foundation
Andrew Lane
Amy Mandel & Katina Rodis
Weston Milliken
Ineke Mushovic
The Palette Fund
Mona Pittenger
H. van Ameringen Foundation
Wild Geese Foundation



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KEY FINDINGS

The 2018 Center Survey Report is part of a biennial effort to track the growing movement of lesbian, gay, bisexual, and transgender (LGBT) community centers and to identify trends and needs in the field. A joint report by the Movement Advancement Project (MAP) and CenterLink, the report presents findings from the sixth biennial survey of LGBT community centers in the United States.

This report provides a comprehensive review of participating LGBT community centers' **capacity** including staffing, boards of directors, budgets, and fundraising; **programs and services**, including key communities served; and **center needs**. Throughout the report, centers' programmatic successes and challenges are highlighted to illustrate how centers are serving their diverse communities. The report also provides a valuable overview of the centers' priorities and needs for organizations and donors interested in engaging with or supporting community centers and their programs and services.

The 128 LGBT community centers participating in this report collectively serve 40,550 people each week, and the 113 centers that reported 2017 revenue data have combined revenue of \$226.7 million. These centers constitute about six in ten (58%) of LGBT community centers in the United States. Participating centers are from 40 states, the District of Columbia, and Puerto Rico (see page 6 for a map of participating centers).¹ Across the country, these community centers are vital players in the LGBT movement and provide an invaluable link between LGBT people and state and national efforts to advance LGBT equality.

Center Capacity

Facilities and Accessibility. Both large and small centers strive to make their centers available and accessible to the communities they serve.

- Nine out of ten centers have a physical space, with 63% of all centers renting and 27% owning. One in ten centers lacks a dedicated physical space; all but one of these centers have budgets of \$150,000 or less.
- In a typical week, LGBT community centers are open to the public for an average of 41 hours. Centers with budgets over \$150,000 are open an average of 51 hours a week, compared to 25 hours a week for centers with budgets of \$150,000 or less.

- Nearly all centers (90%) are open in the evenings past 5:00 pm, with little variation based on center size, and 48% of centers are open on weekends.
- Four in five centers (83%) that have physical space have designed all the restrooms in their building as "all gender restrooms," with another 11% having designed some of the restrooms as "all gender."

Center Staff and Boards of Directors. Participating centers employ nearly 2,000 paid staff and engage with more than 14,000 volunteers for nearly half a million volunteer hours annually.

- Half of LGBT community centers remain thinly staffed: 25% have no paid staff and rely solely on volunteers, and 32% have between one and five paid staff. As expected, small centers with budgets of less than \$150,000 are much more likely to have few or no paid staff; 56% of small centers have no paid staff, while three-quarters (76%) of centers with budgets over \$150,000 have six or more paid staff.
- While 96% of large centers have a full-time paid executive director, nearly two in five (39%) of small centers indicated they relied solely on a volunteer executive director; one-third of small centers (35%) indicated they currently did not have someone in the position.
- At small centers, 33% of executive directors had been serving for three or more years, and at large centers that percentage increases to 69%.
- People of color comprise 54% of paid community center staff, 50% of senior staff, and 39% of community center board members.

Finances. Most participating centers (92%) provided 2018 budget information, reporting combined projected annual expense budgets totaling \$231.3 million.

- Of participating centers, 45% had annual budgets of \$150,000 or less, while 55% had budgets over \$150,000.²
- Small centers have an average 2018 expense budget of \$52,700 and a median expense budget of \$40,000. Large centers reported an average

¹ Of the 10 states that lack a participating center, seven have an LGBT community center that did not participate (Delaware, Idaho, Nevada, New Jersey, Rhode Island, Utah, and Wyoming), while three states lack an LGBT community center that is part of the CenterLink network (Louisiana, North Dakota, and West Virginia).

² When relevant, the report separately examines centers with budgets equal to or less than \$150,000 per year ("small centers") and centers with budgets greater than \$150,000 per year ("large centers").

expense budget of \$3.3 million and a median expense budget of \$847,700. Excluding the Los Angeles LGBT Center,³ the average expense budget for a large center is \$1.1 million.

- Small centers projected an 18% increase in expense budgets from 2017 to 2018, while large centers projected a 5% increase from 2017 to 2018.
- The 113 centers that reported revenue data had combined 2017 revenue of \$226.7 million. The average reporting large center covered its expenses with average revenue of \$3.5 million, compared to average expenses of \$3.2 million. Of the 48 small centers that reported 2017 revenue and expenses, 40% had higher expenses than revenue and operated at a loss for the year.
- Small centers experienced a remarkable 44% increase in revenue from 2016 to 2017, while large centers saw a 17% increase.
- Large LGBT community centers receive a high proportion of their funding from government grants: 24% of their combined revenue in 2017 was from government grants, followed by 12% from individual donors and 9% from fundraising events. Nearly \$0.40 of every dollar of revenue to large centers is from program income.

Government Grants. Despite reporting obstacles to securing government grants, these grants allow centers to provide vital programs ranging from HIV prevention and care to housing and substance use programs.

- Nearly half (47%) of all participating centers reported obtaining at least one government grant (local, state, or federal) of over \$10,000 in 2017.

Programs & Services

LGBT community centers report offering a wide range of programming from social and recreational, arts and culture, health and wellness, legal services, and policy and advocacy to community members. In 2017, LGBT community centers served over 40,550 individuals in a typical week and refer nearly 5,500 individuals per week to other agencies for services and assistance.

- Centers tailor their programming to their populations: 88% of centers offer transgender-specific programming, followed by 83% offering programming tailored to LGBT youth, while just one in four centers (25%) offers programs tailored for children of LGBT parents.

- Forty percent of centers offer services in a language other than English; Spanish and American Sign Language (ASL) are the next most frequently offered languages.
- Large centers spent three-quarters (74%) of every dollar spent on program-related expenses, meeting standards for nonprofit efficiency.⁴

People Served. Centers report their patrons are diverse, and the patron demographics emphasize the extent to which LGBT community centers provide vital resources to members of the LGBT community who are most in need of welcoming, competent services and spaces.

- Two-thirds (66%) of centers that provided patron demographics indicate that half or more of their patrons have low or very low incomes of less than \$30,000 per year.
- Thirty-five percent of centers reported that half or more of their patrons were youth (age 29 or younger), while just one center reported that the majority of its clients were ages 65 or older.
- Nearly half (47%) of centers report that at least half, and in many instances a majority, of their patrons are people of color.
- Few centers (15%) indicated that the majority of their patrons were women, while 34% of centers reported that half or more of their patrons were men.
- Two in five centers (40%) report that at least 25% of patrons identify as transgender, including 16% of centers where the majority of patrons are transgender people.

Physical and Mental Health and Wellness Programs. Many LGBT community centers serve as health and wellness centers for LGBT people offering not only programming but also direct physical and mental health care.

- Sixty-eight percent of participating centers (78 centers) reported providing some direct physical and/or mental health services (including counseling, peer-led programs, and support groups, as well as physical health and other mental health services). Six centers participate in the federal 340B program, which allows them to purchase pharmaceuticals at a reduced price.

³ In some instances, the Los Angeles LGBT Center is excluded from analysis because of its relative size compared to the broader LGBT community center population.

⁴ Small centers were not asked to provide detailed finance and budget information.

- Large centers are nearly twice as likely to offer physical and/or mental health services compared to small centers, with 47% of small centers offering these services, compared to 84% of large centers.
- In 2017, these centers provided physical health services to nearly one million people (961,700 people) and mental health services to more than 32,800 people.
- The most frequently offered physical health programming was related to sexually-transmitted infections; 89% of centers that provided physical health programming offered programs related to sexually-transmitted infection (STI)/HIV prevention, and 88% offered STI/HIV testing.
- The most frequently offered mental health programming is a facilitated support group for transgender people. Among centers offering mental health programming, nearly all (98%) centers that provide mental health programming provide this service. Four in five centers (83%) offering mental health services offer couples counseling.
- Centers engage in numerous kinds of wellness programming. Three-quarters of responding centers (76%) designated their campus as tobacco-free campus, and 58% conducted health provider cultural competency.

Computer Access and CyberCenters. Nearly three-quarters of centers (74%) offer patrons access to computers.

- Two in three centers (68%) offering computer services are large centers with budgets of \$150,000 or more.
- Of centers offering computer services to patrons, slightly more than one-third of these centers (37% of centers with computer services) offer these services through the David Bohnett CyberCenter Program.
- The most frequent uses of computer resources by patrons are job searches, entertainment, and staying in touch with family and friends.

Community Education and Advocacy Programs.

- Nearly all LGBT community centers (93%) engage in policy-related activities geared toward improving the lives of their patrons and their broader community, with the most frequent activities being educating the public about key

issues impacting LGBT people (88% of centers that engage in policy-related activities) and participating in coalitions or collaboratives with goals including changing public policy (69%).

- More than three-quarters of centers (78%) that engage in policy-related activities work to advance policy at the local level, 67% at the state level, and 31% at the national level.
- Centers reported a wide range of priority policy areas including advancing transgender equality, advancing nondiscrimination, and issues of safe schools and anti-bullying for LGBT youth.

Major Challenges and Opportunities

- **Computer Access.** When asked to rank their top three computer-related challenges, centers participating in the Bohnett CyberCenter program identified the lack of a dedicated staff person or volunteer to manage or oversee computer resources as their biggest challenge. The most frequently cited challenges faced by non-CyberCenters were an inability to afford the infrastructure, a lack of staff time to oversee the program, and a lack of space for equipment.
- **Government Grants.** Virtually all centers (81%) indicated that a lack of staff time to devote to grant writing was a major challenge to receiving government grants, while half of centers (53%) said they had insufficient knowledge of or experience applying for government grants.
- **Community Education and Advocacy.** When asked about the key challenge to engaging in public policy and advocacy, the top cited reasons of centers were lack of staff or staff capacity (41% of all centers) and centers' 501(c)(3) tax exempt status (41%) indicating a lack of full understanding about how centers can engage in public policy advocacy.
- **Overall Challenges.** Centers were asked their top non-financial barrier as a center. The most frequently noted challenge was related to staffing: staff turnover, knowledge and capacity, and time.
- **Opportunities.** There was consistent interest on the part of participating centers for technical assistance on all the topics proposed, with 45% of centers saying they are "very interested" in strategic planning, fundraising, program development, financial management, leadership development, board development, and LGBT cultural competency.

ABOUT THIS REPORT

The 2018 LGBT Community Center Survey Report is part of a biennial effort to track the growing movement of lesbian, gay, bisexual, and transgender (LGBT) community centers and to identify trends and needs in the field.⁵ A joint report by the Movement Advancement Project (MAP) and CenterLink, the report presents findings from the sixth biennial survey of LGBT community centers in the United States.⁶

LGBT community centers play an important role in the life of LGBT Americans. In some parts of the country, a local community center may be the only resource where LGBT residents can access social, educational, and health services. The 128 LGBT community centers participating in this report collectively serve over 40,550 people each week, and the 113 centers that reported 2017 revenue data have combined revenue of \$226.7 million. Across the country, these community centers are vital players in the LGBT movement and provide an invaluable link between LGBT people and state and national efforts to advance LGBT equality, as shown in *Figure 1* on pages 6 and 7.

This report provides a comprehensive review of participating LGBT community centers' **capacity**, including staffing, boards of directors, budgets, and fundraising; **programs and services**, including key communities served; and **center needs**. Throughout the report, centers' programmatic successes and challenges are highlighted in "Spotlights" to illustrate how centers are serving their diverse communities. The report also provides a valuable overview of the centers' priorities and needs for organizations and donors interested in engaging with or supporting community centers and their programs and services. New this year, the majority of information is displayed in graphics with more limited, bulleted text. Key findings are summarized in the previous section.

⁵ This report uses the acronym "LGBT" to describe individuals who identify as lesbian, gay, bisexual, and/or transgender and to identify the community centers that serve LGBT people. Some people, particularly youth, may use the term "queer." This term may refer to one's sexual orientation and/or gender identity. Some centers use the acronyms "LGBTQ" or "LGBTQ+," but this report standardizes terminology and uses LGBT except in the context of programs for youth.

⁶ Because the centers that participate in the survey vary from year to year, readers should not draw comparisons between the findings of this report and past years' reports.

PARTICIPATING CENTERS

The 2018 Community Center Survey is the sixth biennial survey of LGBT community centers across the United States. In March 2018, MAP and CenterLink sent an online survey to 219 community centers identified by CenterLink. MAP and CenterLink developed the survey with input from community center senior management, LGBT funders, and national partners. The 2018 survey was also based on consideration of feedback from previous surveys.

Out of the initial sample of 219 centers identified by CenterLink, 128 centers provided information, yielding a 58% response rate. Throughout the report, we note the number of centers providing information about a specific question. (Not all participating centers answered every question; therefore, we often refer to “responding centers” to indicate that our analysis includes the centers that responded to a particular question rather than all participating centers.) We list the 2018 participating centers in Appendix B.

