2012 LGBT COMMUNITY CENTER SURVEY REPORT

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

June 2012

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

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

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KEY FINDINGS

This report presents the findings from the third biennial survey of LGBT community centers in the United States. The report is based on the responses from 79 participating centers, though fewer centers may have responded to any particular question. When relevant, the report separately examines centers with budgets of less than $150,000 per year ("small centers") and centers with budgets equal to or greater than $150,000 per year ("large centers"). Key report findings include the following:

Access & Hours

- LGBT community centers jointly serve more than 33,300 people during an average week (or over 1.7 million people annually). This includes weekly referrals of 4,458 people to other organizations or agencies for services and assistance.
- On average, LGBT community centers are open to the public for 50 hours each week, with many centers offering weekend and evening hours to fit patrons' schedules.

Center Budgets & Expenses

The 79 participating centers had combined 2011 expenses of $106.3 million representing approximately 83% of the total combined expenses of all 200 identified LGBT community centers across the U.S.

- Both large and small LGBT community centers experienced growth in their annual and projected expenses. For centers providing three years of expense data, combined 2012 expense budgets totaled $107.0 million, up from $96.6 million in 2011 and $89.6 million in 2010 (a 19% increase from 2010 to 2012).
- Small centers reported a 53% increase in expense budgets from 2010 to 2012 compared to a 19% increase for large centers during the same period. This contrasts with findings from the *2010 LGBT Community Center Survey* where small centers reported a 42% increase in expense budgets from 2008 to 2010 but large centers reported a cumulative 4% decrease in expense budgets during the same period.
- Participating centers are geographically diverse, but resources are concentrated in California, New York and Texas, respectively.

Center Revenue

- Overall, centers' 2011 combined revenue exceeded combined expenses by $9.8 million.
- Centers, both large and small, reported increases in revenue from 2010 to 2011; small centers experienced a 20% increase in revenue from 2010 to 2011 compared to a 13% increase for large centers.
- While LGBT community centers have diverse revenue streams, 46% of combined revenue in 2011 was from government grants, followed by 18% from individual donors and 10% from fundraising events. Foundation funding was only 9% of center revenue.

Government Grants

Federal government grants comprised 27% of LGBT community center combined revenue in 2011, compared to 12% from state government grants and 7% from local government grants. State and local grants were smaller but more frequent: more than half of centers (56%) reported receiving state grants and the same percent reported receiving local grants, compared to just 35% of centers receiving federal grants.

- The majority of federal grants received by LGBT community centers are awarded by the Department of Health and Human Services and often focus on HIV/AIDS-related programming. Local government grants are more diverse in their purposes, including grants to provide services to LGBT youth, and grants focusing on housing and employment.

Center Board and Staff

- In 2012, LGBT community centers remain thinly staffed; 18% of centers rely on no paid staff at all and 41% of centers report having between one and five paid staff. Looking just at small centers, 46% have no paid staff, and 62% lack a full-time paid executive director.
- Center staff and leadership are racially and ethnically diverse. In 2012, half of center staff identify as people of color, compared to 31% of senior management and 22% of board members.

Who Community Centers Serve

- The demographics of LGBT community center patrons vary greatly among centers. On average however, center patrons are disproportionately male, people

of color, transgender, and/or low-income. Centers usually offer targeted programming for transgender patrons, patrons of color, youth and older adults.

Programs

- As a percent of 2011 total expenses, large centers spent, on average, 78% on program-related expenses. This is well above the benchmarks for nonprofit efficiency.

Physical & Mental Health Programs

- Large centers spent approximately one-quarter of their 2011 combined budgets on physical and mental health programs including general health and wellness programs, health and mental health care referrals, STI and HIV/AIDS-related programming, and facilitated support groups.

Information & Education Programs

- Centers provide patrons with a variety of informational and educational resources and 71% have in-house libraries. In response to the economic downturn, one-quarter of centers offer directories of local jobs and employment counseling or job training.

Social & Recreational Programs

- LGBT community centers provide patrons with opportunities to socialize and connect with other LGBT people. Social groups for specific populations are the most frequently offered programs.

Community Outreach & Civic Engagement

- LGBT community centers serve as important sources of information and assistance for broader communities and institutions, including schools and healthcare providers.
- Centers provide their patrons with support for civic engagement. One-third of centers help register voters and conduct get-out-the-vote drives. Half of centers (51%) also directly educate the community about LGBT issues and work in coalition with local LGBT organizations and allied organizations on issues of safe schools and anti-bullying policies, transgender rights and HIV/AIDS.

Arts & Cultural Programs

- Centers spend approximately 6% of their program spending on arts and cultural programming. Most frequently, centers have gallery space and host film screenings.

Legal Referrals and Programs

- While two-thirds of centers provide LGBT-friendly legal referrals, far fewer provide direct legal assistance such as preparing legal documents (20% of centers).

Computer Centers

- Many LGBT community centers (88%) provide patrons with computer resources; 97% of large centers offer patrons access to computers compared to 72% of small centers. The majority of patrons use the centers to conduct job searches and keep in touch with family and friends.

INTRODUCTION

The 2012 Community Center Survey Report presents findings of the third biennial survey of LGBT community centers in the U.S. and is a joint report by the Movement Advancement Project (MAP) and CenterLink. Growing from the first center, the L.A. Gay & Lesbian Center, which opened its doors 43 years ago, there are now more than 200 lesbian, gay, bisexual and transgender (LGBT) community centers located across 47 states and the District of Columbia.[1]

The report provides a comprehensive picture of LGBT community centers' staff and boards, program priorities, constituencies, fundraising, budgets and technical assistance needs. It also provides a valuable overview for organizations and donors interested in engaging with or supporting community centers and their programs and services.

LGBT community centers play an important role in the life of LGBT Americans. In some parts of the country, a local community center may be the only LGBT resource where residents can access social, educational and health services. The 79 LGBT community centers participating in this report collectively serve more than 33,300 people each week and the 55 centers that reported 2011 revenue data have combined revenue of $106.8 million.[2] Across the country, these community centers are vital players in the LGBT movement and provide an invaluable link between individual LGBT people and state and national efforts to advance LGBT equality.

The report has six main sections:

- Age and infrastructure
- Finances and capacity (including government grants received by community centers)
- Programs and services (including a demographic overview of patrons)
- Computer centers, programs and services
- Technical assistance needs
- Recommendations for strengthening the community center field

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 2012 Community Center Survey was conducted similarly to the 2008 and 2010 surveys. In February 2012, MAP and CenterLink sent an online survey to 179 LGBT community centers identified by CenterLink. MAP and CenterLink developed the survey with input from community center senior management, LGBT funders and national partners and with consideration of feedback from previous surveys.

The survey looked at two categories of respondents: "small centers" with expense budgets of under $150,000 and "large centers" with expense budgets of $150,000 or more.[3] Because the L.A. Gay & Lesbian Center is so large, with a 2012 budget of $57.7 million, it is often excluded from report analyses, though we note when this is the case.

Survey Respondents

From the initial sample of 179 centers, 79 United States-based centers provided information, yielding a 44% response rate, compared to a 40% response rate for the 2010 Community Center Survey.[4] Throughout the report, we note the number of centers providing information about a specific question (not all participating centers answered every question, therefore, we often refer to "responding centers" to indicate that our analysis includes the centers that responded to a particular question rather than all participating centers). Of the 79 centers participating in the 2012 survey, 54% (43 centers) also participated in the 2010 survey. We list the 2012 participating centers in Appendix B.

Representation

To determine the degree to which the 79 participating centers are representative of the broader LGBT community center field, we used Guidestar.org to compile financial information reported on centers' most recent tax filings. We found that the 79 participating centers had combined 2011 expenses of $106.3 million[5] compared to combined expenses of $127.8 million across all 200 community centers.

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[1] Based on data from CenterLink and Guidestar.

[2] Based on data from the LGBT community centers participating in this survey.

[3] This differs from the 2010 survey, which defined small centers as those with budgets of under $100,000. Given the more in-depth questions asked of larger centers, CenterLink and MAP concluded that centers with budgets of less than $150,000 would lack capacity to respond to the extended survey.

[4] Two centers located outside the U.S. also responded to the survey. Because of the difficulties of examining both domestic and international centers, their responses were excluded from the survey and they are not included within the 79 survey respondents.

[5] Of participating centers, 53 centers reported 2011 expenses totaling $106.3 million. MAP used the most recent filing available in Guidestar to tabulate expenses for the 26 centers who did not report 2011 expenses as part of this survey. Combining survey and GuideStar data resulted in cumulative 2011 expenses of about $106.3 million for all 79 centers.

Thus, this report covers approximately 83% of the total combined expenses of all community centers across the U.S., as shown in *Figure 1*. Of the 19 centers with expenses over $1 million, only three centers did not respond to the survey.

The 79 participating centers are also roughly representative geographically of LGBT community centers nationwide, as shown in *Figure 2*. Centers in Wisconsin, California, New York and Michigan are slightly overrepresented among the respondents, while centers in Minnesota, Missouri, Ohio and Virginia are slightly underrepresented.

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

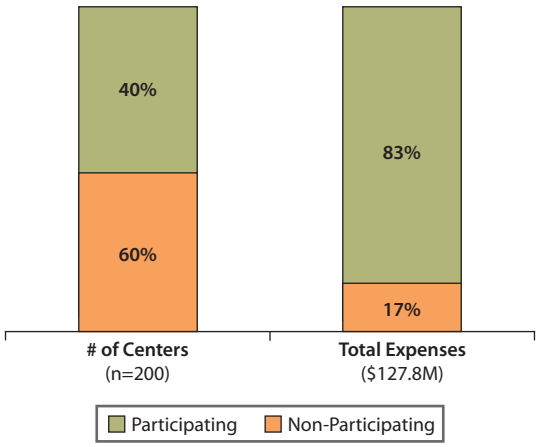
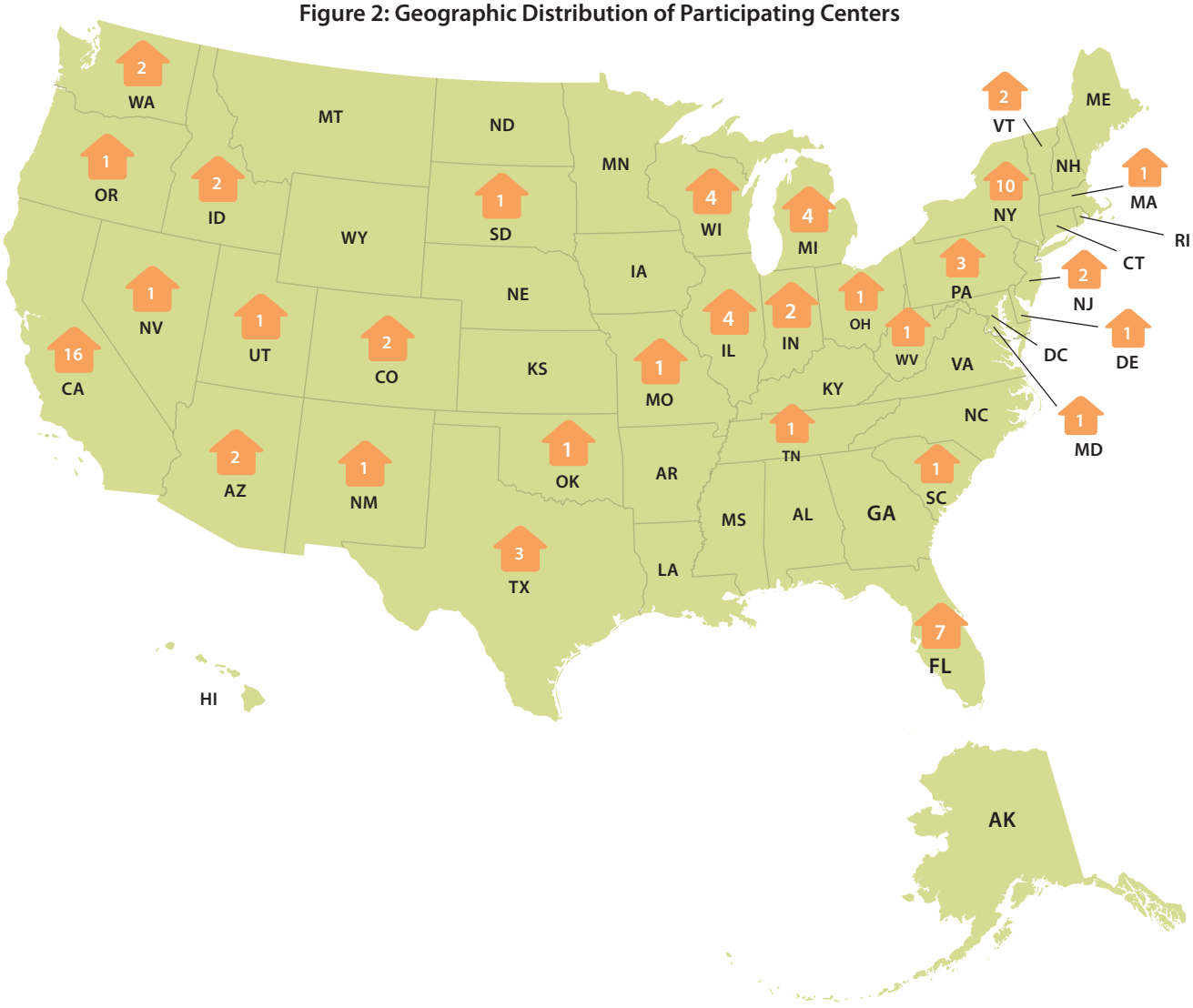