The survey looked at two categories of respondents: “small centers” with expense budgets of \$150,000 or less; and “large centers” with expense budgets of more than \$150,000. Because the Los Angeles LGBT Center is so large, with a 2018 budget of \$104 million, it is often excluded from report analyses, although we note where this is the case.

SPOTLIGHT



Supporting Transgender Women Detained by Immigration & Customs Enforcement (ICE)

*Transgender Resource Center of New
Mexico*



New Mexico houses the only pod for transgender women who are seeking asylum and are currently detained by Immigration and Customs Enforcement (ICE). The **Transgender Resource Center of New Mexico** provides non-legal services and visitation with transgender women who are held there. Volunteers and the Co-Director of the Center visit the facility twice a month to provide physical and emotional support to the transgender women detained there. In addition, the Center provides money so the women can make phone calls, obtain stamps, or purchase food. The center also provides referrals and support to the transgender women who are detained and those who are released.

Figure 1a: Participating LGBT Community Centers Serve the Residents of 40 States, DC, and Puerto Rico

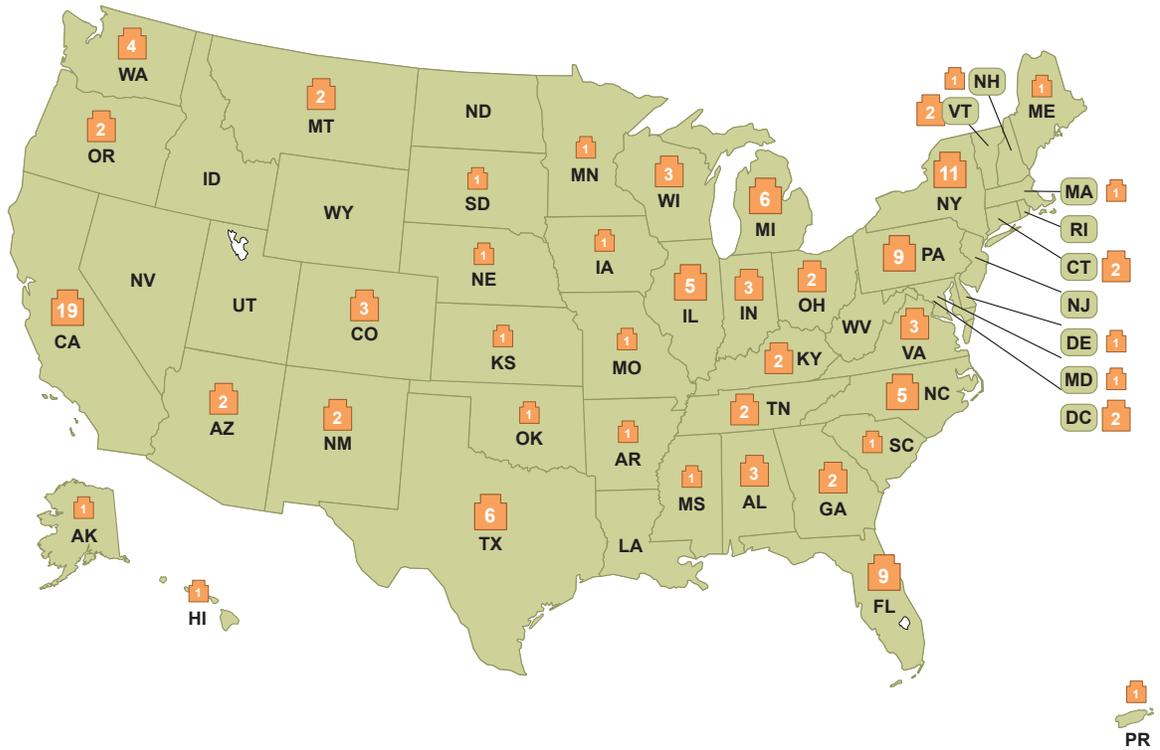


Figure 1b: 35 States Have Centers with Budgets of \$150,000 or Less

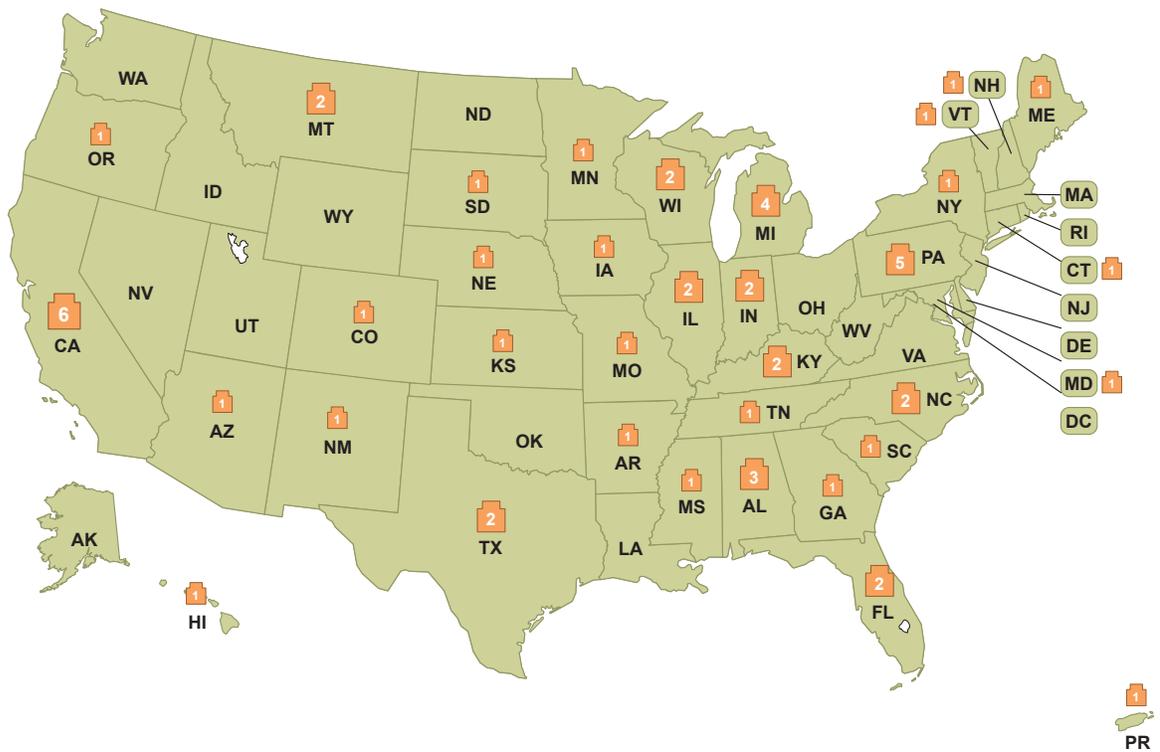
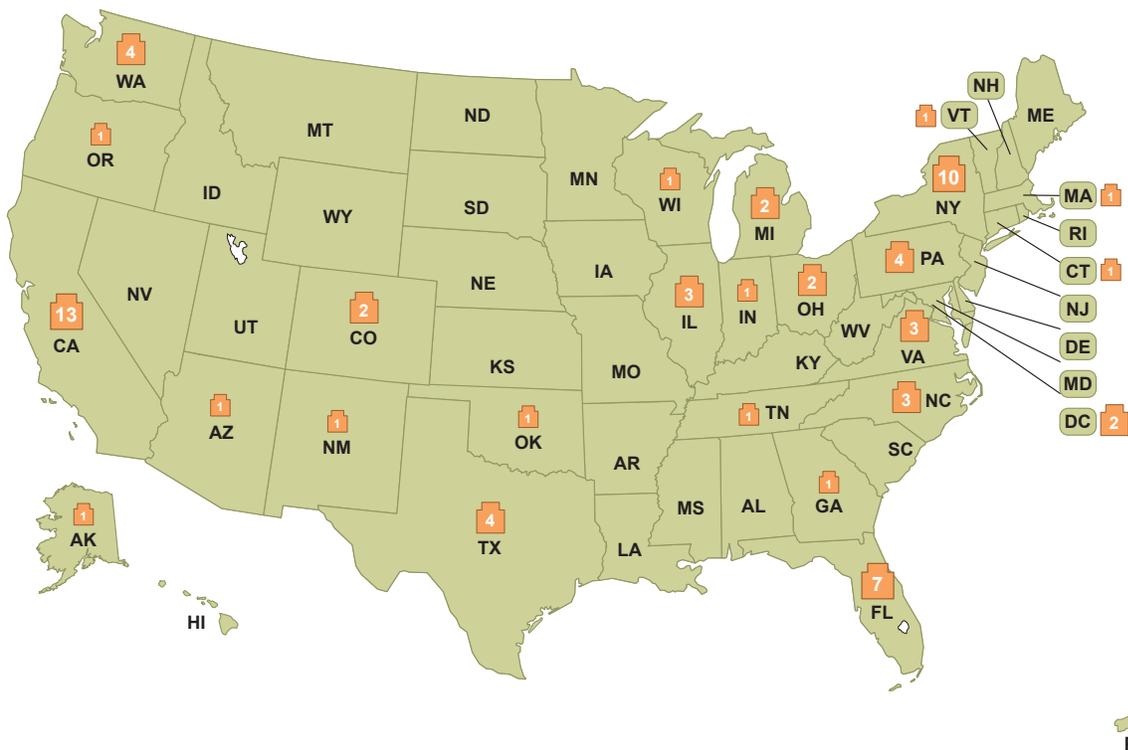


Figure 1c: 25 States Have Centers with Budgets Over \$150,000



SPOTLIGHT



A Model for Creating System Change in Schools for LGBTQ Youth

OutCenter

OutCenter, an LGBT center in Benton Harbor, MI, runs the “LGBTQ+ Safe Schools Collaborative,” a systems change approach in a mostly rural area. This initiative is funded, in part, by the United Way of Southwest Michigan. Working with key allies in county divisions that serve schools, administrative and counseling representatives from school districts, with LGBTQ students and their families, the **OutCenter** has convened a group of committed people who provide access and influence within local school communities. These representatives will be convened on a regular basis in 2018 to share insights and discuss strategies for creating LGBTQ safe school communities throughout a tri-county area that is 81% rural and very religiously conservative. Teens who don’t have gender and sexuality alliances or clubs (GSAs) in their schools come to the monthly Teen Pride GSA at the **OutCenter** and have the experience of belonging to a GSA. The Teen Pride GSA serves the tri-county area, and each three-hour session includes food, unstructured time, and experiential exercises designed to educate and model youth leadership components. Many of the youth who attend return to their schools and ask their school counselors to help them establish a GSA. The school counselors call the **OutCenter** and the center provides technical assistance and workshops to aid in their efforts, leveraging the September 2016 list of recommendations from the “State Board of Education Statement and Guidance on Safe and Supportive Learning Environments for LGBTQ Students.”

CENTER CAPACITY

The 128 centers that participated in the 2018 LGBT Community Center Survey vary greatly in their age and infrastructure. Since the 1990s, the number of centers has consistently increased, with roughly 30 new centers opening each decade, as shown in *Figure 2*.

Facilities and Accessibility

The majority of centers have physical space (see *Figure 3*), though the number of hours they are open may vary, as shown in *Figure 4* on the following page. Of the centers without a dedicated physical space, all but one of these are small centers with budgets of \$150,000 or less. Centers are open, on average, 41 hours each week, with large centers open approximately 51 hours each week compared to 25 hours for small centers. Roughly half of centers (48%) are open on the weekends, while nearly all centers (90%) are open later than 5:00 pm during the week. Two in five LGBT community centers offer services in a language other than English, with Spanish and American Sign Language as the most frequently offered languages. *Figures 5* and *6* on the following page show that centers strive to make their buildings accessible.

Center Staff

The staff, board members, and volunteers at LGBT community centers are essential to centers' ability to provide the services, connections, and programs upon which LGBT people around the country rely, as shown in the infographic on the following page. Half of LGBT community centers remain thinly staffed: 25% have no staff and rely solely on volunteers; and 32% have between one and five paid staff. The staff and boards of centers are diverse, frequently mirroring the communities they serve. LGBT community centers are less likely than nonprofit organizations as a whole to offer health insurance to their staff (74% of LGBT community centers offer health insurance, compared to 81% of all workers at nonprofits in the United States).⁶ Compared to a survey of community health centers, LGBT community centers are less likely to have any number of formal organizational policies and practices to support diversity, though all centers have at least one diversity policy in place, as shown in the infographic on page 10.

Figure 2: Half of Centers Were Founded Since 2000

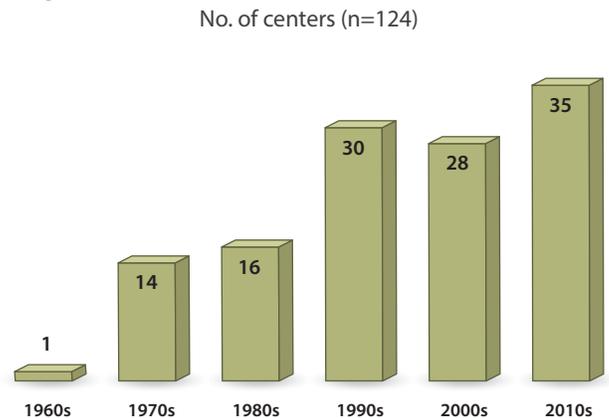
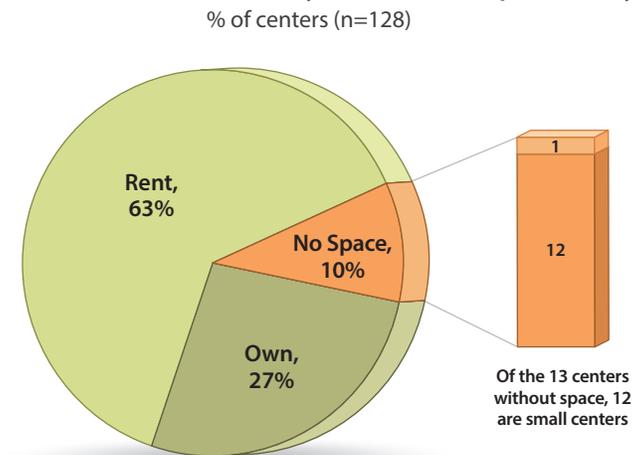


Figure 3: The Majority of Large Centers Have Space, While Smaller Centers Are More Likely to Rent or Lack Space Entirely



Note: May not total 100% due to rounding.

⁶ John L. Bishow and Kristen A. Monaco, "Nonprofit pay and benefits: estimates from the National Compensation Survey," *Monthly Labor Review*, U.S. Bureau of Labor Statistics, January 2016, <https://doi.org/10.21916/mlr.2016.4>.

Figure 4: Center Hours Vary, But Seek to Meet the Needs of the Community
 % of centers (n=117)

Figure 4a: Nearly Half of Centers Are Open on the Weekends

Figure 4b: Nine out of Ten Centers Are Open After 5:00 pm

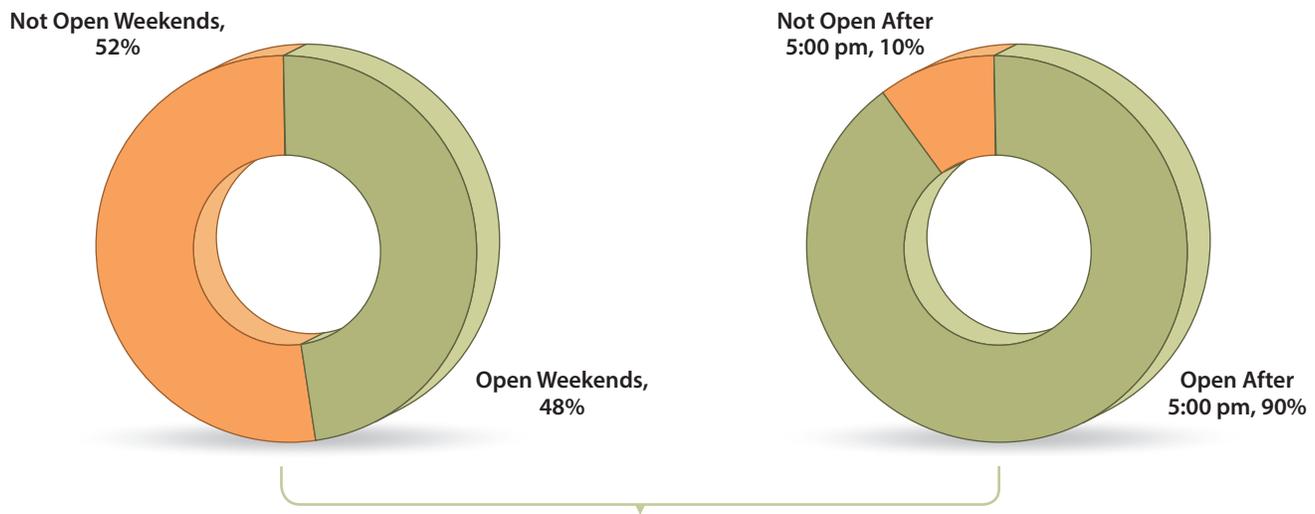
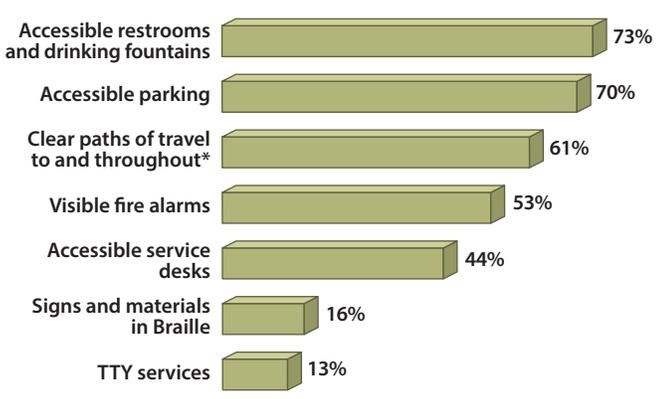


Figure 4c: Average Number of Hours/Week Centers are Open



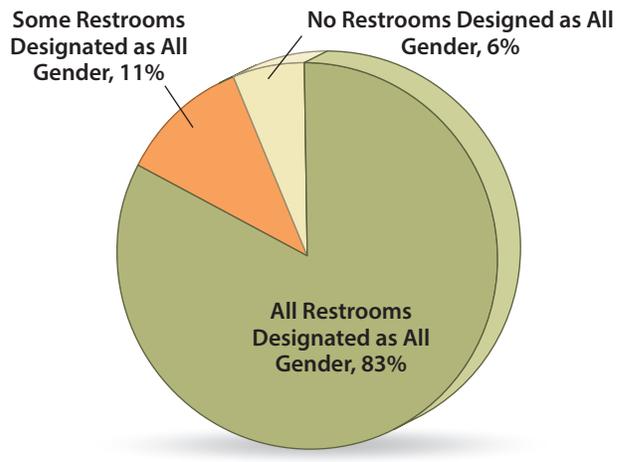
Note: May not total 100% due to rounding.

Figure 5: Centers Strive to Make Their Spaces Accessible
 % of centers (n=128)



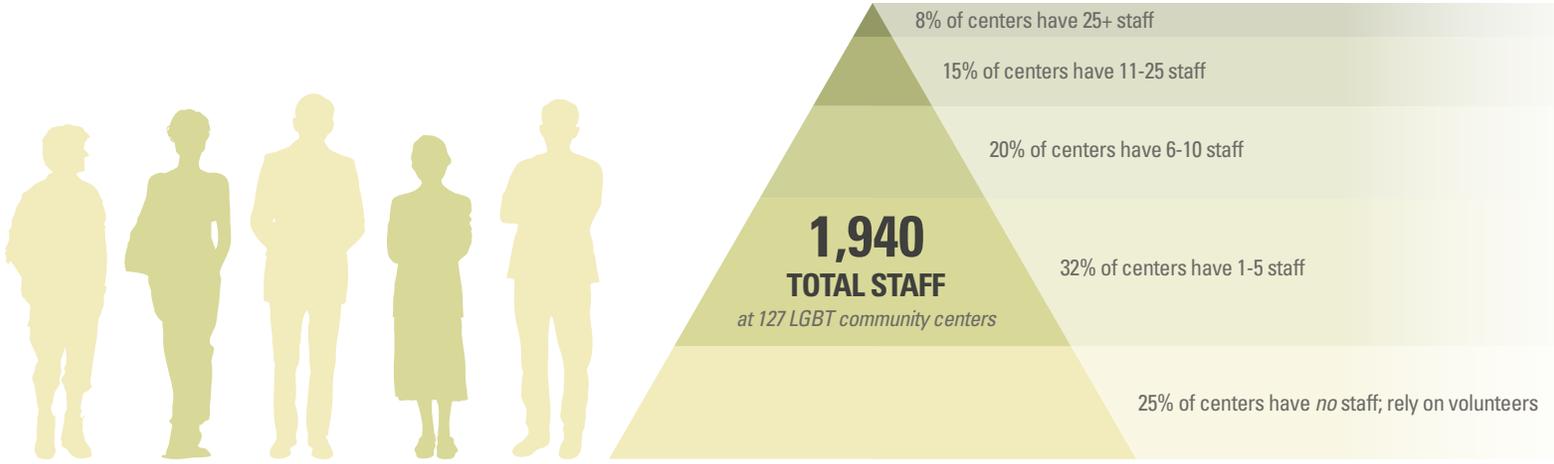
* Includes, if necessary, automatic doors, handrails, ramps, and/or elevators.

Figure 6: Many Centers Have All Gender Restrooms
 % of centers (n=115)



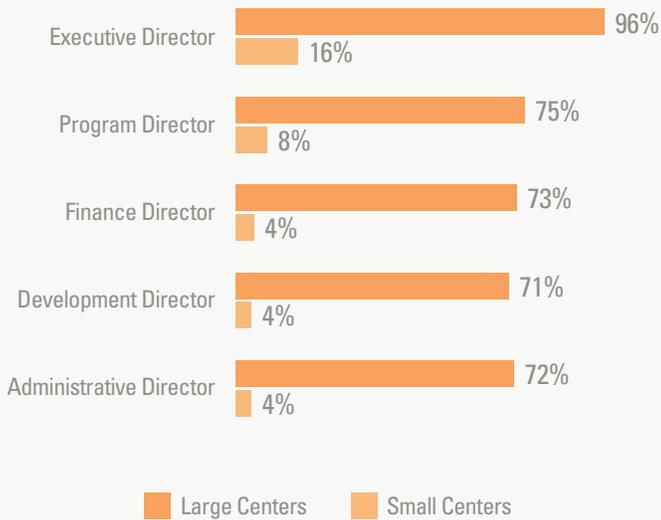
Note: May not total 100% due to rounding.