Figure 2: Geographic Distribution of Participating Centers



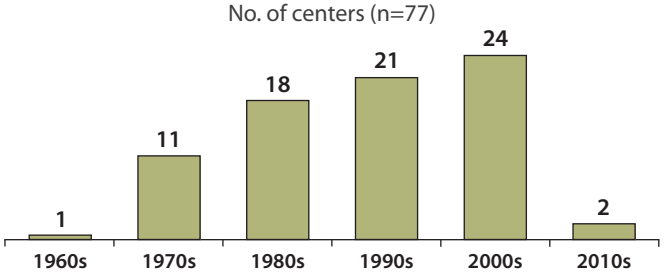
CENTER AGE & INFRASTRUCTURE

Center Age

More than half of responding LGBT community centers (47 centers out of 77 or 61%) were founded since 1990 (see *Figure 3*). The average center age is 19 years, while the median center age is 18 years.[6] The L.A. Gay & Lesbian Center, which opened in 1969, is the oldest center. The youngest centers, the Fresno LGBT Community Center in Fresno, California, and Rainbow Serenity in Highland, Indiana, were established in 2011. As expected, large centers are generally older than small centers; large centers have an average age of 23 years compared to 12 years for small centers.

Figure 3: Community Centers by Decade Founded

No. of centers (n=77)

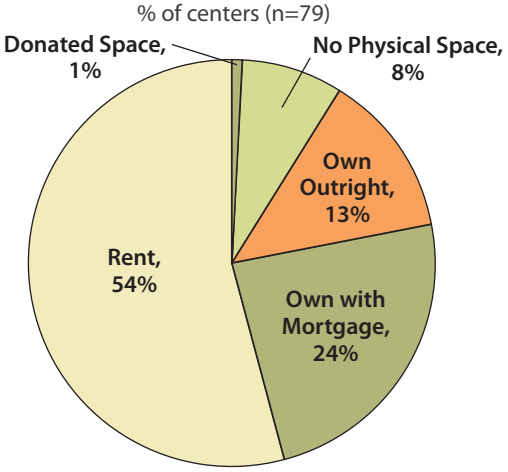


Legal Status of Centers

Nearly all LGBT community centers (86%) are independent organizations. The remaining 14% are affiliates or programs of other organizations, such as statewide advocacy organizations, local community health groups, or national organizations. Of the 68 independent centers, 64 are tax-exempt 501(c)(3) nonprofit organizations, three are combinations of 501(c)(3) and 501(c)(4) nonprofit entities, and one center is in the process of applying for its 501(c)(3) status.

Figure 4: Center Ownership/Rental Status

% of centers (n=79)



Physical Infrastructure of Centers

Six responding LGBT community centers (8%) lack physical space and instead serve the community through mechanisms such as phone or mobile van services. Ninety-two percent of centers have physical space; 54% rent space, more than one-third (37%) own their locations, and 1% of centers use donated space (see *Figure 4*). The 73 LGBT community centers which have physical space have a total of 115 physical locations. Most of these centers (77%) have one physical location. Bienestar Human Services, located in Los Angeles, has nine locations, the most of all the centers.

As *Figure 5a* on the next page shows, the square footage available to centers with physical space varies greatly. Roughly one-quarter of centers (27%) have 10,000 square feet or more or space, while more than half (55%) of centers have less than 5,000 square feet of space.

As shown in *Figure 5b* on the next page, small centers have, on average, 1,973 square feet of space and a median of 1,600 square feet. Large centers have more space: the average square footage is 17,567 compared to a median of 6,200 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

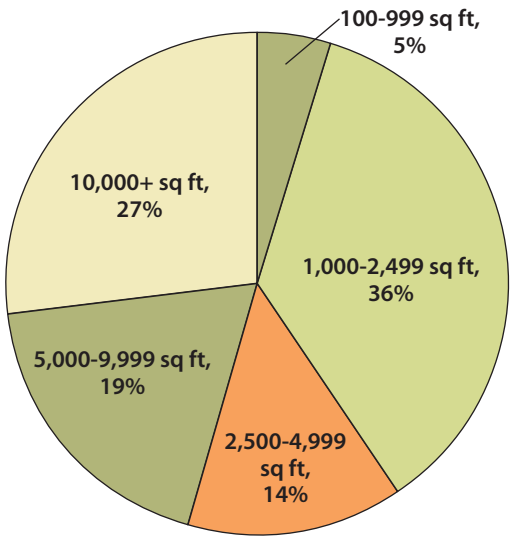
In a typical week, LGBT community centers are open to the public for an average of 50 hours. Small centers are open fewer hours than large centers (average of 36 hours compared to an average of 56 hours). Most centers tailor their hours to accommodate patrons; 87% of centers are open in the evenings and 73% of centers are open on the weekends. Neither the availability of evening nor weekend hours varies much by center size.

The most any single center is open in one week is 112 hours (the GLBT Cultural Center at Montrose Counseling Center), while two small centers reported providing services by phone only.

[6] 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.

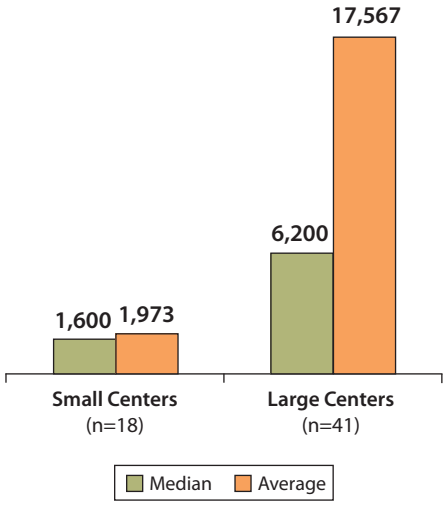
Figure 5: Physical Size
% of centers

5a: Square Footage Ranges
% of centers (n=59)



Note: May not total 100% due to rounding

5b: Median/Average Square Footage



Only a few community centers offer services in Braille (16%) or have TTY (teletypewriter) capability (14%), and virtually all offering these services are large centers. However, most centers with physical space have accessible parking (74%) and bathrooms (71%). Slightly more than half (51%) have accessible service desks.

CENTER FINANCES & CAPACITY

Center Expense Budgets

Fifty-five participating centers provided 2012 budget information, reporting combined projected annual expense budgets totaling $108.1 million. Of these reporting centers, 22 were small centers and 33 were large centers.[7] Small centers have an average 2012 expense budget of $50,600 and a median expense budget of $48,500. Large centers have average expense budgets of $3.2 million and a median expense budget of $756,000. Excluding the center with the largest expense budget (the L.A. Gay & Lesbian Center), large centers have an average expense budget of $1.5 million.

Fifty-one centers provided three-year expense information (19 small centers and 32 large centers). *Figure 6* compares the projected budgets for 2012 to actual expenses for 2011 and 2010 for the community centers that reported this information.[8] The 19 small community

Figure 6: Three Year Budget Growth
Combined Budgets for Reporting Centers

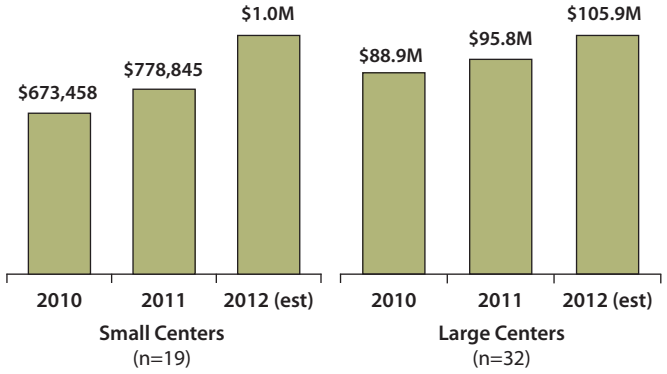
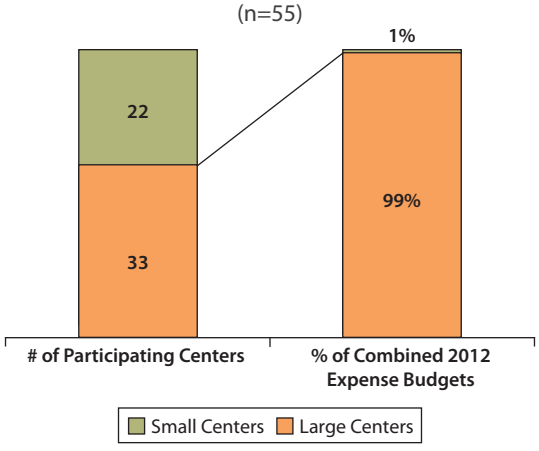


Figure 7: Breakdown of Centers, By Budget
(n=55)



[7] Eight small centers and 16 large centers did not provide information about their 2012 budgets.
[8] For ease of reading, we will refer to 2010 and 2011 actual expenses and 2012 budgets collectively as center "expense budgets" or simply "budgets."

centers cumulatively experienced a 53% increase in expense budgets from 2010 to 2012, with all but five centers' budgets growing over this period. The 32 reporting large community centers saw a cumulative 19% increase in budgets; 21 centers saw increases over this period while 10 centers experienced decreases in budgets during this period and one center reported no change in budget from 2010 to 2012. Note that, for large centers in particular, this is a significant increase over the *2010 LGBT Community Center Survey*, in which large centers cumulatively reported a 4% decrease in budgets from 2008 to 2010 and small centers cumulatively reported a 42% increase in budgets from 2008 to 2010.

Looking back across all 55 centers reporting 2012 budget data, we find that center resources are highly concentrated among a few large centers. While 22 of the 55 centers (40%) reporting 2012 budget data are small centers, they only comprise 1% of the budget total (see *Figure 7* on the previous page). For 2012, the L.A. Gay & Lesbian Center accounts for 53% of the cumulative budgets of all centers reporting budget data. Together, the five largest reporting centers account for 74% of expense budgets ($80.3 million).[9] *Figure 8* shows the distributions of organizations by budget size, with and without the L.A. Gay & Lesbian Center. Even excluding the L.A. Gay & Lesbian Center, community centers with budgets under $1 million comprise 78% of reporting community centers, but they make up only 22% of the centers' total combined 2012 expense budgets.

Despite the proportionate distribution of community center locations (as shown earlier in Figure 2 on page 4), the geographic distribution of 2012 budgets is concentrated among a few states. As shown in *Figure 9*, 65% of all community center budgets are concentrated in California; 10% in New York; 9% in Texas; and 5% in Illinois. The remaining states hold only 11% of the combined budgets of community centers. Excluding the L.A. Gay & Lesbian Center, 26% of combined budgets flow to California.