LGBT COMMUNITY CENTER STAFF



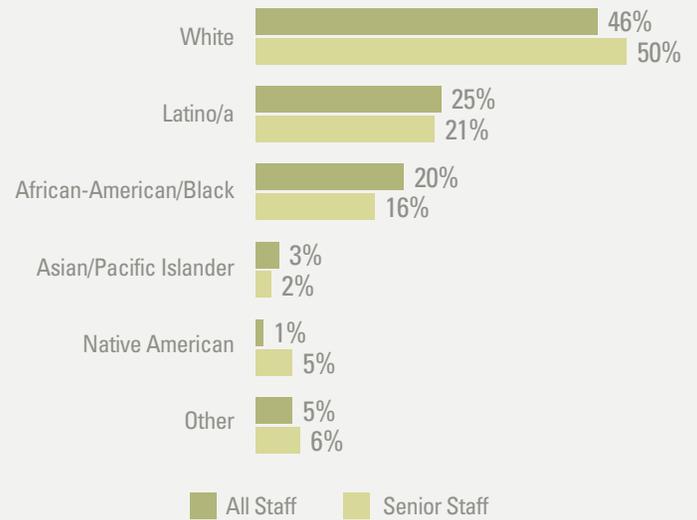
SMALL CENTERS HAVE LIMITED STAFF

% of centers with full-time paid staff



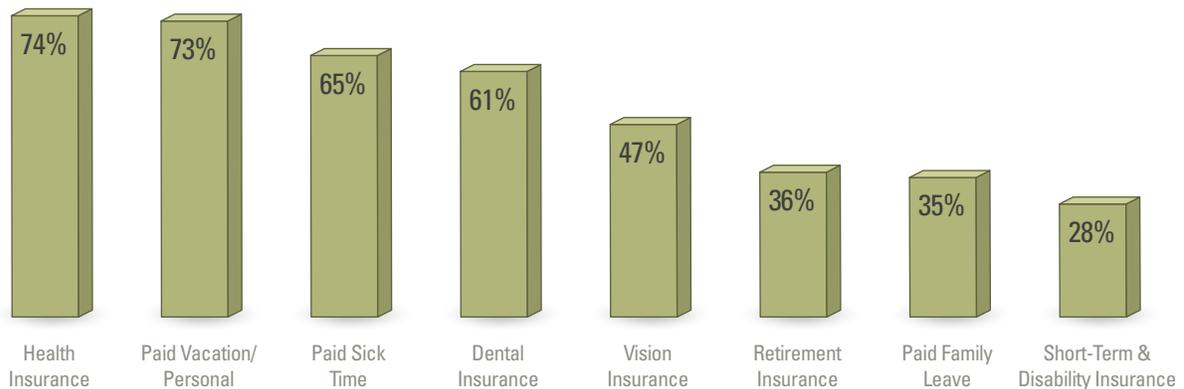
A MAJORITY OF CENTER STAFF ARE PEOPLE OF COLOR

% of all paid staff



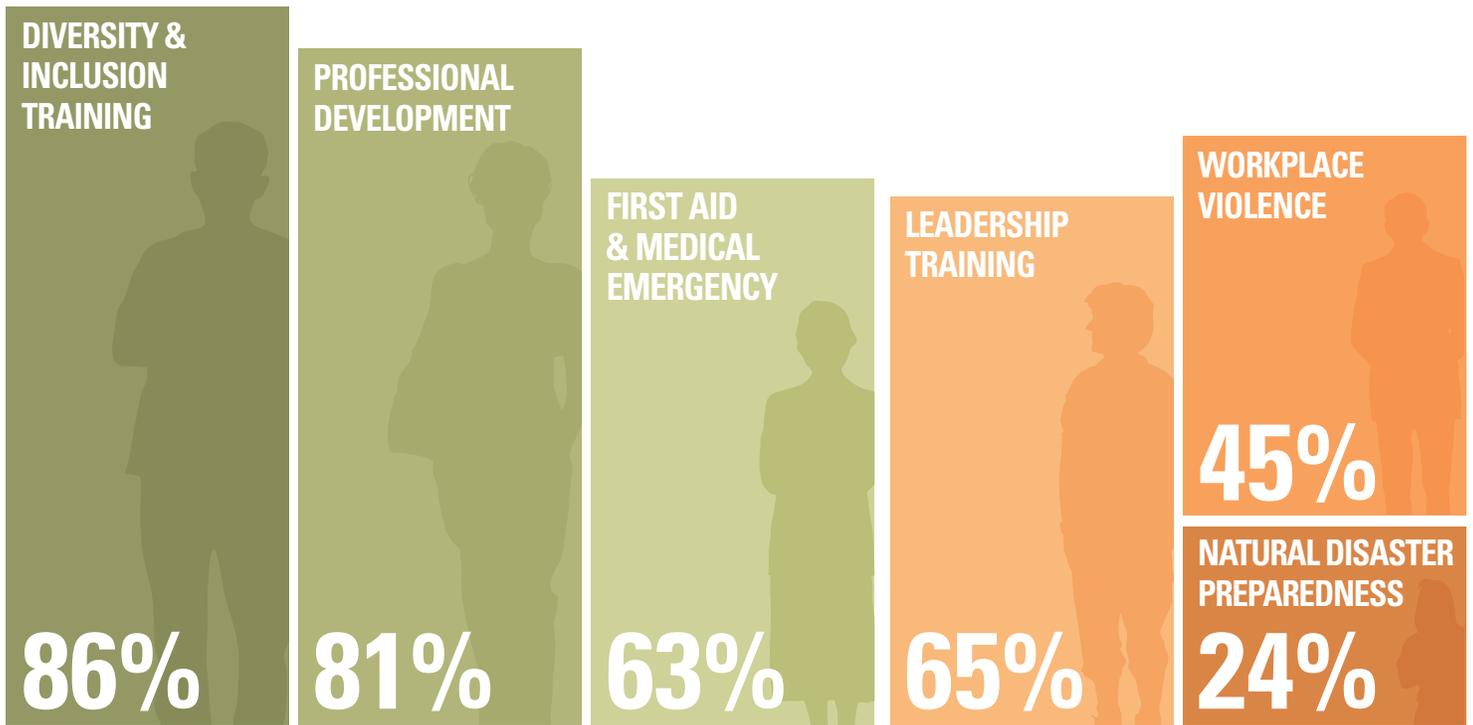
THREE-QUARTERS OF CENTERS OFFER HEALTH INSURANCE

% of centers with paid staff (n=95)



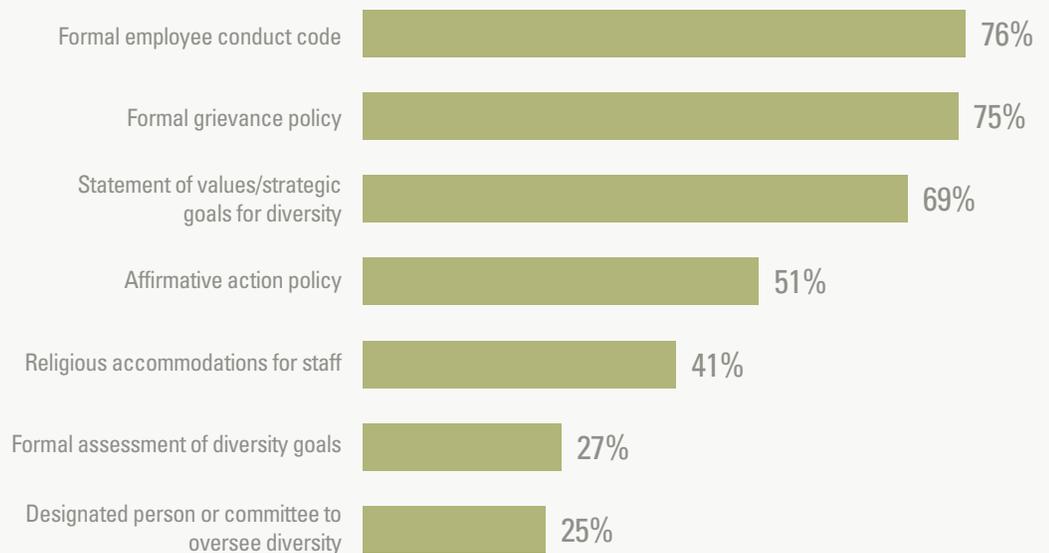
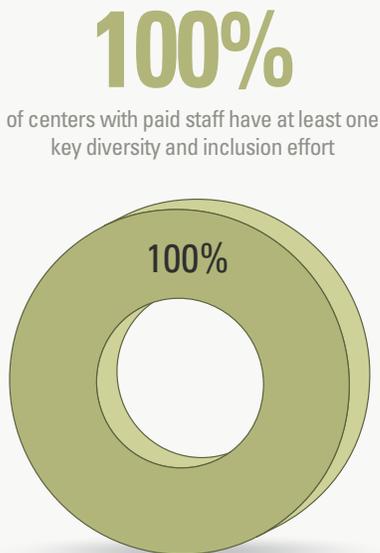
MANY CENTERS OFFER TRAININGS FOR STAFF

% OF CENTERS WITH PAID STAFF



ALL CENTERS HAVE KEY DIVERSITY & INCLUSION EFFORTS FOR STAFF

% of centers with paid staff



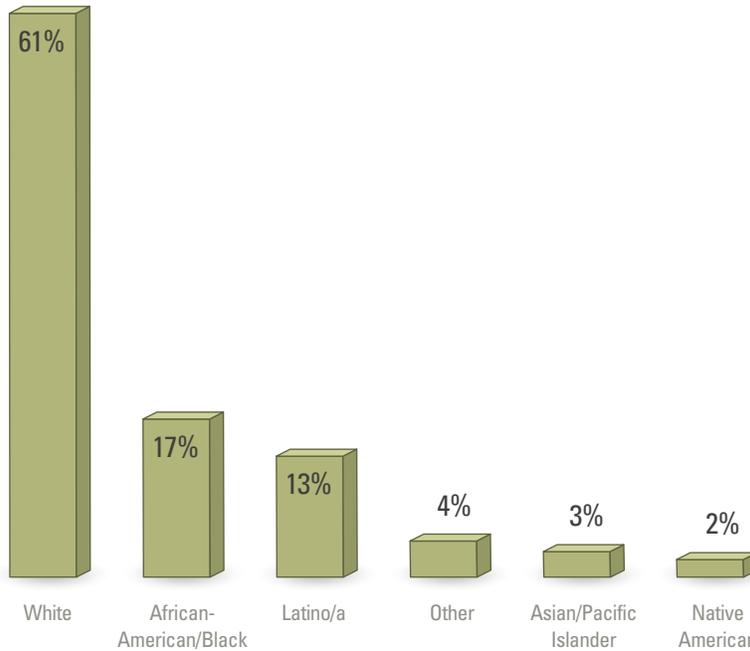
BOARD MEMBERS REFLECT BROADER POPULATION IN THE U.S.

% OF BOARD MEMBERS BY RACE/ETHNICITY



46%

OF BOARD MEMBERS ARE WOMEN



9%

OF BOARD MEMBERS ARE TRANSGENDER

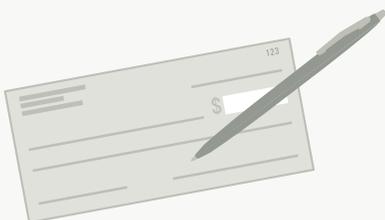
63%

of centers have boards of directors that are elected or voting boards (as opposed to self-selected boards)



55%

have a "give or get" financial requirement of board members (only 25% of small centers have this requirement, compared to 78% of large centers)



KEY BOARD GOVERNANCE PRACTICES

% of centers



Center Boards of Directors

LGBT community centers rely on their boards of directors for governance, guidance, and to ensure the center is led and advised by members of the community. Three-quarters of large centers (78%) require that board members financially contribute to the center through a “give or get,” while only one-quarter of small centers (25%) have this requirement. Most centers have at least three key governance practices: a conflict of interest policy for board members; that an independent accountant compiles, reviews, or audits the financials of the center; and that the board conducts compensation review and approval for the executive director. An infographic on the previous page highlights key demographics of boards and board policies.

Center Finances

LGBT community centers have very different financial resources, as shown in *Figure 8* on page 14, but, in total, the 118 centers that provided 2018 budget information reported combined projected annual 2018 expense budgets totaling \$231.3 million. Just under half of centers (45%) have budgets of \$150,000 or less, while just eight centers have budgets greater than \$6 million. It is not surprising that the staff capacity of centers also varies greatly given the variation in overall resources. *Figure 7* on page 14 shows that large centers receive the greatest share of their revenue from program income, followed by individual contributions.

Fundraising

LGBT community centers rely on individuals, corporations, foundations, and grants to provide the services and programs their communities need. Many centers (64%) have a development or fundraising plan currently in action, and 38% of centers plan to create or update their plan in the next year.

Fewer than one-in-three centers participated in a specific giving day; 22% participated in a city, regional, or state giving day; 27% participated in the annual “Give Out Day” focused on giving to LGBT organizations; and 31% participated in Giving Tuesday, a day of nonprofit giving after the Thanksgiving holiday.

Government Grants

Large LGBT community centers report that one-quarter (24%) of total revenue in 2017 came from

SPOTLIGHT



**Queer and Trans People of Color
Leadership Summit**
OUT Boulder County



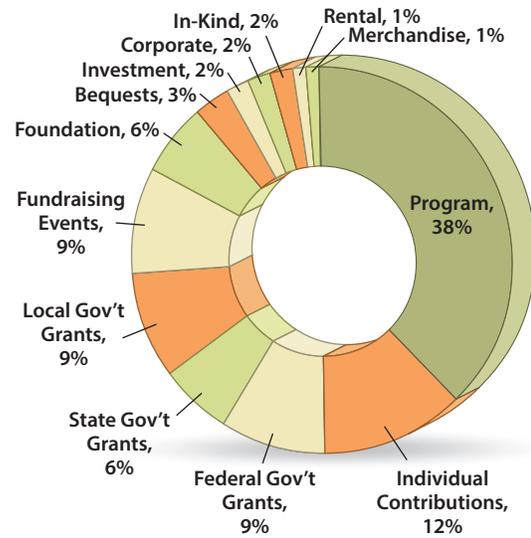
Out Boulder County’s Queer and Trans People of Color (QTPOC) Leadership Summit got off to a strong and inspirational start with the initial retreat. Eighteen QTPOC participants from Boulder and Weld Counties came together to connect across their diverse experiences, identify their personal mission statements and strengths, begin to plan out their action plan for community impact, and network with one another and other community leaders at the closing reception. Participants report that the weekend-long retreat, guided by the talented facilitators Corey and Danny from Maven Leadership Collective, was intense, powerful, and a call to action. Many also spoke to the impact of being in a QTPOC-only space for the duration of the retreat. Leaders from across the community—a good combination of people of color and white people, LGBT, cisgender, and straight—attended the reception to learn about the program, hear from the QTPOC leaders, and begin the discussions of how to better work together and leverage resources.

While the power of the weekend is shining through, the fact that the work is just getting started is evident and central. The QTPOC cohort will continue to meet at three additional gatherings to identify focus areas and work groups, crystalize projects, connect with existing allies, and support one another. **Out Boulder County** is ready and willing to face the challenges, dig into the work of centering traditionally marginalized voices, and welcome the transformation that will come out of this vital, deep work. The center calls all volunteers, fans, allies, partners, and community members into this process. The center is also thankful for the support and engagement of all our community members in this process of transformation.

government grants. Overall, nearly half of LGBT community centers receive at least one federal, state, or local government grant of \$10,000 or more, as shown in the infographic on page 16. Used to provide programs and services ranging from HIV and STI prevention and care to housing, these government grants are an important investment in centers. Yet many centers report that they are constrained in their ability to apply for government grants by the lack of staff time to write grants.

Figure 7: Large Centers Receive the Largest Share of Revenue from Program Income

2017 Combined Revenue of \$214M (n=58 centers)

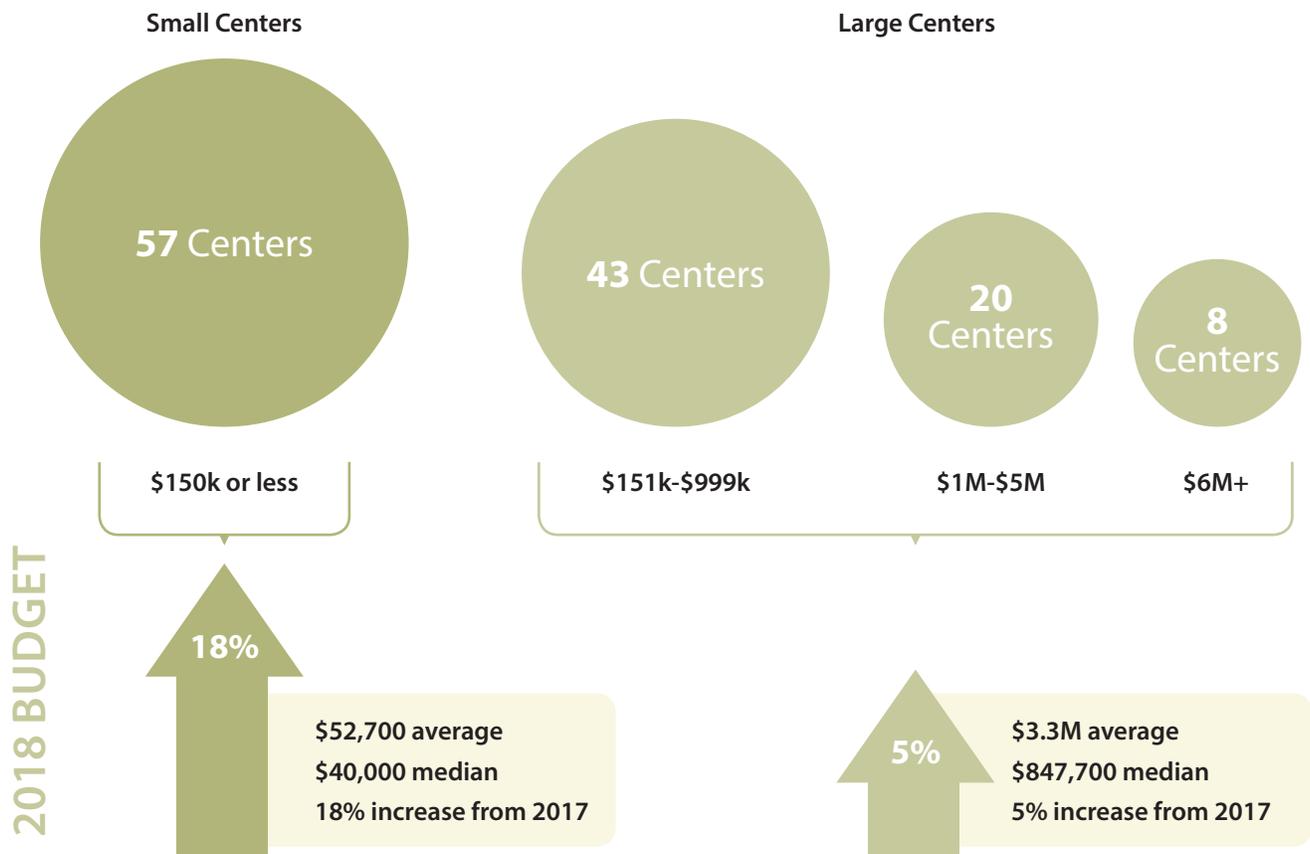


Note: May not total 100% due to rounding.

Figure 8: Breaking Down the Numbers: LGBT Community Center Finances

Most Centers Have Budgets of \$150K or Less

All Centers (n=128)



SPOTLIGHT



Building LGBTQ Leaders Through Retreats and the Outdoors



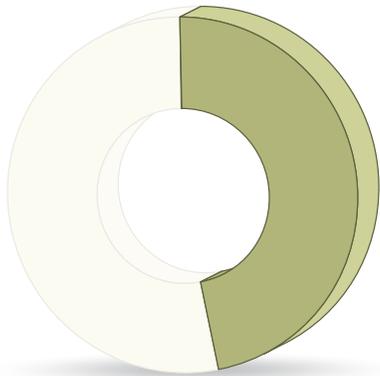
Recognizing the need to grow the next generation of LGBTQ leaders, several community centers have created youth leadership programs, frequently with an outdoor or retreat component.

one-n-ten, an LGBTQ youth serving organization in Phoenix, AZ, runs Camp OUTdoors!, which offers youth-empowerment workshops, led by college professors, LGBTQ professionals, and leaders of the LGBTQ movement. Started in 2008, the program has grown to serve up to 175 campers each year. Campers travel from across the United States, Canada, and Mexico. Camp OUTdoors! helps young people build community through fun team building activities and over 50 educational workshops, facilitated by community volunteers, organizations, and professionals.

Identity Alaska offers the Alaska Youth Leadership Summit in the summer and again in the winter for youth ages 13-18 from across the entire state of Alaska. The summits include workshops and trainings to educate youth on healthy life skills and relationships, develop leadership skills, and empower youth to be change agents in their communities. The winter retreat is a one-day experience held in Anchorage, and the summer retreat is three days at a camp in Kenai, Alaska.

The Rainbow Alley at **The GLBT Community Center of Colorado** offers "Summer Academy," a two-week career exploration, higher education connection, and leadership development camp for LGBTQ youth. Youth travel across the state to connect with LGBTQ and allied professionals and spend time at the Woodbine Ecology Center. There they enjoy the outdoors, hike in the moonlight, and participate in an ecological service project.

HALF OF LGBT COMMUNITY CENTERS RECEIVED GOVERNMENT GRANTS IN 2017



47% OF CENTERS RECEIVE AT LEAST ONE GOVERNMENT GRANT OF \$10K+, TOTALING MORE THAN \$50.6 MILLION

OF THE 219 GOVERNMENT GRANTS OF \$10K OR MORE TO 57 PARTICIPATING CENTERS:



32%

Federal Government



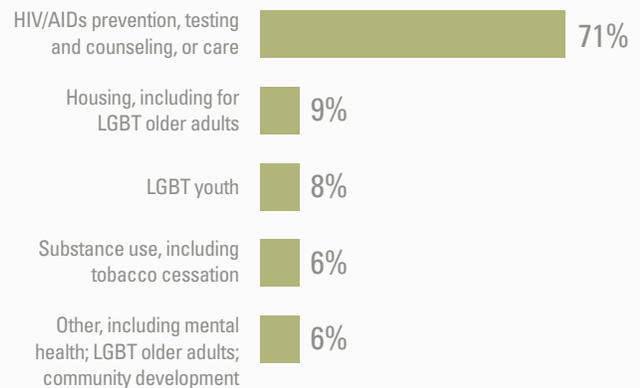
37%

State Government

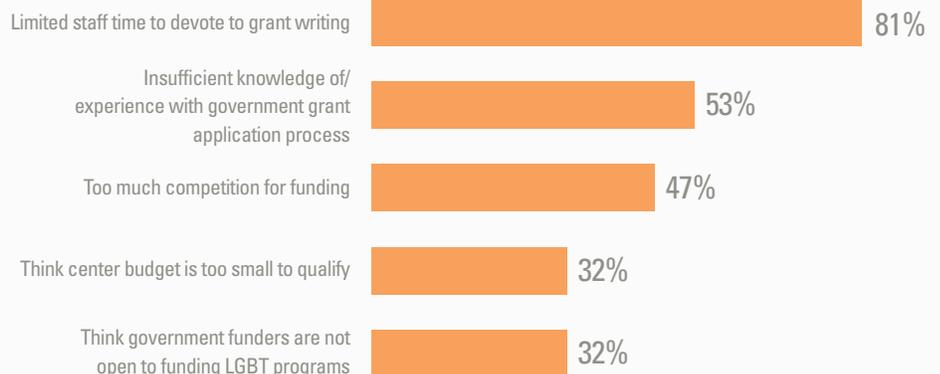


32%

Local Government



KEY BARRIERS TO RECEIVING GOVERNMENT GRANTS



PROGRAMS & SERVICES

LGBT community centers participating in the 2018 LGBT Community Center Survey were asked about the type of programs they offer and the patrons they serve. The results, summarized in *Figure 9*, show that LGBT community centers provide vital, diverse programming that reflects the communities they serve—communities that are racially and ethnically diverse, have concentrations of poverty, and include many transgender people. Nearly three in ten centers

(29%) offer services online, including live streaming of events, online social spaces for youth, and online chat. Large centers spent three-quarters of every dollar spent (74%) on program-related expenses, exceeding national standards for nonprofit efficiency. Additionally, more than 14,200 people volunteer at the participating community centers annually—volunteering nearly half a million hours (495,200 hours) each year, as shown in the infographic on the next page.

Figure 9: Programs Offered by Community Centers
% of centers



SPOTLIGHT



Clothing the Community
The CENTER on Strawberry



Twice a year, the **CENTER on Strawberry** in Washington, PA, hosts a clothing swap called "The Wardrobe." Community members donate clean, gently used clothing, shoes, and accessories. Recently, the CENTER partnered with EQT Corporation, a natural gas company, to collect clothing, shoes, and purse donations at two of their nearby locations. During a monthly community potluck, community members are invited to come and shop and take clothing, shoes, and accessories. This program has been very successful with LGBT community members. Any unclaimed items are then distributed to the general nonprofit community. At the most recent event, five other local organizations received donations. This program brings people into the center's building who would not otherwise visit and spreads goodwill outside the building with other organizations that weren't aware that that the center existed.

WHO IS SERVED BY LGBT COMMUNITY CENTERS?

40,550

CLIENTS PER WEEK



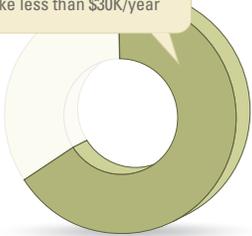
5,500

REFERRALS PER WEEK



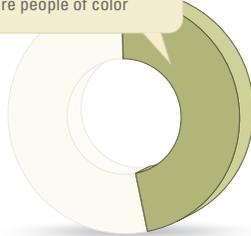
66% OF CENTERS

More than half of patrons make less than \$30K/year



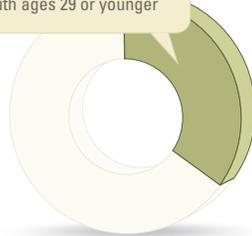
47% OF CENTERS

More than half of patrons are people of color



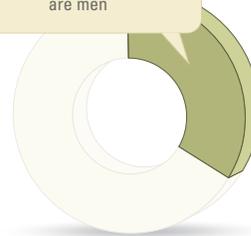
35% OF CENTERS

More than half of patrons are youth ages 29 or younger



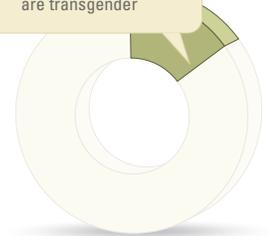
34% OF CENTERS

More than half of patrons are men



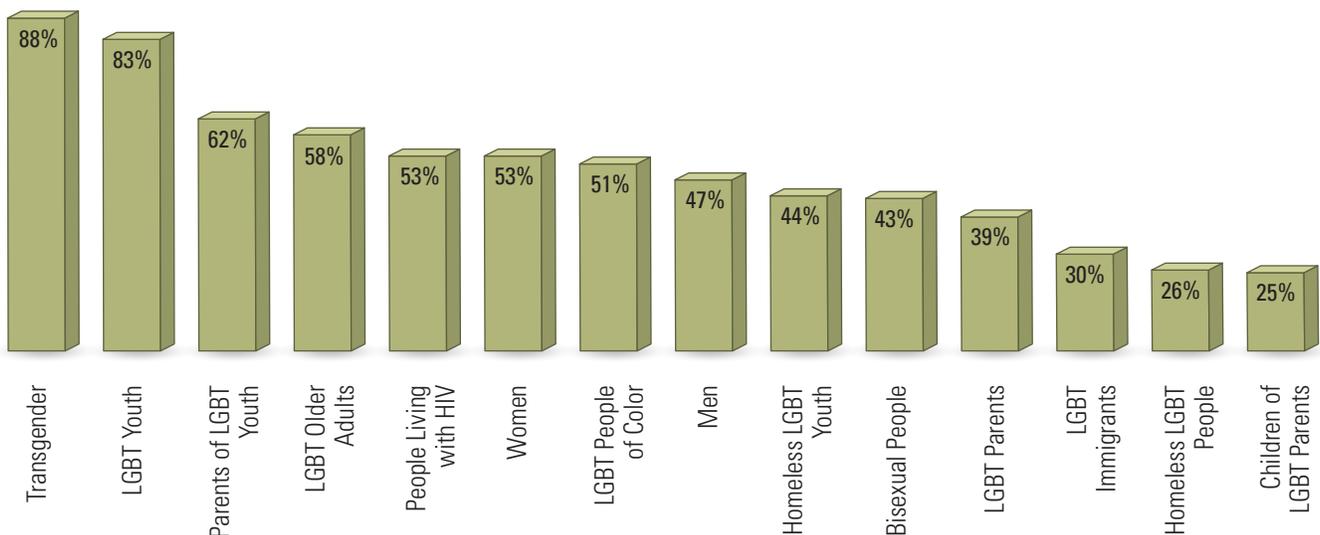
15% OF CENTERS

More than half of patrons are transgender



CENTERS OFFER DIVERSE PROGRAMMING TO SERVE LGBT COMMUNITY

% OF CENTERS OFFERING POPULATION-SPECIFIC PROGRAMMING (N=120)



SPOTLIGHT



Building Community and Fostering Support for LGBT Elders



As the number of LGBT people ages 55 and older increases, community centers are responding with programming, supportive services, and trainings to ensure that LGBT older adults can age successfully in their communities.