Center Revenue

The 55 centers who reported revenue data had combined 2011 revenue of $106.8 million, exceeding 2011 expenses by $9.8 million. The 21 small reporting LGBT community centers had combined 2011 revenue

Figure 8: Distribution of Centers and Combined Budgets, By Budget Ranges

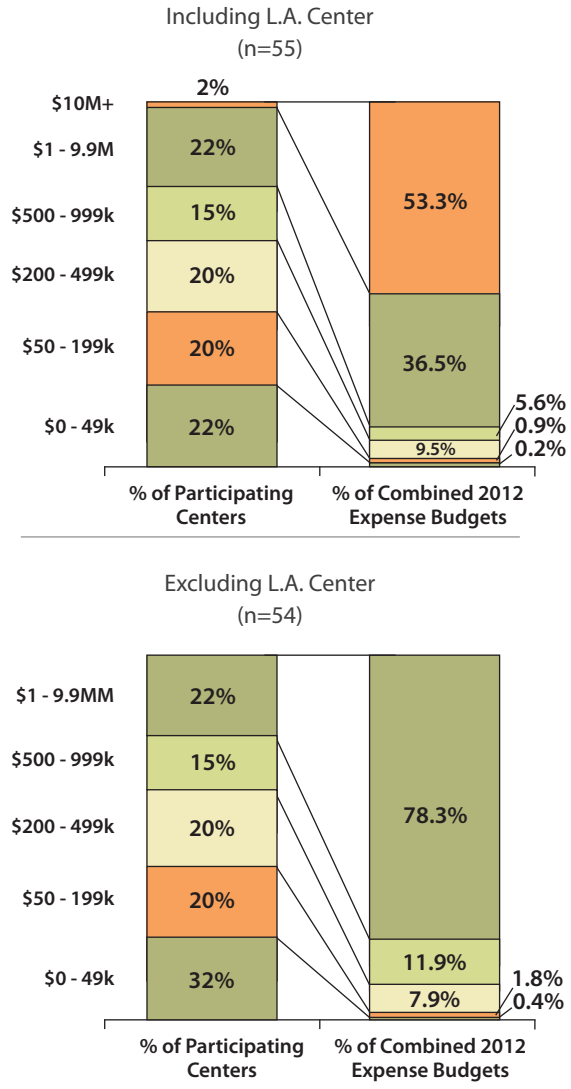
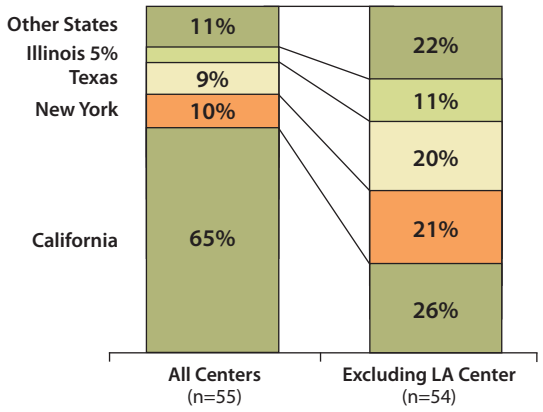


Figure 9: State Locations of Combined 2012 Budgets

% of budgets



[9] The five community centers with the largest projected expense budgets are: The L.A. Gay & Lesbian Center (Los Angeles), The Lesbian, Gay, Bisexual, & Transgender Community Center (New York City), The Center on Halsted (Chicago), The GLBT Cultural Center (at Montrose Counseling Center) (Houston) and the Resource Center Dallas.

of $866,023, or average revenue of $41,239 per center (versus average expenses of $39,326). The 34 large reporting centers had combined 2011 revenue of $106.0 million, or $3.1 million per center (versus average 2011 expenses of $2.8 million). Excluding the L.A. Gay & Lesbian Center, a large center's average revenue for 2011 was $1.5 million.

Fifty-three centers provided two-year revenue data spanning 2010 and 2011. Of these, small centers experienced a 20% increase in revenue during these two years, while large centers saw a 13% increase in revenue (see *Figure 10*). For both small and large centers, these increases reflect an improvement from the *2010 LGBT Community Center Survey*, in which small centers reported a 7% increase in revenue from 2009 to 2010, and large centers saw a 1% decrease in revenue during these two years.

Large community centers have diverse revenue streams. Excluding the L.A. Gay & Lesbian Center, the largest source of 2011 revenue for large community centers was government funding (46%), followed by donations from individuals (18%) and fundraising events (10%). Less than one-tenth (9%) of total large center revenue came from foundation funding (see *Figure 11*). The revenue streams of the L.A. Gay & Lesbian Center were significantly different than the remaining centers; 60% of this center's revenue was in the form of program income.

Government Grants

Sixty-three LGBT community centers answered questions about government grants, including whether they currently had any federal, state, or local grants and what challenges they faced in applying for such grants. Of these centers, 65% reported receiving at least one government grant in 2011. Only six of the 26 small responding centers (23%) indicated that they had a government grant. This compares to 35 of 37 large responding centers (95%), for whom government grants were the largest single source of revenue in 2011 (as shown in Figure 11). Of the 46% of large community center 2011 revenue that came from government grants, 27% came from the federal government, 12% from state governments and 7% from local public agencies.

Although federal funding makes up the largest portion of government grant dollars, only 35% of

[10] Note that one large community center that reported receiving a federal, state, or local government grant did not provide detailed information about the source of the grant.

Figure 10. Growth in Total Combined Revenue

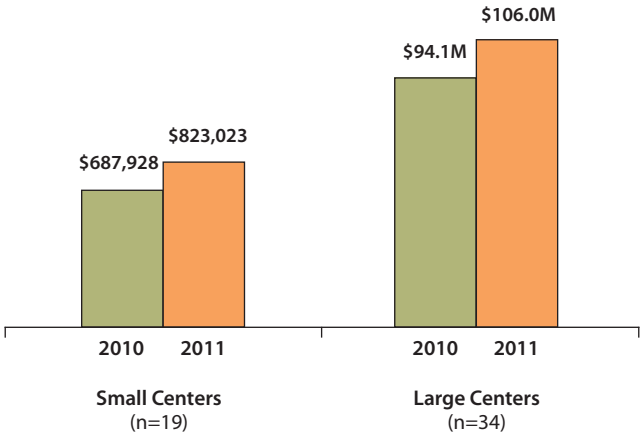


Figure 11: Revenue Streams of Large Centers, Excluding the L.A. Center

100% = $49.6M (n=33)

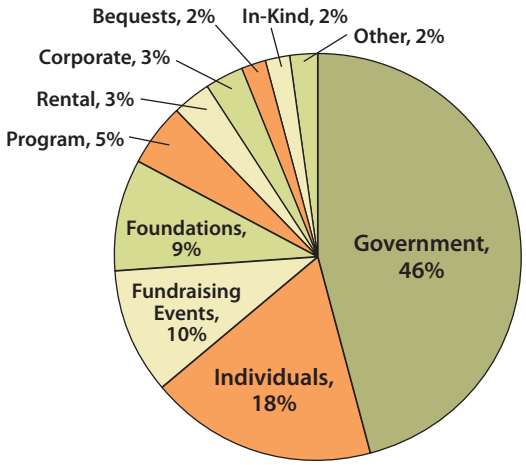
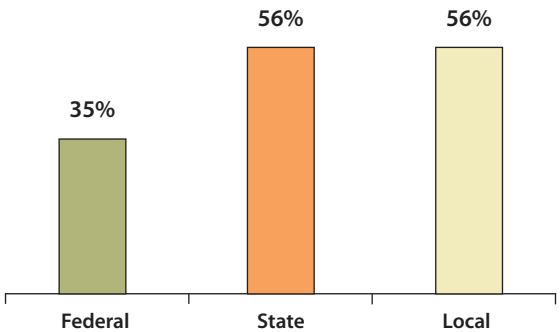


Figure 12: Large Centers Receiving Government Grants, By Source

% of centers (n=34)



large community centers receiving government grants received federal grants. This compares to 56% of large centers reporting receiving state grants in 2011 and the same percent (56%) receiving local grants (see *Figure 12* on the previous page).[10] It appears that, while fewer centers received federal grants, these grants, when secured, provided greater funding than state or local grants.

Centers were asked to provide detailed information about the government grant funding they received. *Figure 13* shows the most common purposes for the federal, state and local grants received by LGBT community centers.

As shown in Figure 13a, of the 89 federal government grants described by community centers, more than one-third were awarded to provide support for HIV/AIDS-related programming, such as direct care, prevention, or testing and counseling. *Figure 14* on the next page shows which federal agencies are awarding grants to community centers. Many grants are health-related, and as such, the vast majority of federal grants are awarded by the U.S. Department of Health and Human Services (DHHS), including grants from the Centers for Disease Control and Prevention (CDC), the Administration on Aging, the Administration on Children, Youth and Families (ACYF), and the National Institutes of Health (NIH).

Centers reported a total of 45 state government grants, of which nearly half are associated with HIV/AIDS-related programming followed by domestic violence-related grants and grants to provide services to LGBT youth (see Figure 13b). Similar to the federal grants, a large majority of state grants to community centers were awarded by health departments (71% of state grants were awarded by state health departments).

Of the 76 local government grants detailed by LGBT community centers, 20 grants were focused on providing services to LGBT youth, including those who are homeless, and school-based programs. As shown in Figure 13c, local government grants were the most diverse of the government grants, with centers receiving grants designed to provide services to LGBT families and their children, older LGBT adults and transgender people. Local grants were also the most responsive to the current economic downturn; centers received local grants for employment and job training, food banks and homeowner counseling.

Although 65% of LGBT community centers indicated that they receive some form of government funding, many LGBT community centers report challenges in

Figure 13: Government Grants, By Purpose

Figure 13a: Federal Grants, By Purpose

% of grants (n=89)

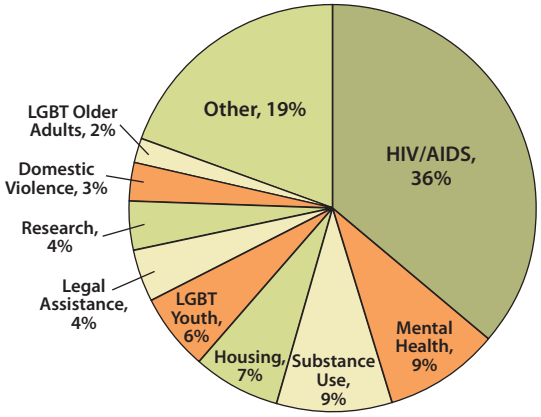


Figure 13b: State Grants, By Purpose

% of grants (n=45)

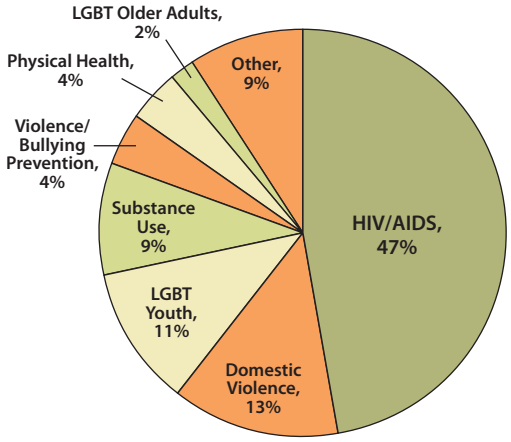
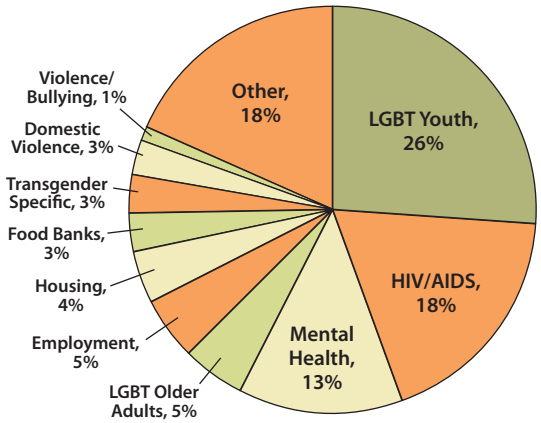


Figure 13c: Local Grants, By Purpose

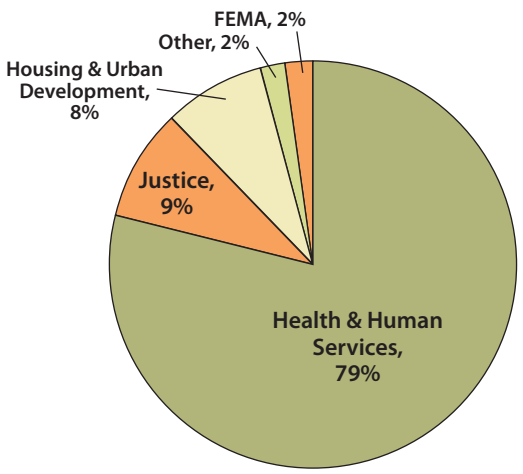
% of grants (n=76)



Note: May not total 100% due to rounding.

Figure 14: Federal Government Grants, By Awarding Agency

% of grants (n=89)



Note: May not total 100% due to rounding.

Figure 15. Obstacles to Applying for Government Grants

% of centers reporting...