The Diversity Center in Santa Cruz, CA, has a 60Plus Senior program that is booming. Its mission is to offer LGBT seniors in Santa Cruz County and surrounding areas opportunities to enhance their quality of life through social, recreational, and educational activities. The center hosts bi-monthly luncheons with a speaker or entertainment, which bring between 60-140 elders together in community. The program also includes separate gender-specific events which include socials and outings to help combat social isolation.

Recently, the center started conducting the Wellness Initiative for Senior Education (WISE) curriculum, a six-session wellness program. Participants say that having a space to talk about aging, medication management, depression, and the effects of drugs and alcohol as we age has been incredibly beneficial. In addition, the social component provides another opportunity to create real connections. The 60Plus Senior program is funded by the City of Capitola, the City of Santa Cruz, the County of Santa Cruz, program participant donations, and business sponsorships.

Realizing how challenging it can be for LGBT older adults to navigate the aging system, **OutReach LGBT Community Center** in Madison, WI, created a LGBT Senior Advocate Program. **OutReach's** LGBT Senior Advocate Program has three general areas of focus: community and professional trainings and presentations about LGBT seniors' concerns, strengths, and inclusion needs; individual advocacy, most commonly related to issues of discrimination or isolation; and the provision of regularly-scheduled social, health-related, and educational opportunities for LGBT seniors, with groups and events throughout the year. An OutReach staff member reaches out to senior-serving organizations in the county, conducts cultural competency training for the organizations, and catalogs the types of services they offer. The center is then better able to offer referrals to those agencies and ensure that LGBT older adults will be met with understanding and respect. Collaboration with other organizations is key.

Recent collaborative examples range from a screening of the film "Gen Silent" with the Alzheimer's Association and Sun Prairie's Public Library, to an LGBTQ Comedy Night and dinner social at the Madison Senior Center. Fifty local LGBT-affirming religious organizations have just received brochures about the Program's services to share with their congregations. An LGBT-specific spouse/partner loss group has been developed with Agrace HospiceCare, and a falls-prevention class through the Safe Communities program is about to start. The Am I Welcome Here? Project is a major, ongoing educational effort, targeting assisted living and memory care facilities to offer trainings on best practice around LGBT seniors' needs. Program staff worked with local media to get the word out, including multiple recent radio presentations, an article in the upcoming *Journey of Aging* journal, and a regular feature in *Our Lives* LGBTQ+ magazine.

SPOTLIGHT



Supporting Transgender Children, Youth, and Their Families

A number of centers across the country are providing thoughtful and creative programs to support transgender and gender non-conforming (TGNC) children and their families. These programs foster community among TGNC children and youth while also providing support for parents and caregivers in navigating systems including schools and healthcare providers.

Space to Be Me, a program run by the **Magic City Acceptance Center** in Birmingham, AL, serves parents and transgender children under the age of 14. While the parents meet in a professionally facilitated group, there is also a supervised space for children to meet, connect, and participate in activities with other trans and non-binary youth.

Four Corners Rainbow Youth Center in Durango, CO, offers a supervised “transgender playgroup” for youth ages 5-11, where youth can socialize while a parent support group happens simultaneously. One parent shared that her child is often consumed with anxiety about their gender identity, so it can be hard for them to relax and be a kid. When they attend the playgroup with other non-binary youth, she explained that her child experiences “gender euphoria.”

WJCS Center Lane, an LGBTQ youth and community education center in Westchester, NY, offers TransParentcy, a support group where trained facilitators meet with trans and gender non-conforming youth in one room and their parents and caregivers in a room next door. Topics include navigating difficulties and celebrating successes; meeting others and building community; sharing resources and knowledge; and expanding knowledge of issues including social, medical, and legal transition, healthcare, schools, and coming out.

The **Kaleidoscope Youth Center** in Columbus, OH, offers the Genderscope program, which serves TGNC youth of ages 12-20. Meeting twice a week, Genderscope provides a safe and affirming environment for TGNC youth to engage in group discussion, community-building, advocacy efforts, inclusive sex education, self-care, and physical health and wellness activities. There is also a parents and families support group that meets simultaneously to engage in discussions about safety and wellness for TGNC youth. This is Kaleidoscope’s highest attended program.

In September 2017, **Resource Center** in Dallas, TX, launched the new GenderBrave program to serve TGNC young adults, ages 18-29. GenderBrave uses a peer-led, evidence-based model in which a core group of members develop and facilitate weekly programs and quarterly events that encourage healthy connections, build self-confidence, and create a sense of community. The program includes a focus on HIV prevention using health education and risk reduction messaging developed by program participants. The Center’s Gender Identity Night is a weekly support group for TGNC youth, ages 12-18, to discuss shared experiences, encourage one another, and build peer support networks. The Parents of Trans Youth Workshop offers parents and guardians of TGNC youth a safe space to learn about gender identity and expression, find support, and explore the resources available to them.

SPOTLIGHT



Leading the Charge After Budget Cuts to HIV Testing Programs

The Frederick Center

After the federal government cut Ryan White funds to states that had been supporting access to HIV testing, the State of Maryland appropriately focused most of the remaining dollars it received through this program to support outreach testing in Baltimore, which has very high rates of HIV infection. Faced with this shortfall, Frederick County Health Department could no longer offer outreach testing for HIV at community events such as Frederick Pride, healthcare festivals, and other public gatherings. **The Frederick Center** in Frederick, MD responded by partnering with the Frederick County Health Department to purchase OraSure Home HIV test kits at a discounted cost (roughly \$31 each) and make these available without cost to any community member at community events, through the Health Department, or directly. Along with the kits, recipients also receive a listing of healthcare providers they can contact if the test is positive.

Working cooperatively through the Frederick HIV Coalition, a partnership that includes not only **The Frederick Center** but also with the Frederick County Health Department, HIV Ministry of The Frederick Church of the Brethren, Asbury United Methodist Church, Hood College, Asian American Center of Frederick, Frederick County Alumnae Chapter, Delta Sigma Theta Sorority, Inc., and Chi Theta Omega, Alpha Kappa Alpha Sorority, Inc., **The Frederick Center** has been able to underwrite the purchase of test kits.

Since the Home HIV Test Kit program started, the Frederick County Health Department has had outreach testing funding restored and is now offering this service once more. The test kit distribution program is now offered in tandem with on-site testing, with the Frederick HIV Coalition supporting both approaches in order to increase the number of people who know their status.

SPOTLIGHT

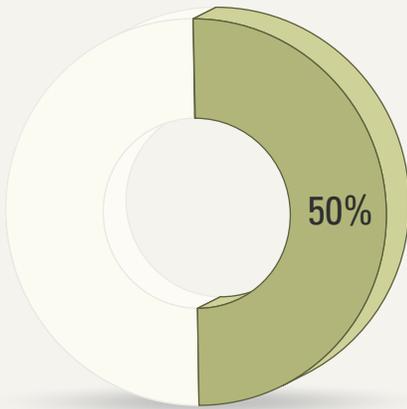


Bringing Fresh Food to the LGBT Community

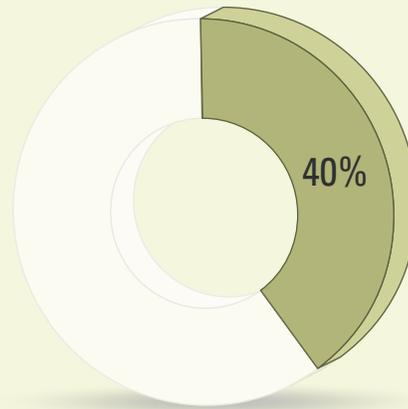
Bradbury-Sullivan LGBT Community Center, Allentown, PA

By using LGBT HealthLink’s wellness needs assessment tool and partnering with LGBT HealthLink, a program of CenterLink, **Bradbury-Sullivan LGBT Community Center** learned that two-thirds of their local LGBT community doesn’t eat the recommended servings of vegetables each day. In response, the center developed a partnership with Crooked Row Farm, a woman-owned certified-organic farm in their community. Crooked Row Farm grows more than 40 different vegetables at their Lehigh County farm. Community members can sign up for a full or half share in their CSA (community-supported agriculture) and then pick up their vegetables each week at **Bradbury-Sullivan LGBT Community Center** throughout farm season. In addition, this partnership also includes healthy eating workshops at the center led by Crooked Row Farm. As an added employee benefit, **Bradbury-Sullivan LGBT Community Center** provides a half-share of vegetables for each employee to promote workplace wellness.

PERCENT OF CENTERS OFFERING PROGRAMS FOR...



PHYSICAL HEALTH

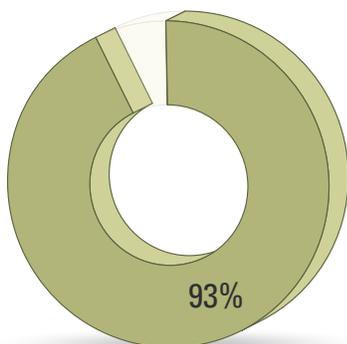
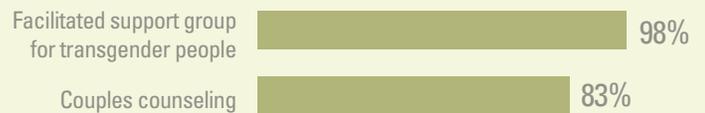
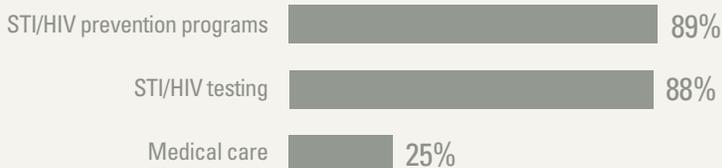


MENTAL HEALTH

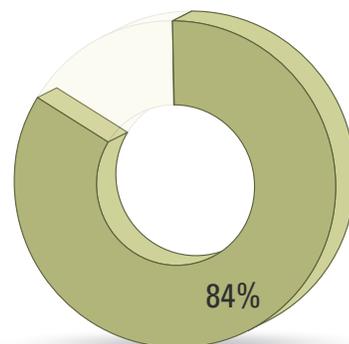
PHYSICAL HEALTH SERVICES
961,700
 CLIENTS SERVED IN 2017 (UP 17% FROM 2016)



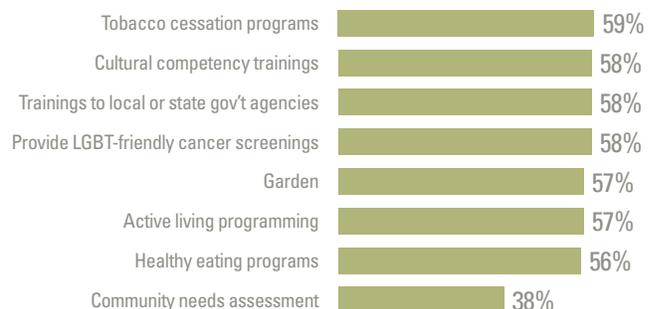
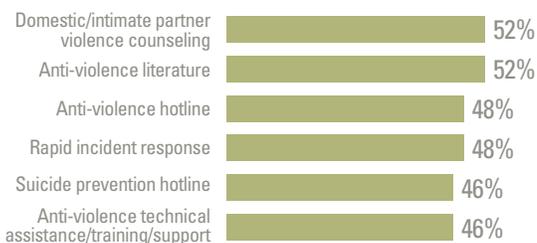
MENTAL HEALTH SERVICES
32,800
 CLIENTS SERVED IN 2017 (UP 57% FROM 2016)



ANTI-VIOLENCE



WELLNESS



Physical and Mental Health and Wellness Programs

Two-thirds of participating LGBT community centers (68%) reported providing some direct physical and/or mental health services (including counseling, peer-led programs, and support groups, as well as physical health and other mental health services). Only six centers participate in the federal 340B program, which allows them to purchase pharmaceuticals at a reduced price and pass the savings on to their clients. Additionally, centers participate in activities to improve the overall well-being of their communities, ranging from community needs assessments, trainings for healthcare providers, and programming focused on health and wellness. These centers provide vital health services to the LGBT community in an environment that is competent and respectful of their identities. The infographic on the previous page offers an overview of key programs that centers offer.