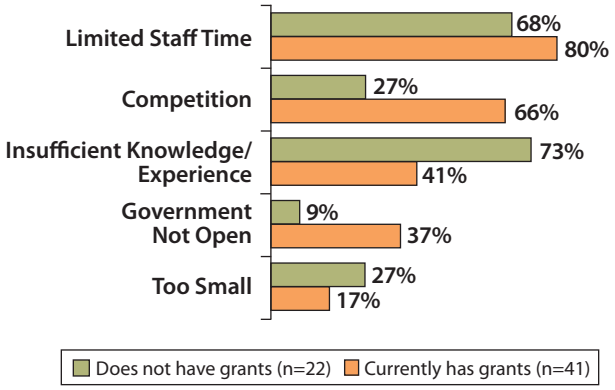
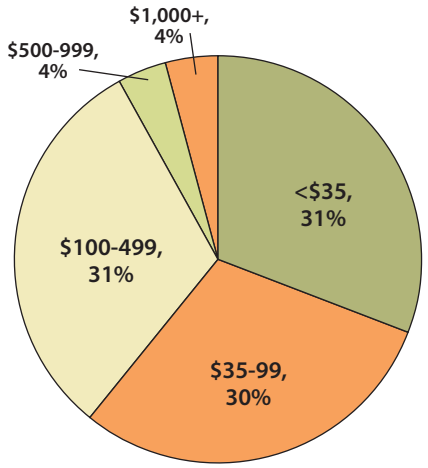


Figure 16: Donors, By 2011 Gift Amount

100% = 69,188 donors (n=27 centers)



applying for government grants (see *Figure 15*). Centers with and without grants cite lack of staff time to devote to grant writing as a major obstacle in applying for grants. Particularly for centers that do not currently receive government funding, insufficient knowledge of and experience with government grant application processes is a major barrier to applying for grants. Counterintuitively, more centers who receive government grants (37%) indicated that the government was not open to providing grants to LGBT centers than centers who had not received government funding (9% of these centers responded that lack of government openness was an obstacle).

Individual Fundraising and Membership Programs

As shown in Figure 11 on page 8, 18% of large centers' combined revenue comes from individual donors–the second largest source of revenue for such centers. Twenty-seven large LGBT community centers provided detailed information about their donors.[11] The majority

About Grant Revenue

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

Key grants included:

Ryan White HIV/AIDS Program (U.S. Dept. of Health and Human Services): In FY2011, this program provided more than $2.3 billion in funding to cities, states and local organizations to provide HIV-related services to more than a half a million people.[12] 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.[13]

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.

[11] Small centers were not asked these questions.
[12] The Henry J. Kaiser Family Foundation, "HIV/AIDS Policy Fact Sheet: U.S. Federal Funding for HIV/AIDS: The President's FY 2012 Budget Request," October 2011, http://www.kff.org/hivaids/upload/7029-07.pdf.
[13] Source: http://hab.hrsa.gov/reports/funding.htm.

of individual donors (61%) who contributed to large community centers in 2011 gave less than $100, with 31% giving less than $35, as shown in *Figure 16* on the previous page. Large centers have, on average, 2,563 individual donors (856 excluding the L.A. Gay & Lesbian Center) and the median large center has 580 individual donors.

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.

In 2012, as shown in *Figure 17*, large LGBT community centers can, on average, reach 13,677 individuals through email lists (6,351 excluding the L.A. Gay & Lesbian Center) and 20,806 through postal lists (6,892 excluding the L.A. Gay & Lesbian Center). The median large center has 2,300 email addresses and 2,500 postal addresses. Small centers have, on average, 775 email addresses and 605 mailing addresses. The median small center has 388 email addresses and 250 mailing addresses.

Center Staff

Many LGBT centers rely on a small number of staff to provide vital services. Of the 61 centers that provided information about current staff, 18% have no staff and rely on volunteers and 41% have five or fewer paid staff. Small centers face particular staffing challenges. Among the 24 small centers providing information about staff, 46% have no paid staff and the remaining 54% have between one and five staff (see *Figure 18*). In contrast, nearly half (48%) of large LGBT community centers have more than 10 staff. Three-quarters (76%) of paid staff at large centers work full-time compared to 62% of paid staff at small centers.

As shown in *Figure 19* on the next page, virtually all large LGBT community centers (92%) have a full-time paid executive director. More than three-quarters (81%) of large centers have a paid program director (either full-time or part-time), but many large centers lack a finance director, administrative director and development director.

This compares to small LGBT community centers, where remarkably, nearly half (46%) indicated that they rely entirely on volunteers for senior staff positions. As shown in Figure 19, only 38% of small LGBT community centers have a full-time paid executive director, and fewer than 10% of small centers have a full-time paid program, finance, administrative or development director.

Figure 17: Number of Contacts on Contact Lists

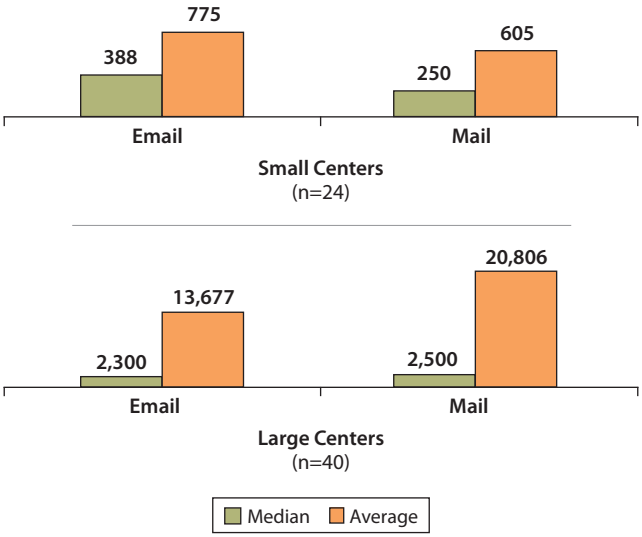


Figure 18: Paid Staff, By Center Size

% of centers

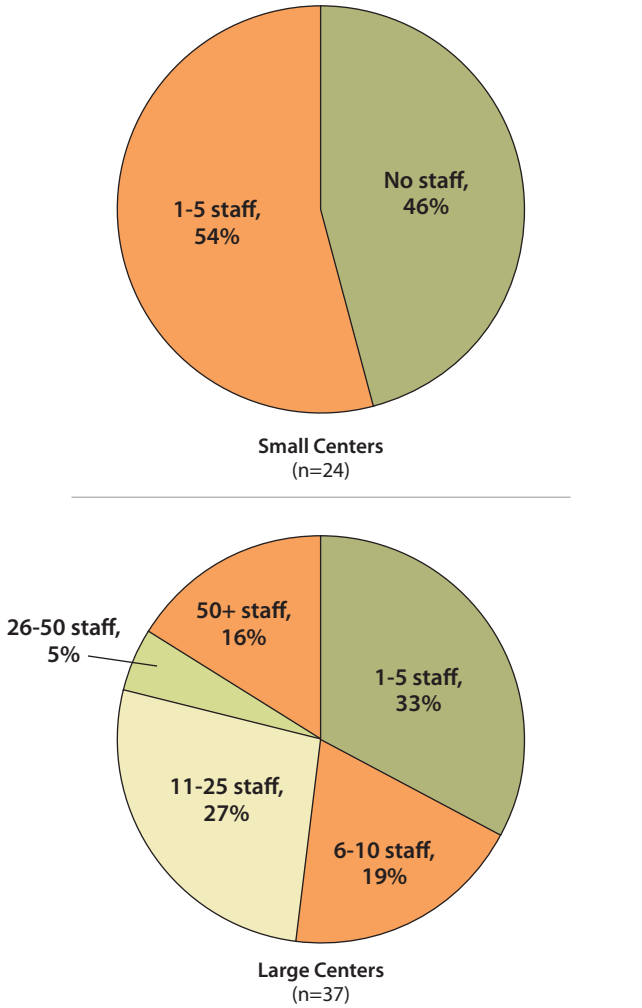
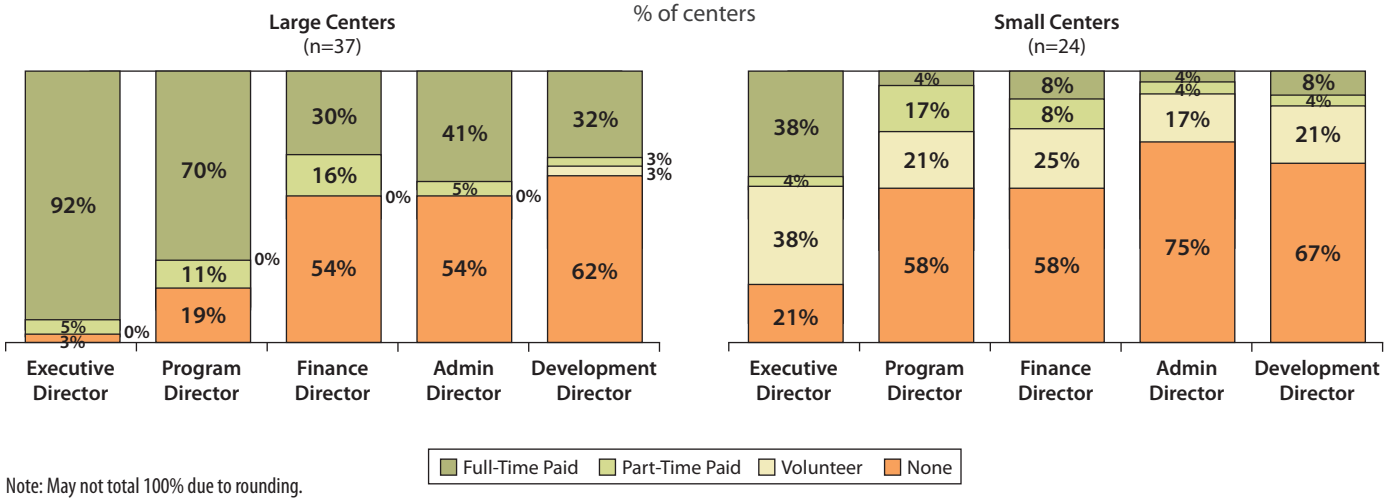


Figure 19: Status of Staff Positions

% of centers



Note: May not total 100% due to rounding.

Across most senior management positions, the staff at large community centers are more likely to have held these positions for more than 2 years. The exception is the position of development director for which the median tenure at large centers is less than one year. At small centers with paid staff, staff are more likely to have worked at the center for two years or less, regardless of position.

In 2011, large centers had, on average, 171 active volunteers, who volunteered at least 12 hours over the course of 2011, while the small centers had, on average, 30 active volunteers during 2011. These volunteers were integral to the operations of community centers and their involvement underscores the role that community centers play in broader communities.

Centers were asked about staffing changes that they have made over the past two years or anticipate making during this fiscal year. As shown in *Figure 20*, a sizeable minority of LGBT community centers have made or anticipate making staffing changes, most commonly, avoiding filling vacant positions. Several centers mentioned that they cut back on the breadth of health insurance coverage as a way to cut personnel costs. Three centers indicated that their current personnel plans are based largely on the receipt of government funding. As discussed above, however, increases in revenue and expense budgets mean that fewer centers anticipate making staffing changes during the current fiscal year.

The paid staff at LGBT community centers are racially and ethnically diverse. Fifty-four centers provided information about the race and ethnicity of their staff. As shown in *Figure 21* on the previous page, 50% of center

Figure 20: Personnel Changes in Response to Reduced Revenue

% of centers (n=61 centers)

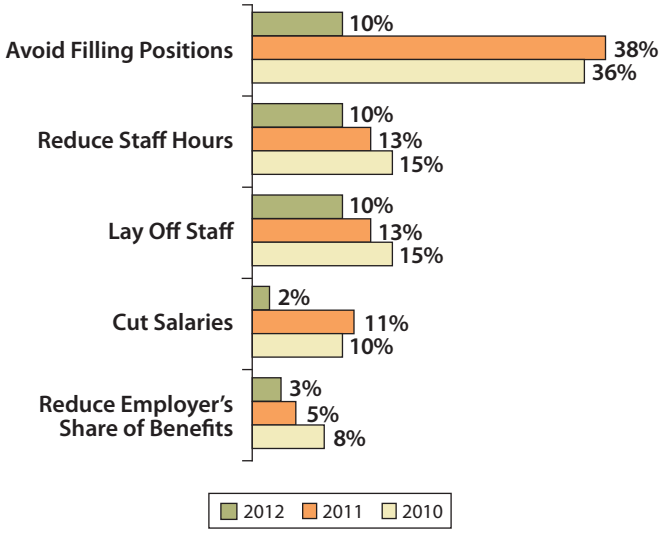


Figure 21: Staff Race/Ethnicity

% of paid staff identifying as a person of color

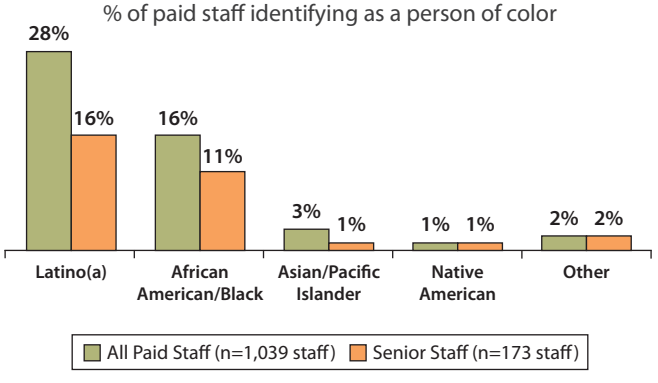
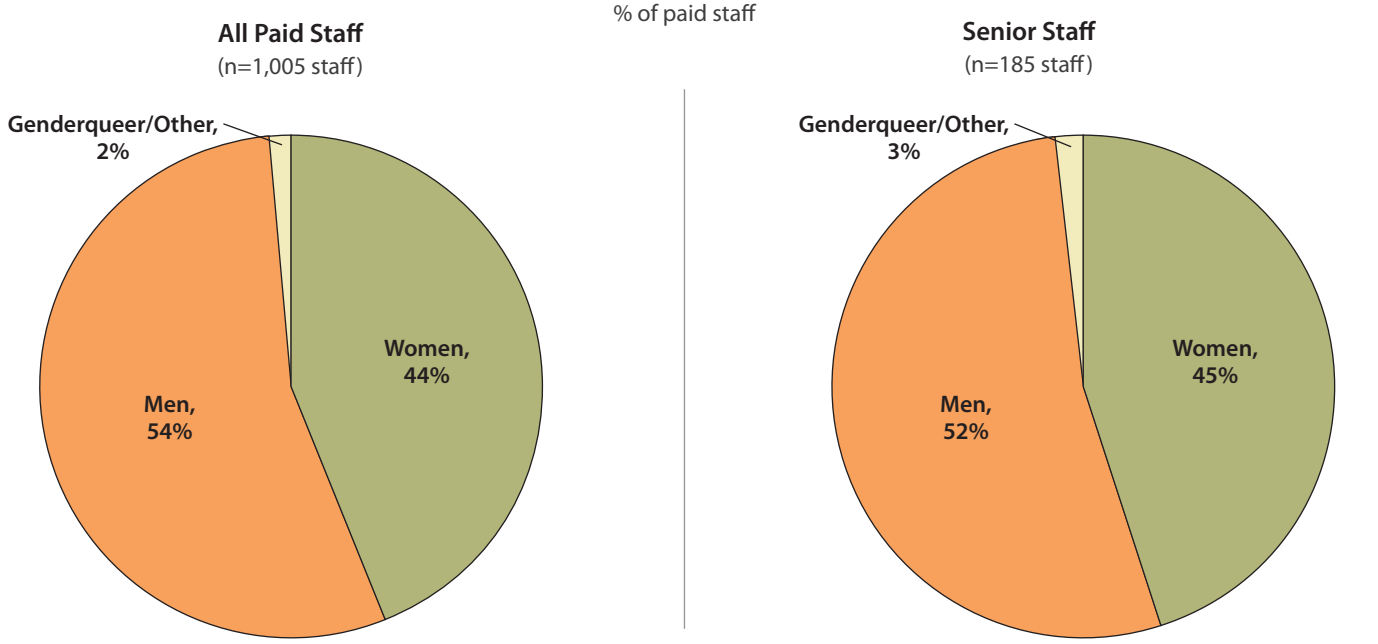


Figure 22: Staff Gender Identity

% of paid staff



staff identify as people of color; 28% identify as Latino(a), 16% as African American/Black and 3% as Asian/Pacific Islander. A remaining 1% identify has Native American and 2% identify as another race. Note that because staff may identify as more than one race, these percentages are not mutually exclusive.

This was the first year in which centers were asked to provide demographic information about senior staff and 50 centers did so. Thirty-six percent of the general population identify as people of color.[14] As shown in Figure 21 on the previous page, fewer senior staff identify as people of color than do staff as a whole—31% of senior staff identify as people of color compared to 50% of staff as a whole. Of senior staff, 16% identify as Latino(a), 11% as African American/Black, 1% identify as Asian/Pacific Islander, 1% as Native American and 2% as another race.

Slightly more than half (54%) of center staff are men, 44% are women, and 2% identify as genderqueer/other, as shown in *Figure 22*. This doesn't vary significantly between all paid staff and senior staff. Similarly, five percent of both all center staff and senior staff identify as transgender.

Center Boards

Sixty-two LGBT centers provided information about their boards. All centers but one have a board; the remaining center is affiliated with a larger organization and therefore does not have its own board. Centers have an average of 10 board members, while the median center has nine board members. The largest board has 25 members, while the smallest has just two.

Two-thirds of community center boards are required to fundraise–often through a "give or get" policy where board members must either donate or raise a set amount of money each year. As shown in *Figure 23* on the next page, half of the centers require between $1,000-$4,999 in donations or fundraising from each board member annually, while nearly one-quarter (24%) require support from each board member of $5,000 or more.

Community center boards are also diverse. Twenty-two percent of board members identify as people of color, as show in *Figure 24* on the next page. More than half (59%) of board members are men, 37% are women and 4% identify as genderqueer/other (see *Figure 25* on the next page). Additionally, 5% of board members identify as transgender.

[14] U.S. Census Bureau: State and County QuickFacts. Data derived from 2010 Census, January 2012, http://quickfacts.census.gov/qfd/states/00000.html.

Figure 23: "Give or Get" Requirements for Board Members
% of centers (n=38)

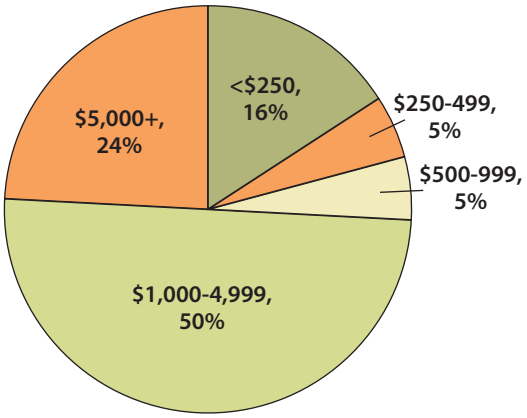


Figure 24: Board Race/Ethnicity of Board Members
% board members (n=582 board members)

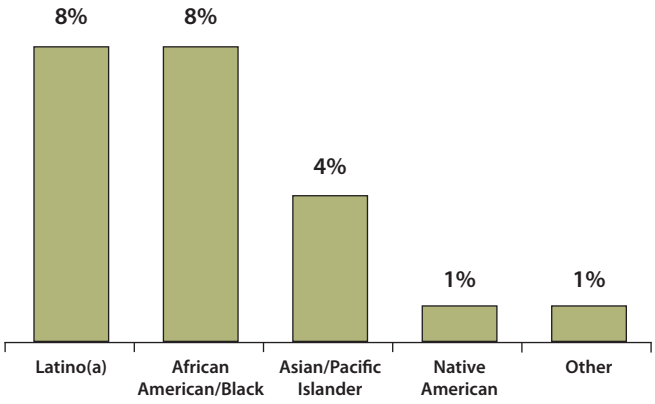
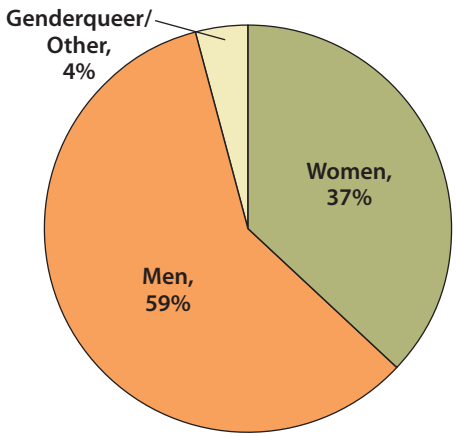


Figure 25: Board Member Gender Identity
% of board members identifying as a person of color (n=563 board members)



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 aggregate, the 65 LGBT centers who responded to this question serve more than 33,300 individuals in a typical week, including referring 4,458 people to other organizations or agencies for services and assistance. Small centers serve an average of 118 people in a typical week and provide referrals to another 21 people. Large centers serve an average of 635 people in a typical week and provides referrals to an additional 101 people. The busiest center (the L.A. Gay & Lesbian Center) serves an average of 6,000 individuals weekly at its six locations, while the least busy center serves, on average, ten people a week.

Most centers (90%) collect some user demographic information, usually either through intake forms (72%), formal surveys of patrons (67%), or staff/volunteer observations (58%). To get a better sense of the patrons LGBT community centers serve, large centers were asked for demographic estimates of patrons based on their gender, race/ethnicity, age, household income and education level.

Fifty LGBT community centers provided information about the patrons they serve (to the extent that they collect such data).[15]

Gender and Transgender Status. More than 50% of responding centers reported that more than half of their patrons are men, compared to just 18% of centers who reported having primarily women as patrons. The remaining centers (32%) reported an approximately equal percent of men and women. Centers indicated that, on average, 9% of patrons identify as transgender, but there was great variation here as well. For example, one center indicated that 50% of its patrons identify as transgender.

Race/Ethnicity. Just as center staff are racially and ethnically diverse, so too are center patrons. Forty percent of centers reported that half or more of their patrons identify as people of color. For comparison, people of color comprise approximately 36% of the

[15] Rather than reporting average patron demographics, because of the great variation among the various centers' patrons across five measures, we provide general trends in terms of patron demographics.

U.S. population.[16] Note that geography can heavily influence the patron base. For example, despite overall patron diversity, 16 centers (32% of responding centers) indicated that at least three out of four patrons are white. However, 40% of centers offer services in a language other than English, with most of these centers offering services in Spanish. Several centers offer services in American Sign Language, Cantonese and Tagalog.

Age. The age of patrons varies greatly among LGBT community centers. For example, of the 50 centers that provided data about the age of their patrons, 37 centers (74%) reported that more than half of their patrons were between the ages of 26-65, while roughly one-quarter (12 centers or 24%) of centers indicated that the majority of their patrons were under the age of 26, including five centers whose patrons were entirely comprised of youth. While no centers reported that a majority of their patrons were over the age of 65, five centers (10%) indicated that more than one-quarter of their patrons fell into this demographic.

Household Income. The median household income in the U.S. is approximately $51,000.[17] The vast majority (89%) of LGBT community centers report that most of their patrons have household incomes below that level.

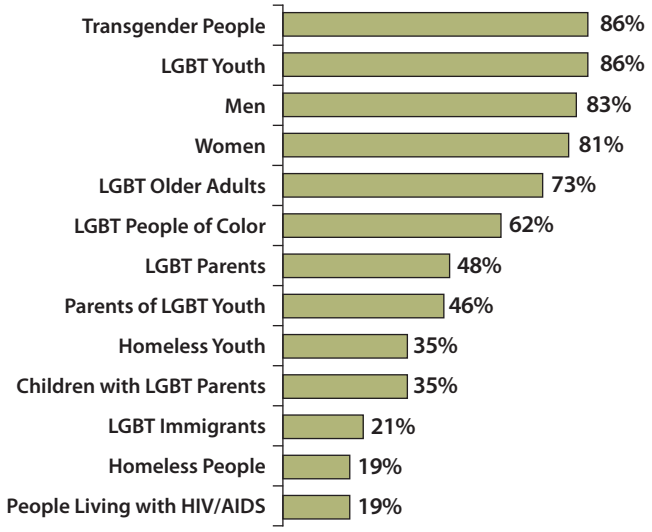
Educational Attainment. The educational attainment of center patrons varies significantly by center. Thirty-five percent of centers indicate that more than half of their patrons have not finished high school or only have a high school degree, including four centers for which three-quarters of their patrons have not finished high school or have only attained a high school degree. Conversely, nearly one-quarter of centers indicated that at least 50% of their patrons have attained a college or graduate degree.

Population-Specific Programs

Given the diverse populations that LGBT community centers serve, many centers report they offer services tailored to specific populations. As shown in *Figure 26*, more than 80% of responding centers offer services specifically for transgender people, LGBT youth, gay men and lesbians, while far fewer centers offer programs specifically for people living with HIV/AIDS (19%), homeless people generally (19%) and LGBT immigrants (20%). Several centers mentioned that they offer services specifically for bisexual people, rural populations and people with disabilities.