Computer Access and CyberCenters

Nearly three-quarters (74%) of LGBT community centers offer computer access and computer-related programs to patrons, as shown in the infographic on the next page. The majority of centers offering computer services (68%) are large centers with budgets of \$150,000 or more. Of centers offering computer services to patrons, slightly more than one-third of these centers (37% of centers with computer services) offer these services through the David Bohnett CyberCenter Program.

Community Education and Advocacy Programs

Nearly all LGBT community centers (93%) engage in policy-related activities geared toward improving the lives of their patrons and their broader community, with the most frequent activities being educating the public about key issues impacting LGBT people and participating in coalitions or collaboratives with goals including changing public policy (see the infographic on page 25). Centers reported a wide range of priority policy areas ranging from advancing transgender equality, nondiscrimination protections, and issues of safe schools and anti-bullying for LGBT youth.

SPOTLIGHT



Advancing LGBT State Policy

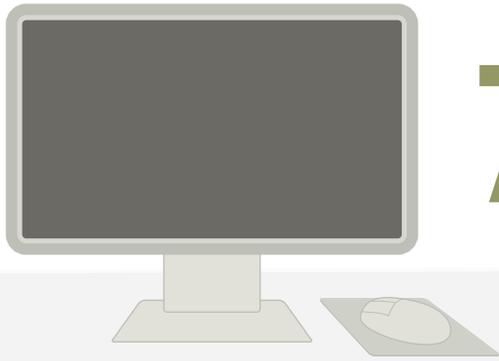
The Lesbian, Gay, Bisexual & Transgender Community Center

The Center in New York, NY, has launched a new, statewide advocacy program called RiseOut. While advocacy work has always been a part of **The Center's** mission, RiseOut provides an opportunity for **The Center** to dig in more deeply and work in the trenches for LGBT civil rights in New York State. There has been no major legislation advancing LGBT equality in New York State since 2011. The LGBT community in New York State, numbering more than one million people, needed an entity to coordinate an agenda and community mobilization efforts for the advancement of LGBT-affirming policies and protections. The program consists of four main pillars:

1. Organizing, leading, and supporting the diverse intersections of the LGBT population;
2. Enforcing, protecting, and advancing LGBT rights through proactive policy and legislative work;
3. Educating, empowering, and mobilizing the community via the provision of civic engagement tools and trainings, and aligning with other progressive movements; and,
4. Incubating and developing the next generation of thought-leaders and activists through a small grant-making program.

The Center has hosted statewide conversations with activists, advocates, community members, and stakeholders to identify priority issues that reflect diverse perspectives. In addition to center-led activities, **The Center** collaborates with colleague organizations to work on legislation and current issues that the center's community members care about deeply. Finally, to ensure meaningful participation across the community, **The Center** has also launched virtual and in-person tools for community members to inform, engage, and empower LGBT individuals to effectuate change on behalf of the community.

COMPUTER ACCESS THROUGH COMMUNITY CENTERS



74% OF CENTERS OFFER COMPUTER ACCESS AND PROGRAMMING

KEY ACTIVITIES



Job searching



Entertainment



Staying in touch with family and friends

KEY CHALLENGES



Lack of staff or volunteer to manage

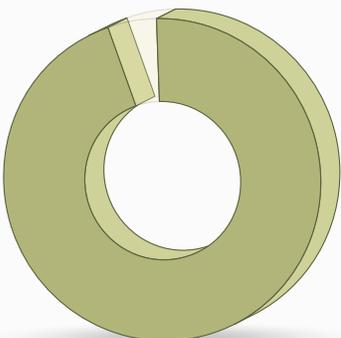


Cost of infrastructure

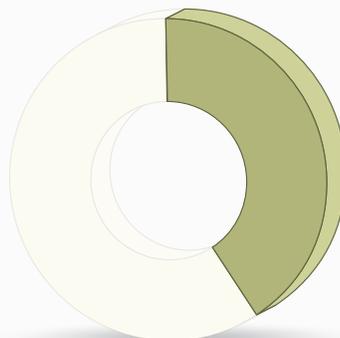


Lack of space

OF CENTERS OFFERING ACCESS AND PROGRAMMING:



95%
PROVIDE ACCESS
FREE OF CHARGE



41%
HAVE SEEN **INCREASED DEMAND**
OVER THE PAST TWO YEARS
(43% REPORT NO CHANGE)

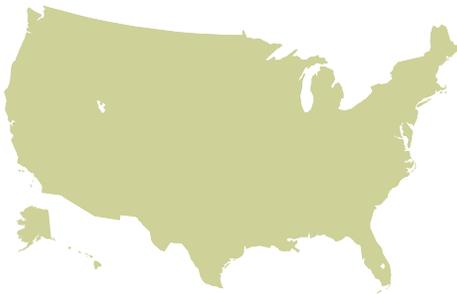
CENTERS ARE ACTIVE IN INFLUENCING PUBLIC POLICY

% OF CENTERS (N=116)

93% OF ALL CENTERS ENGAGE IN PUBLIC EDUCATION AND ADVOCACY TO INFLUENCE PUBLIC POLICY

OF THESE CENTERS:

31% Engage at the federal level



67% Engage at the state level

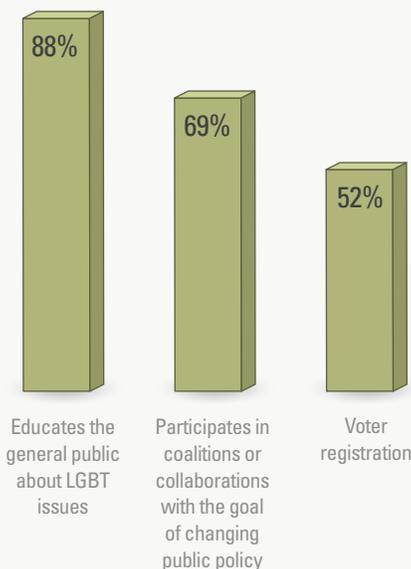


78% Engage at the local level

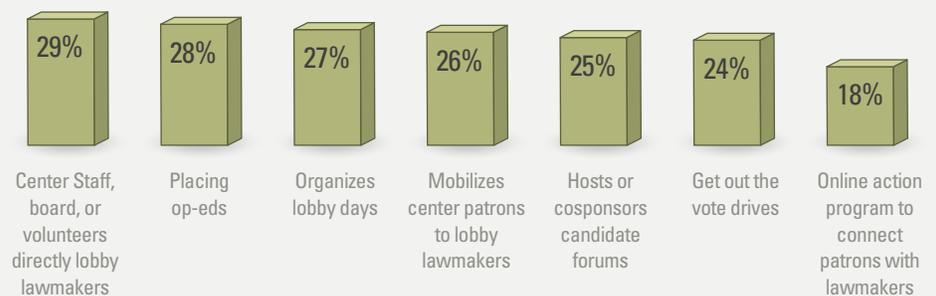


(Note that some centers may engage at more than one level)

MOST FREQUENT ACTIVITIES FOR CENTERS



LEAST FREQUENT ACTIVITIES FOR CENTERS



MAJOR CHALLENGES & OPPORTUNITIES

As noted throughout this report, centers identified several challenges and opportunities in serving their communities.

- **Computer Access.** When asked to rank their top three computer-related challenges, centers participating in the Bohnett CyberCenter program identified the lack of a dedicated staff person or volunteer to manage or oversee computer resources as their biggest challenge. The most frequently cited challenges faced by non-CyberCenters were an inability to afford the infrastructure, a lack of staff time to oversee the program, and a lack of space for equipment.
- **Government Grants.** A vast majority of centers (81%) said that a lack of staff time to devote to grant writing was a major challenge to receiving government grants, while half of centers (53%) said they had insufficient knowledge of or experience applying for government grants.
- **Community Education and Advocacy.** While nearly all centers engage in community education and advocacy, many centers cited challenges related to lack of staff or staff capacity (41% of all centers) and centers' 501(c)(3) tax exempt status (41%), the latter indicating a lack of full understanding about how centers can *legally* engage in public policy advocacy.
- **Overall Challenges.** Centers were asked to identify their top non-financial barriers. The most frequently noted barrier for centers was related to staffing—staff turnover, knowledge and capacity, and time.
- **Opportunities.** There was consistent interest on the part of participating centers for technical assistance on all the topics proposed, with two in five centers saying they are “very interested” in each of the following topic areas: strategic planning (44%), fundraising (45%), program development (46%), financial management (44%), leadership development (45%), board development (45%), and LGBT cultural competency (45%).

LGBT community centers reported receiving technical assistance and support from a variety of sources, including:

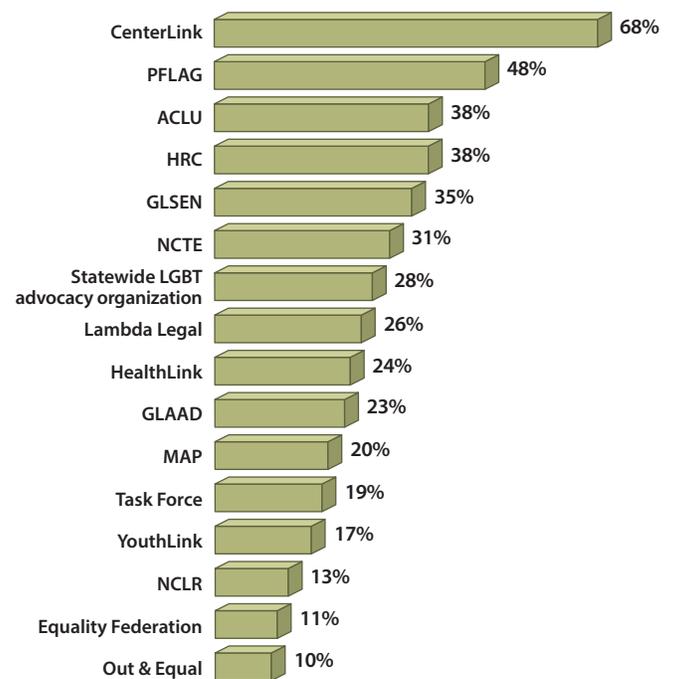
- **CenterLink.** Two-thirds of centers (67%) reported that they had received email or webinar training from CenterLink, which seeks to increase the

capacity and strength of LGBT community centers, while 68% said they'd received technical assistance from CenterLink. Approximately half of centers (42% and 45%, respectively) report that staff have attended the CenterLink Leadership Summit or use CenterLink's online member portal. One-third of centers (37%) participated in CenterLink's annual Center Awareness Day.

- **HealthLink.** Just under half of LGBT community centers have interacted with the LGBT HealthLink, a program of CenterLink that works to enhance LGBT health by reducing tobacco, cancer, and other health disparities within our communities, while 24% reported receiving technical assistance.
- **LGBT Organizations.** LGBT community centers engage with other LGBT advocacy organizations for technical assistance. As shown in *Figure 10*, nearly half of centers indicated they'd received assistance from PFLAG (48%), followed by ACLU (38%), HRC (38%), GLSEN (35%), and NCTE (31%). Given that these organizations have chapters throughout the country and/or engage on policy issues ranging from youth in schools to transgender people, it is not surprising that these organizations are frequently called on to provide assistance to centers.

Figure 10: Centers Rely on Many LGBT Organizations for Technical Assistance

% of centers receiving assistance (n=108 centers)



CONCLUSIONS

The 2018 LGBT Community Center Survey Report provides a snapshot of the landscape of LGBT community centers across the country. Serving 40,550 people each week, LGBT community centers are a vital part of communities, offering programs for LGBT people ranging from healthcare to social programs and increasing public understanding of LGBT people and their lives. The field remains strong—and growing with new centers being founded to serve LGBT people across the country—though many centers report doing as much as they can with limited staffing and financial resources, and support from LGBT people, government grants, and their broader communities.

This report finds a wide gulf between large centers and small centers, where small centers face very basic challenges: a lack of resources and paid staff. Given that many of these centers work in communities with few other LGBT organizations, investing in these centers is a targeted and focused way to increase the infrastructure of the LGBT movement and the support for LGBT people living across the country.