Figure 26: Centers Offering Programs Designed for Specific Populations

% of centers offering services (n=63)



Transgender People. Most responding LGBT community centers (86%) offer services and programs specifically for transgender people. Discussion and support groups are the most frequently cited programs (offered by 71% of centers), followed by recreational, social and cultural activities (54%); transgender-specific social groups (37%); community outreach and education (41%); and mental health programing (37%). Several centers mentioned employment-related services such as job readiness training for transgender people, job fairs, or other efforts such as the Transgender Economic Empowerment Initiative at the San Francisco LGBT Community Center.

LGBT Youth. As noted in Figure 26, 86% of responding centers offer programs specifically for LGBT youth. The most frequently offered youth programs are community outreach and education (76% of responding centers offer this); discussion and support groups (75%); recreational, social and cultural activities (73%); health and wellness programs (67%); drop-in centers (62%); and leadership development and life skills (57%). Some centers mentioned programs to support local high schools' gay-straight alliances, employment training and job readiness programs and mentorship programs.

LGBT Older Adults. Almost three quarters (73%) of responding centers offer programs specifically designed for LGBT older adults. The most commonly offered programs

[16] U.S. Census Bureau, 2010 Census.
[17] U.S. Census Bureau, American Community Survey, 5-Year Estimates.

are recreational, social and cultural activities for LGBT older adults (57% of responding centers offer this); discussion and support groups (56%) and providing LGBT older adults with volunteer opportunities (48%). Fewer centers offer exercise and fitness programs (29%), intergenerational programming (25%), or congregate meals (10%).

LGBT People of Color. Given the added challenges of stigma and discrimination that LGBT people of color may face both within their racial and ethnic communities and within the LGBT community, most responding centers (62%) offer programs specifically for LGBT people of color. These programs include discussion and support groups (41% of responding centers); recreational, social and cultural activities (37%); community outreach and education (37%); and specific HIV/AIDS prevention or treatment programs (33%). Centers also noted that they offer programs such as an LGBT faith-affirming group for people of color.

Other population-specific programming. As noted above, many centers offer specific programming for gay men and lesbians. For example, 60% responding centers indicated that they offer women's social groups and 56% offer social groups specifically for men.

Program Budgets

Cumulatively, large centers spent a clear majority (78%) of their 2011 budgets on program-related expenses (see *Figure 27*).[18] This is well above the 60% threshold set by the American Institute of Philanthropy's benchmarks for successful nonprofit organizations.

Large centers were also asked to detail how their program expenses break down by program area. As shown in *Figure 28*, centers spent 26% of their 2011 expense budgets on physical and mental health programming and 23% on information and education programs, the two most common expense items. Spending on recreational and social programs comprised 15% of spending, with community outreach comprising another 14% of spending.

Physical and Mental Health Programs

LGBT community centers provide important physical and mental health programs to thousands of LGBT people each year (see *Figure 29*), and large centers spend roughly one-quarter (26%) of their budgets on physical and mental health programs (their biggest expense item).

[18] Small centers were not asked these questions in the 2012 survey.

Figure 27: Combined 2011 Functional Expenses

% of budget (n=30)

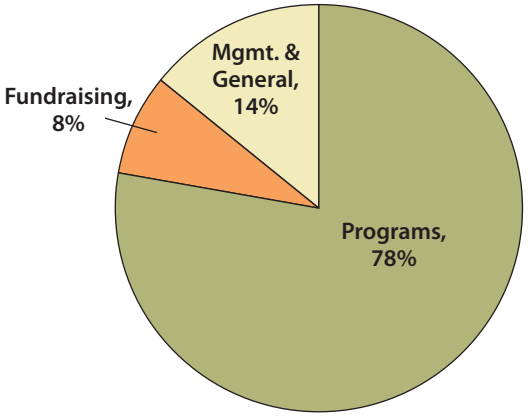
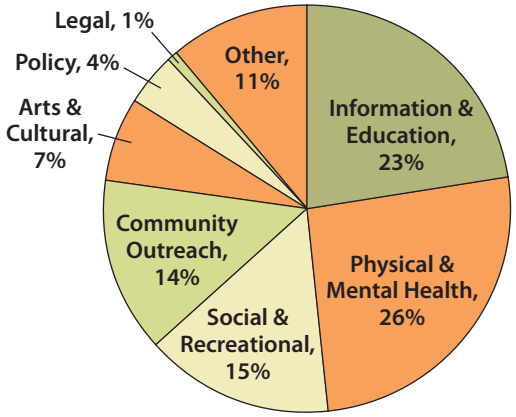


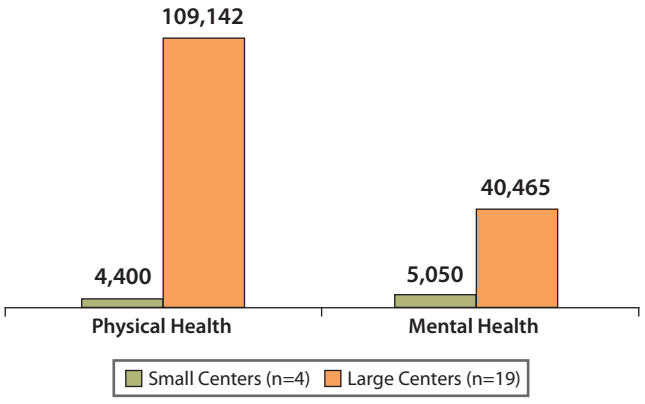
Figure 28: 2011 Program Spending, By General Program Areas

average % combined program spending by large centers (n=33)



Note: May not total 100% due to rounding.

Figure 29: Total Number of People Served in 2011, Physical & Mental Health Services



General Physical Health Services. Looking first at physical health services, 79% of the 63 centers who responded to this question indicated that they provide some physical health services (50 centers in all provide some physical health services–35 large centers and 15 small centers). The average small center which provided physical health services served 629 people in 2011 compared to 6,821 people for the average large center.

Figure 30 shows the various types of physical health programs that centers offer. Two-thirds of responding centers (67%) provide LGBT-friendly health care referrals and more than half offer general health and wellness programming (57%).

Centers may also offer targeted health programs. The most frequent physical health programs specifically designed for LGBT youth are general health and wellness programs, nutrition programs, exercise programs and domestic violence programs. Similar programs are most often designed for LGBT older adults as well.

STI and HIV/AIDS Services. Nearly three-quarters of responding centers (73%) offer sexually-transmitted infection (STI) services or programs, many of which are HIV/AIDS-related. As shown in *Figure 31*, most STI programming focuses on outreach and education (60% of responding centers), and more than half of centers provide testing and prevention (57%). Far fewer centers (7 centers or 11% of responding centers) provide STI or HIV/AIDS treatment.

Some centers offer population-specific STI and HIV/AIDS-related programming. For example, 44% of responding centers offer STI and HIV/AIDS outreach and education tailored specifically to LGBT youth, while 38% offer prevention for LGBT youth; 27% offer outreach and education for LGBT people of color and 24% offer it for transgender people. Fewer than one in five responding centers (19%) offer any STI or HIV/AIDS-related programming designed specifically for LGBT older adults.

Mental Health Services. More than three-quarters (78%) of 63 centers who responded to this question provide mental health services (49 centers in all; 36 large centers and 13 small centers).

At the 13 small centers, more people receive mental health services than physical health services; the average small center provided 1,263 people with mental health services in 2011 (compared to 629 people for physical health services). The opposite is true for the 36 large centers; the average large center provided mental health services to 2,130 people in 2011 compared to an average of 6,821 people per large center who received physical health services during the same period.

Figure 30: Physical Health Services & Programs

% of centers offering... (n=63 centers)

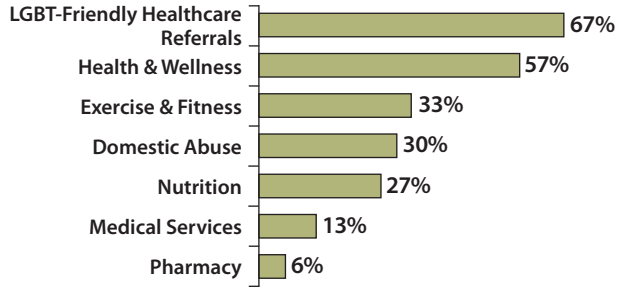


Figure 31: STI & HIV/AIDS-Related Programs

% of centers offering... (n=63)

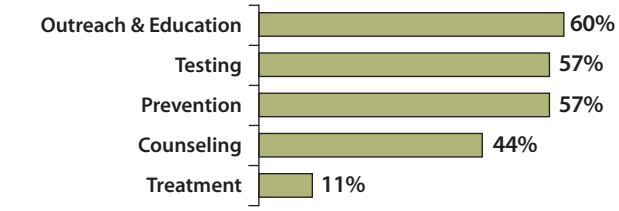
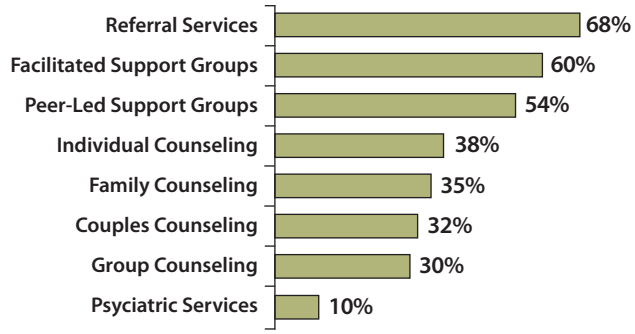


Figure 32: Mental Health Programs

% of centers offering... (n=63)



Responding centers primarily offer mental health referrals (68%) and facilitated support groups (60%). Far fewer centers (10%) provide psychiatric services. Slightly more than half (54%) of centers offer addiction and recovery programs, including referrals, 12-step programs and facilitated support groups.

In terms of mental health programs specifically designed for targeted populations, nearly half of centers offer facilitated support groups for LGBT youth (46%).

The second-most frequently offered youth program is individual counseling (35% of centers offer this). Similarly, 29% of centers offer facilitated support groups and 24% offer peer-led support groups for LGBT older adults. More than one-quarter of centers (27%) offer facilitated support groups and individual counseling (25%) for transgender people. Fewer centers offer mental health services specifically for people of color; for example, only 22% have facilitated support groups for people of color.

Nearly one in five centers (18%) operates a hotline, through which callers can receive services including suicide prevention, STI prevention and HIV/AIDS-related information. For example, seven centers operate suicide prevention hotlines and seven have hotlines with information and resources about STI and HIV/AIDS.

Anti-Violence Programming. Half of responding centers (51%) provide some level of anti-violence programming, ranging from anti-violence literature, rapid incident support, technical assistance or hotlines. One-third (33%) of centers offer domestic violence or family violence programming, assistance and support, often in conjunction with local domestic violence shelters or women's crisis organizations.

Information and Education Programs

Information and education programming comprises 23% of the program budgets of large community centers. Of the 63 centers who provided information about their educational programing, most reported providing referrals to local LGBT businesses (83%) or maintaining an in-house library (71%). Economic services such as financial literacy training (offered by 29% of all responding centers), job directories (27%) and employment training (24%) are a lesser focus. See *Figure 33*.

Social & Recreational Programs

As shown in *Figure 34*, centers offer a range of social and recreational opportunities for patrons including social parties or dances, social groups for targeted populations and sports leagues.

Community Outreach

Community outreach is the next largest portion of large community centers' program budgets (14%). The most common outreach programs are targeted at the general public (73% of responding centers), schools (68%) and healthcare providers (67%). See *Figure 35*.

Figure 33: Information & Education Programs
% of centers offering... (n=63)

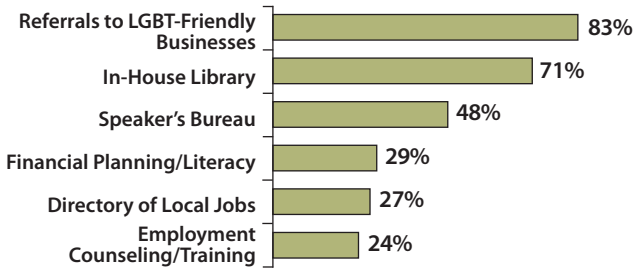


Figure 34: Social & Recreational Programs
% of centers offering... (n=63)

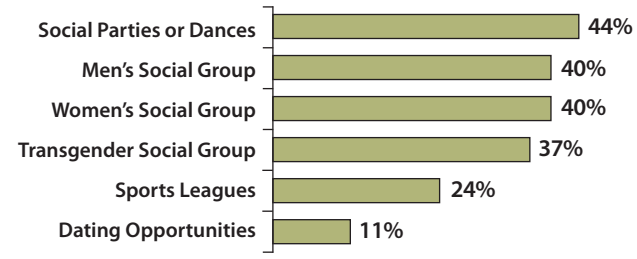


Figure 35: Community Outreach & Training Services
% of centers offering programs that target (n=63)

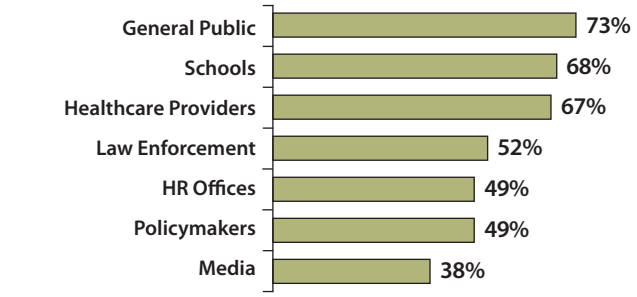
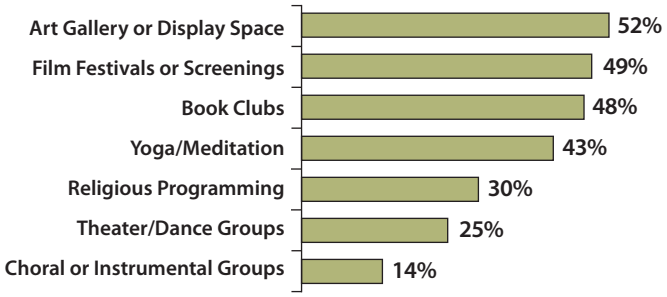


Figure 36: Arts & Cultural Programs
% of centers offering services (n=63)



Arts and Cultural Programs

While many centers offer arts and cultural programs (see *Figure 36* on previous page), such as gallery space (52% of responding centers) and film screenings (49%), these arts and cultural programs only constitute 6% of overall program spending by large community centers (as shown in Figure 28 on page 16).

Civic Engagement & Public Policy

Community centers can also play an important role in connecting local constituents with state and national organizations working to advance pro-LGBT public policies. Centers spend approximately 4% of their budgets on policy and civic engagement programs to mobilize and educate their own constituents. The most common activity is voter registration (38% of responding centers) and get-out-the-vote drives (33%). Centers also host or sponsor candidate forums (32%) and mobilize patrons to contact lawmakers (29%), as shown in *Figure 37*.

Fifty-one percent (or 32 centers) indicate that their centers engage directly in policy activities, as shown in *Figure 38*. For example, nearly half of responding centers work to educate the general public about LGBT issues (48%), and nearly as many centers (43%) participate in coalitions or collaborations whose goals include changing public policy.

Centers were asked which three policy issues are their highest priority. As show in *Figure 39*, the top policy issues for community centers are safe schools and anti-bullying policies, transgender rights and HIV/AIDS. Centers that participate in policy activities often work in coalitions with other organizations (see *Figure 40*). For example, 85% of responding centers indicated that they have worked with a local LGBT organization to change policy, and nearly as many (82%) have worked with local non-LGBT ally organizations and state-level LGBT organizations. Fewer centers report they have worked with national LGBT organizations, state or national allied organizations or religious organizations.

Figure 37: Civic Engagement Programs

% of centers offering services (n=63)

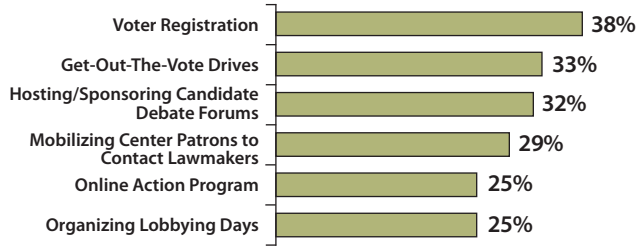


Figure 38: Policy Activities

% of centers that do the following (n=63)

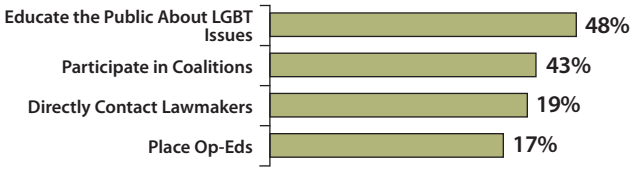


Figure 39: Top Policy Issues

% of centers listing issue as one of its three highest policy priorities (n=33)

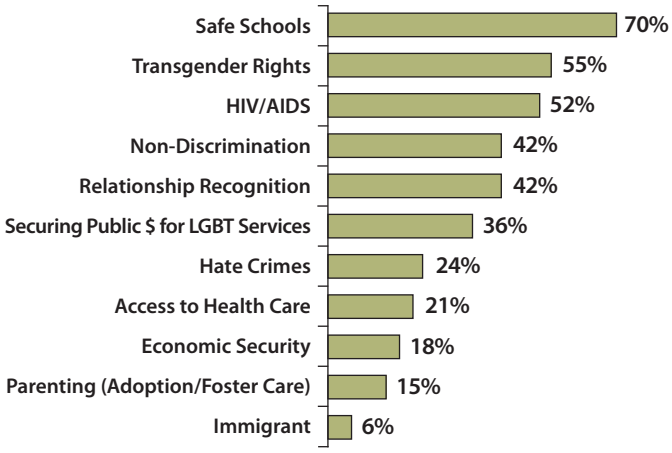


Figure 40: Coalition Partners

% of centers listing organizations they have worked with (n=33)

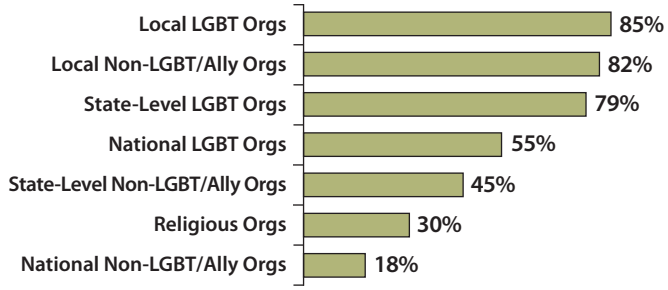
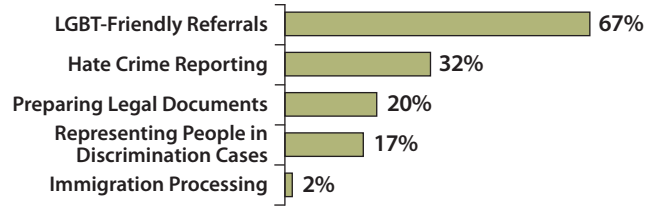


Figure 41: Legal Services

% of centers offering services (n=63)



Legal Services and Programs

Legal services and programs make up only 1% of total program expenses. Few responding centers provide direct legal services, but most provide referrals to LGBT-friendly legal services (67%), as shown in *Figure 41*.

COMPUTER CENTERS

Fifty-seven centers answered questions about computing resources and whether they have centers or spaces where patrons can use computers. Of these responding centers, 88% provide computer resources for patrons.

As shown in *Figure 42*, virtually all large responding centers (97%) offer computer services; more than half (58%) through the Bohnett CyberCenter Program (referred to as "CyberCenters" for the rest of this report).[19] More than two-thirds (71%) of small responding centers offer computer services, while nearly one in three small centers (29%) does not provide patrons with computer resources.

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

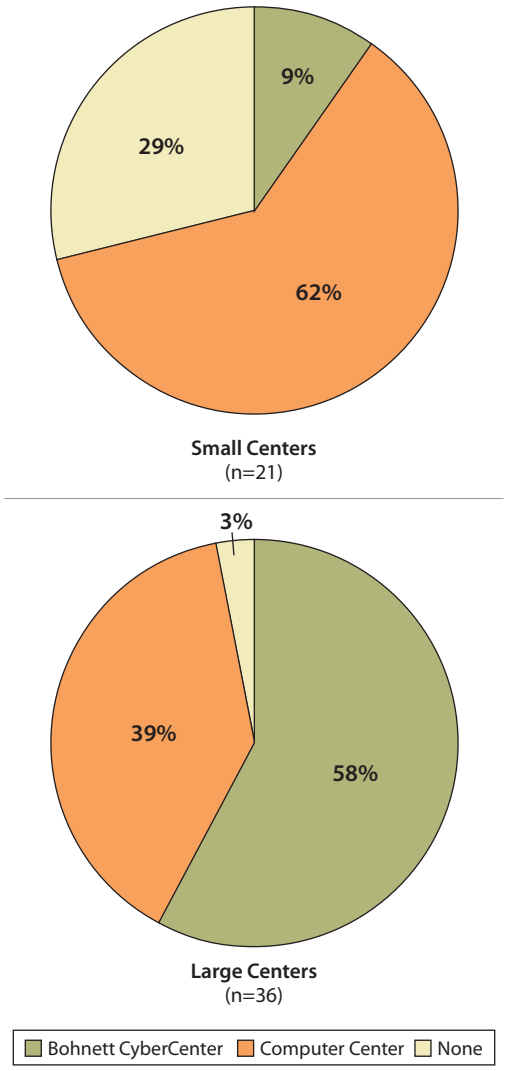
Type of Computer Resources

As *Table 1* shows, centers have, on average, the same number of computers, but the computers and printers at CyberCenters are, on average, newer than the resources at other centers. Both CyberCenters and other centers offer programs from the Microsoft Office software suite, such as Word, Power Point and Excel. Several CyberCenters and other centers mentioned that they also have computers with Adobe programs, such as Photoshop, or website development software like Dreamweaver. One-quarter of CyberCenters charge patrons to use the computer resources; for example, one CyberCenter charges an annual $5 membership fee, while other centers report charging patrons by the hour. No other centers with computer resources currently charge patrons, but two centers indicated that they were exploring fee structures. More frequently, however, centers provide free access to computers, but patrons must pay to print materials. This is true at both CyberCenters and other centers.

[19] The David Bohnett Foundation's CyberCenter program provides funding for computer equipment at 60 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.

Figure 42: Centers Offering Computing Services

% of centers



Note: May not total 100% due to rounding.

Table 1: Numbers & Ages of Computer Equipment

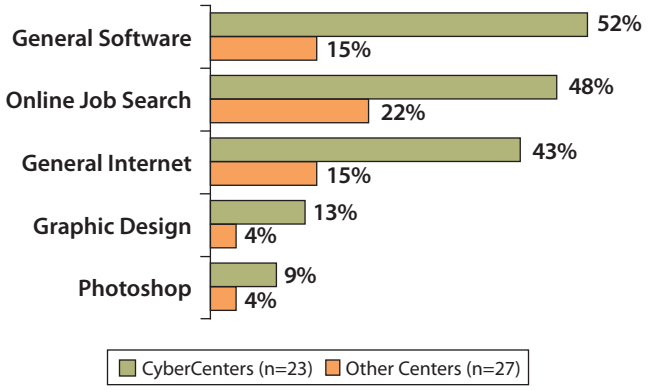
Averages for centers with computer centers	Cyber Centers (n=27)	Other Community Centers (n=23)
No. of computers	8	8
Age of computers	3 years	4 years
No. of printers	1	2
Age of printers	3 years	4 years
Average # of monthly users	370	79

Nearly half of centers (43%) with CyberCenters and 50% of other centers report that the computers are used 61% or more of the time that the center is open. More than half of CyberCenters report that there is rarely a wait (52%) as do 80% of other centers. Only 10% of CyberCenters and 11% of other centers indicate that there is a wait more than 20% of the time that the center is open.

As *Figure 43* shows, CyberCenters are more likely to offer various computer training programs compared to other centers, including general software training, online job search training and general Internet training. Few centers, regardless of type, offer more advanced training in graphic design or Photoshop. Nearly two-thirds of CyberCenters (64%) have at least one person who is able to provide assistance to patrons compared 47% of other centers.

Figure 43: Types of Computer Training Offered

% of centers offering...



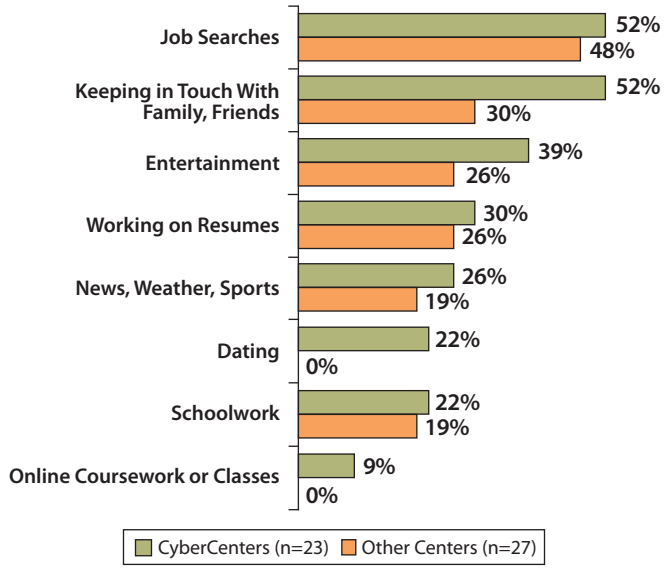
Use of Computer Centers

The average CyberCenter serves 370 patrons each month compared to 79 patrons at other centers. All centers with computer resources report that most patrons come to their centers for a variety of reasons, rather than coming solely to use the computers. However, 25% of CyberCenters and 12% of other centers report that about one in five computer center patrons come to their community centers solely to use the computers.