Given the critical role of LGBT community centers, CenterLink and MAP recommend that the LGBT movement, LGBT people, funders, governments, and communities consider how to provide centers with additional support and assistance to grow and sustain their programs. Specific recommendations include:

- **Build the capacity of centers to fundraise, to seek government grants and other diverse revenue streams, and to grow.** While 71% of large centers have a development director, only 4% of small centers have a full-time paid staff person who can lead the organization's fundraising. And even large centers report that the time and expertise required to secure government grants is a challenge to diversifying their funding. Given that centers provide vital services to LGBT people in communities around the country, and yet many patrons are less economically secure, increasing the number of LGBT and allied donors to the communities centers should be a priority.

- **Continue to invest in staff and board development.** This report finds that three-quarters of centers offer health insurance and many offer trainings for staff. Despite this, turnover remains high among center staffs, and centers report that a lack of staff hinders the variety and number of programs they can offer. Centers should continue to invest in staff through pay and benefits but also leadership development and training opportunities. While nearly all centers report at least one best board governance practice, increasing the professionalism and development of center boards will allow centers to rely on their boards for more advice and guidance.
- **Mobilize centers in important public education and advocacy work.** With CenterLink's new program, Center Action Network, centers are increasingly recognized as places for public education and mobilizing LGBT people to improve the laws and policies that impact them. Many centers reported hesitancy in engaging in advocacy because of a lack of board support or the constraints placed on nonprofit organizations. This highlights the need for increased education for organizational staff and board members about the role of centers in increasing voter registration, sharing information about laws and policies that impact LGBT people, and educating policymakers about the needs of LGBT people in their communities.

APPENDIX A: SURVEY EVALUATION

Each time the survey is conducted, MAP and CenterLink solicit input and feedback from participating centers—and nonparticipating centers. While the survey is only conducted every two years, both the response rate (58%) and the feedback about the length of the report suggest that there may be ways to streamline the survey itself and make it easier for centers to participate. Despite this feedback, virtually all centers (99% of participating centers) agree or strongly agree that the survey: a) collects important information for the LGBT movement to know; b) collects important information for LGBT funders and donors to know; and c) the information collected is important for the LGBT community center field to know.

APPENDIX B: DIRECTORY OF PARTICIPATING CENTERS

Alaska

Identity

Anchorage, AK
www.identityinc.org

Alabama

Equality Shoals Foundation

Florence, AL
www.equalityshoals.org

Magic City Acceptance Center

Birmingham, AL
www.birminghamaidsoutreach.org

Rainbow Mobile, Inc.

Mobile, AL
www.rainbowmobile.org

Arkansas

Northwest Arkansas Equality, Inc.

Fayetteville, AR
www.nwaequality.org

Arizona

More Than Bars

Phoenix, AZ
www.morethanbars.org

One-n-ten Youth Center

Phoenix, AZ
www.oneten.org

California

Diversity Center

Santa Cruz, CA
www.diversitycenter.org

Diversity Collective's Community Resource Center

Ventura, CA
www.diversitycollectivevc.org

Imperial Valley Resource Center

El Centro, CA
www.ivlgbtcenter.org

LGBT Community Center of the Desert

Palm Springs, CA
www.thecenterps.org

Los Angeles LGBT Center

Los Angeles, CA
www.lalgbtcenter.org

Mi Centro LGBTQ Community Center

Los Angeles, CA
www.lalgbtcenter.org

North County LGBTQ Resource Center

Oceanside, CA
www.ncresourcecenter.org

Pacific Center for Human Growth

Berkeley, CA
www.pacificcenter.org

Pacific Pride Foundation

Santa Barbara, CA
www.pacificpridefoundation.org

**Sacramento LGBT
Community Center**
Sacramento, CA
www.saccenter.org

San Bernardino LGBTQ Center
San Bernardino, CA
www.sblgbtqcenter.org

San Gabriel Valley LGBTQ Center
Arcadia, CA
www.sgvlgbtq.org

Solano Pride Center
Fairfield, CA
www.solanopride.org

Stonewall Alliance of Chico
Chico, CA
www.stonewallchico.org

**The Center for Sexuality
& Gender Diversity**
Bakersfield, CA
www.glcenterbak.org

The LGBTQ Center of Long Beach
Long Beach, CA
www.centerlb.org

**The San Diego LGBT
Community Center**
San Diego, CA
www.thecentersd.org

The Source LGBTQ+ Center
Visalia, CA
www.thesourcegbt.org

The Spahr Center
San Rafael, CA
www.thespahrcenter.org

Colorado

**Four Corners Rainbow
Youth Center**
Durango, CO
www.rainbowyouthcenter.org

Out Boulder County
Boulder, CO
www.outboulder.org

The Center
Denver, CO
www.glbtcolorado.org

Connecticut

New Haven Pride Center
New Haven, CT
www.newhavenpridecenter.org

Triangle Community Center
Norwalk, CT
www.ctgay.org

Washington DC

SMYAL
Washington, DC
www.smyal.org

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

Florida

Compass LGBT Community Center
Lake Worth, FL
www.compassglcc.com

**JASMYN - Jacksonville Area Sexual
Minority Youth Network, Inc.**
Jacksonville, FL
www.jasmyn.org

**Metro Wellness &
Community Center**
St. Petersburg, FL
www.metrotampabay.org

**Pride Community Center
of North Central Florida**
Gainesville, FL
www.gainesvillepride.org

Pridelines
Miami Shores, FL
www.pridelines.org

SunServe
Wilton Manors, FL
www.sunserve.org

The LGBTQ+ Center Orlando, Inc.
Orlando, FL
www.thecenterorlando.org

The Pride Center at Equality Park
Fort Lauderdale, FL
www.pridecenterflorida.org

Visuality, Inc.
Fort Meyers, FL
www.visualityflorida.org

Georgia

Savannah LGBT Center
Savannah, GA
www.savannahlgbtcenter.org

The Rush Center
Atlanta, GA
www.rushcenteratl.org

Hawaii

The LGBT Center
Honolulu, HI
www.hawaiilgbtlegacyfoundation.com

Iowa

Adair Co GLBT Resource Center
Greenfield, IA
www.adaircoglbtrsourcecenter.com

Illinois

**CAAN (Community Alliance
& Action Network)**
Joliet, IL
www.caanmidwest.org

Center on Halsted
Chicago, IL
www.centeronhalsted.org

The Phoenix Center
Springfield, IL
www.phoenixcenterspringfield.org

**The UP Center of
Champaign County**
Champaign, IL
www.unitingpride.org

Youth Outlook
Naperville, IL
www.youth-outlook.org

Indiana

Indiana Youth Group
Indianapolis, IN
www.indianayouthgroup.org

Spencer Pride Community Center
Spencer, IN
www.spencerpride.org

The LGBTQ Center, Inc.
South Bend, IN
www.thelgbtqcenter.org

Kansas

The Center of Wichita
Wichita, KS
www.thecenterofwichita.org

Kentucky

**Louisville LGBTQ+
Community Coalition**
Louisville, KY
www.lgbtqlou.com

PCSO Pride Center
Lexington, KY
www.pcsoky.org

Massachusetts

BAGLY
Boston, MA
www.bagly.org

Maryland

The Frederick Center
Frederick, MD
www.thefrederickcenter.org

Maine

Equality Community Center
Portland, ME
[www.oceangateplaza.com/
equality-community-center](http://www.oceangateplaza.com/equality-community-center)

Michigan

Jim Toy Community Center
Ann Arbor, MI
www.jimtoycenter.org

**Kalamazoo Gay Lesbian Resource
Center (DBA OutFront Kalamazoo)**
Kalamazoo, MI
www.kglrc.org

Out On The Lakeshore
Holland, MI
www.outonthelakeshore.org

OutCenter of Southwest Michigan
Benton Harbor, MI
www.outcenter.org

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

Transgender Michigan
Ferndale, MI
www.transgendermichigan.org

Minnesota

**SEMN Diversity Services
(Gay/Lesbian Community
Services of SEMN)**
Rochester, MN
www.glcsmn.org

Missouri

The Center Project
Columbia, MO
www.thecenterproject.org

Mississippi

The Spectrum Center
Hattiesburg, MS
www.hattiesburgpride.com

Montana

Great Falls LGBTQ+ Center
Great Falls, MT
www.greatfallslgbtqcenter.org

**Western Montana LGBT
Community Center**
Missoula, MT
www.gaymontana.org

North Carolina

**Guilford Green Foundation
and Community Center**
Greensboro, NC
www.guilfordgreenfoundation.org

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

OUTright Youth
Hickory, NC
www.youthoutright.org

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

WNC Community Center
Asheville, NC
www.youthoutright.org

Nebraska

Outlinc
Lincoln, NE
www.outlinc.org

New Hampshire

Seacoast Outright
Portsmouth, NH
www.seacoastoutright.org

New Mexico

Rainbow Center
Silver City, NM
www.gaysilver.org

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

New York

Brooklyn Community Pride Center
Brooklyn, NY
www.lgbtbrooklyn.org

Focus on Awareness and Information Resources of New York, Inc
Syracuse, NY
www.fairny.org

Hudson Valley LGBTQ Community Center
Kingston, NY
www.lgbtqcenter.org

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

Out Alliance
Rochester, NY
www.gayalliance.org

Pride Center of Staten Island
Staten Island, NY
www.pridecentersi.org

Pride Center of Western New York, Inc.
Buffalo, NY
www.pridecenterwny.org

Rockland County Pride Center
Nyack, NY
www.rocklandpridecenter.org

The Lesbian, Gay, Bisexual and Transgender Community Center (NYC)
New York, NY
www.gaycenter.org

The LOFT LGBT Center
White Plains, NY
www.loftgaycenter.org

WJCS Center Lane
Yonkers, NY
www.wjcs.com

Ohio

Colors+ Youth Center
Western Cuyahoga County, OH
www.colorsplus.org

Kaleidoscope Youth Center
Columbus, OH
www.kycohoio.org

Stonewall Columbus
Columbus, OH
www.stonewallcolumbus.org

Oklahoma

Dennis R. Neill Equality Center
Tulsa, OK
www.okeq.org

Oregon

LGBTQ Community Center Fund dba Q Center
Portland, OR
www.pdxqcenter.org

Lower Columbia Q Center
Astoria, OR
www.lcqcastoria.org

Pennsylvania

Bradbury-Sullivan LGBT Community Center
Allentown, PA
www.bradburysullivancenter.org

LGBT Center of Central PA
Harrisburg, PA
www.centralpalgbtcenter.org

NEPA Rainbow Alliance
Pittson, PA
www.gaynepa.com

Proud Haven
Pittsburgh, PA
www.proudhaven.org

The Attic Youth Center
Philadelphia, PA
www.atticyouthcenter.org

The CENTER on Strawberry
Washington, PA
www.wcgsa.org

The LGBT Center of Greater Reading

Reading, PA
www.lgbtcenterofreading.com

TriVersity Center

Milford, PA
www.udglbt.org

William Way LGBT Community Center

Philadelphia, PA
www.waygay.org

Puerto Rico

Centro Comunitario LGBTT de Puerto Rico

San Juan, PR
www.centrolgbttpr.org

South Carolina

Harriet Hancock Center

Columbia, SC
www.lgbtcentersc.org

South Dakota

Black Hills Center for Equality, Inc.

Rapid City, SD
www.bhcfce.org

Tennessee

OutCentral Inc

Nashville, TN
www.outcentral.org

OUTMemphis

Memphis, TN
www.outmemphis.org

Texas

Coastal Bend Wellness Foundation

Corpus Christi, TX
www.cbwellness.org

Open Arms Rape Crisis Center & LGBT+ Services

San Angelo, TX
www.openarmscv.com

Out Youth

Austin, TX
www.outyouth.org

Resource Center

Dallas, TX
www.rcdallas.org

The Center - Pride Center San Antonio

San Antonio, TX
www.pridecentersa.org

The Montrose Center

Houston, TX
www.montrosecenter.org

Virginia

Diversity Richmond

Richmond, VA
www.diversityrichmond.org

LGBT Life Center

Norfolk, VA
www.lgbtlifecenter.org

Side by Side Richmond Youth Center

Richmond, VA
www.sidebysideva.org

Vermont

Green Mountain Crossroads

Brattleboro, VT
www.greenmountaincrossroads.org

Pride Center of Vermont

Burlington, VT
www.pridecentervt.org

Washington

Gay City: Seattle's LGBTQ Center

Seattle, WA
www.gaycity.org

Gender Center

Seattle, WA
www.ingersollgendercenter.org

Lambert House LGBTQ Youth Center

Seattle, WA
www.lamberthouse.org

Rainbow Center

Tacoma, WA
www.rainbowcntr.org

Wisconsin

LGBT Center of SE Wisconsin

Racine, WI
www.lgbtsewi.org

OutReach LGBT Community Center

Madison, WI
www.lgbtoutreach.org

The Center: 7 Rivers LGBTQ Connection

La Crosse, WI
www.7riverslgbtq.org

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PO Box 24490 • Fort Lauderdale, FL 33307
954-765-6024
www.lgbtcenters.org



3020 Carbon Place, Suite 202 • Boulder, CO 80301
1-844-MAP-8800
www.lgbtmap.org