Conducting job searches, keeping in touch with family, and entertainment were among the top activities of patrons at both CyberCenters and other centers, as shown in *Figure 44*.

Figure 44: Top Patron Computer Activites

% of centers listing activity as one of top three



Given that both CyberCenters and other centers report that job searches are among the top activities, it is not surprising that centers with computer centers report increases in demand for computer resources over the past few years as unemployment rates have increased: 77% of CyberCenters and 35% of other centers report that demand for computer resources has increased modestly or greatly.

As demand for computing resources has increased, many LGBT community centers report increased challenges in providing adequate services. In 2011, 26% of CyberCenters and 15% of other centers took steps to try to understand the costs of operating their computer centers and identified which resources were most vital to patrons. Far fewer centers cut budgets (9% of CyberCenters and 4% of other centers), cut hours (4% of CyberCenters and no other centers), or put plans for expansion on hold (4% of CyberCenters and 19% of other centers). In the current fiscal year, centers report plans for expansion and growth. For example, 39% of Cyber Centers and 19% of other centers report that they plan to add new computer resources, 26% of CyberCenters and 7% of other centers plan to expand their centers physically, and 22% of CyberCenters and no other centers will increase the hours of their centers.

Challenges in Providing Computer Resources

Centers cite several challenges in offering computer resources to patrons (see *Figure 45* on the following page). Virtually all (86%) centers that currently lack computer resources indicated that the financial costs associated with providing these services are a major

challenge. This compares to 22% of CyberCenters and 56% of other centers who indicated that the financial costs of providing computer resources are a challenge. By contrast, the key challenges for centers with existing computer resources remain the lack of staff or volunteer time to oversee the computer resources.

Computer Center Patrons

Centers were asked to provide the demographics of patrons who use computer resources. Virtually all CyberCenters (91%), but only 66% of other centers, collect this information through formal surveys of patrons, intake forms, staff or volunteer observations or by asking for limited information about patrons, such as zip codes.

The rest of this section shows information collected by these centers about their patrons, including gender identity, race/ethnicity, age, household income and highest educational level attained.

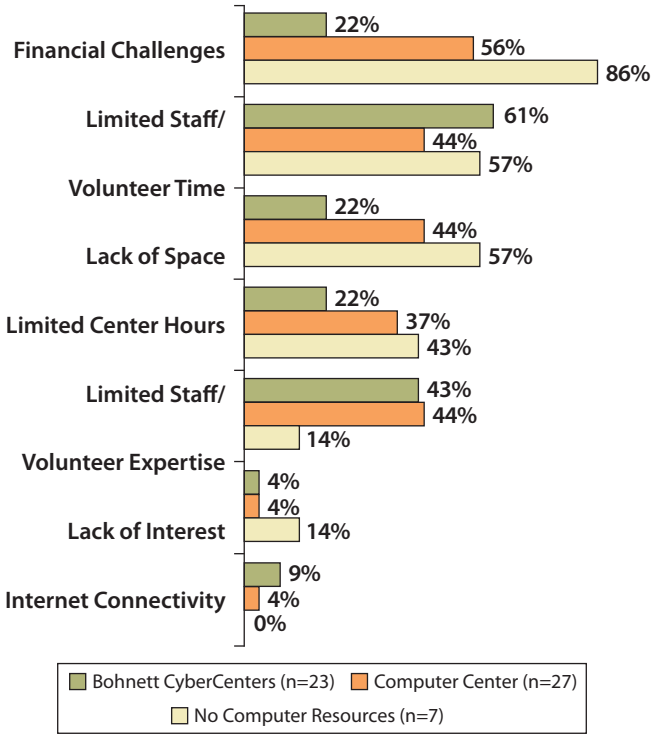
Gender and Transgender Status. Of CyberCenters, 80% reported that the majority of their patrons were men; only one CyberCenter reported that the majority of its computer patrons identified as women. Three CyberCenters indicated that 10% of their patrons identify as genderqueer/other. Other centers appeared to have a more even gender split; three centers indicated that the majority of their patrons identified as women, including one center which indicated that three-quarters of its patrons identified as women. Four other centers reported that at least one in ten computer patrons identify as genderqueer/other. Regardless of type of center, centers indicated that, on average, 7% of patrons identify as transgender, however, there was great variation here, too. For example, 47% percent of CyberCenters and 40% of other centers indicated that at least one in ten patrons identify as transgender.

Race/Ethnicity. Forty percent of both CyberCenters and other centers report that half or more of their patrons identify as people of color. One CyberCenter reported that 80% of its computer patrons are African American/Black, and another CyberCenter indicated that 75% of its patrons are Latino(a). There is similar variation in the race and ethnicity of the patrons at other centers. One other center indicated that 99% of its patrons identify as African American/Black, while another indicated that 20% of its patrons identify as Asian/Pacific Islander.

Age. Just as with general community center users, the individuals who use computer resources vary greatly in age. Nearly two-thirds of CyberCenters report that

Figure 45: Challenges to Maximize Computer Resources & Services

% of centers indicating challenge



the majority of their patrons are between the ages of 26 and 65. Meanwhile, 36% of CyberCenters report that more than half of their center patrons are under the age of 26, and one CyberCenter reported that four out of five computer center patrons were over the age of 65. Other centers serve more youth and older adults than CyberCenters; 50% of other centers report that more than half of their computer center patrons are younger than 26 and one center reported that 80% of its patrons are over the age of 65.

Household Income and Access to Computers at Home. Both CyberCenters and other centers serve primarily patrons whose household incomes are less than $30,000 per year. CyberCenter patrons are less likely to have access to a computer at home compared to other center patrons.

Educational Attainment. CyberCenters are more likely to report that a majority of their computer patrons lack a high school diploma or a GED (40% of CyberCenters report this) compared to other centers (10%).

COMMUNITY CENTER NEEDS

This section examines the tools, organizations and resources that LGBT community centers access 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 and support. *Figure 46* shows that 69% of all responding centers said they received help from CenterLink in the past 12 months. After CenterLink, nearly half of centers said they received support from PFLAG and their statewide LGBT advocacy organization, followed by 33% of organizations that have worked with GLSEN. These interactions mirror the key policy issues centers identified (discussed earlier), which included safe schools and transgender rights (the latter of which often includes work to pass local and state-level non-discrimination laws). Figure 46 provides a list of the most mentioned 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. As in the 2010 survey, *Figure 47* shows that leadership development tops the list. Centers also listed fundraising and board development as key areas for assistance. Despite centers' interest in leadership and board development, 78% of centers report that they have an existing board development plan in place and 56% of centers currently have a strategic plan.

Figure 46: Technical Assistance Providers

(n=55 centers)

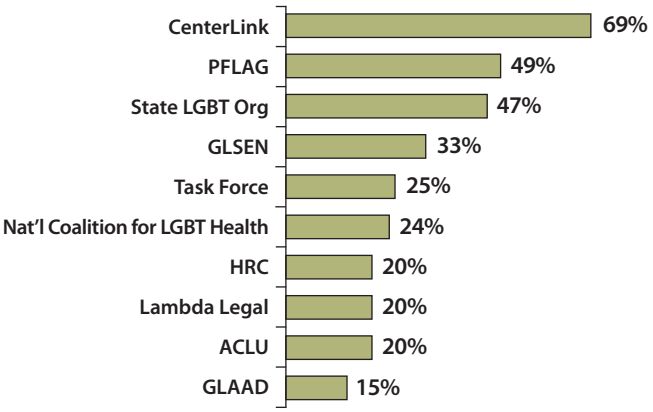


Figure 47: Top Assistance & Training Priorities

% of centers listing priority as one of top three wanted from CenterLink (n=50 centers)

RECOMMENDATIONS

Support LGBT Center Patrons Throughout Their Lives

Many LGBT centers have programs specifically for LGBT youth and an increasing number of centers offer programs to LGBT older adults, whose needs have only recently garnered more attention. As LGBT community centers reflect on their patrons, centers should examine the ways in which they support LGBT people over the course of the lives. For example, LGBT community centers should work to make sure that programs are family friendly, with options for childcare or child-friendly events so that LGBT people with families can remain connected to LGBT centers. Additionally, finding ways for other segments of the LGBT community, whether people of color or LGBT people with disabilities, to find space at community centers is an important goal, even with limited resources.

Diversify Revenue Sources, Including Local Donors, Governments and Institutional Funders

LGBT community centers are often the first place that LGBT people in a new community go to for information and connection. And in many parts of the country, LGBT centers may provide a safe space that may not exist anywhere else. For these reasons, and given the myriad services and programs that centers offer, LGBT community centers should work to engage not only their own patrons and the LGBT community in sustaining their work financially, but also the broader communities in which they are located. By engaging local donors, local, state and federal governments, and institutional funders—both LGBT-focused and others—centers can successfully diversify and grow their revenue sources. For example, centers can be successful in obtaining local, state and federal government grants because they are providing important services that counties and cities want to support. Centers should highlight their work to foundations that may not solely fund LGBT causes, but fund programs such as mental and physical health, substance use programs, or legal aid. Individual members of the LGBT community and allies can be activated as powerful spokespeople for centers and can provide an important source of revenue. These new sources of funding may provide LGBT centers not only with the ability to increase their program offerings, but they may, in turn, also create new and existing coalitions and collaborations outside the LGBT movement.

Support and Strengthen Small LGBT Community Centers

There are vast differences in the resources available to small LGBT community centers compared to larger centers–particularly in terms of staff and physical space. These limitations make it harder for small centers to provide the services and programs needed in their communities. To assist these centers, funders should consider capacity building grants to allow the centers to grow and better serve their communities. LGBT organizations, particularly those involved in advocacy work, can engage smaller LGBT centers and provide toolkits and ready-to-use resources that increase staff and program effectiveness. Additionally, opportunities for learning among small centers and between large and small centers may help centers realize untapped opportunities for growth.

Continue to Find Ways for Centers to Learn From One Another

Centers are innovative and responsive to the needs of their communities. For example, with the current economic challenges and higher rates of unemployment, LGBT community centers have increased computer centers hours and increased their commitment to workforce development. Finding ways for centers to learn from one another about responsive program design and delivery can accelerate the ability of other centers to respond to the needs of their patrons. CenterLink offers many opportunities for sharing and collaboration through listservs, gatherings for center leadership and staff, and webinars. These efforts should continue and be expanded. For example, a "Spotlight On" series could feature a new or innovative program at a particular center each month. Centers should submit ideas to the existing CenterLink resource bank.

CONCLUSION

The *2012 LGBT Community Center Survey Report* provides important insight into the challenges and successes of LGBT community centers. Centers are diverse in their patrons, in their staff, and in the services they offer. These range from providing safe spaces for LGBT people to connect, socialize, and obtain mental and physical health services—to helping engage the LGBT community in advocating for much-needed social and legal change.

We are heartened to see growth in 2012 as LGBT centers continue to provide vital services to more than 33,000 people each week. However, the majority of centers rely on a small number of committed staff and volunteers to provide services, often with stretched finances and space constraints. Given the critical role of community centers, especially in areas of the country that have few other resources for LGBT people, we hope to see increased support from local LGBT communities and the continued expansion of local and state government grants and other critical funding sources.

APPENDIX A: SURVEY EVALUATION

The *2012 LGBT Community Center Survey* is the third survey of its kind—the first was conducted in 2008. In response to feedback from centers, the survey has changed. For example, the 2010 survey included detailed questions about government grants, and the report included an appendix with providing centers with information about each individual grant received by centers. In response to the 2010 survey and concerns about length, that section was shortened and the 2012 survey included fewer questions about government grants.

To assess the utility of the *2012 LGBT Community Center Survey*, respondents were asked several questions. Virtually all responding centers agreed that the information collected in the survey was important for:

-The community center field (98%);

-The larger LGBT movement (98%); and

-Funders (98%)

And while 90% of centers indicated that the questions were relevant to their work, a large minority of centers (40%) indicated that the survey was too long. CenterLink and MAP appreciate this feedback from centers and plan to reevaluate the length of the survey and the information collected.

APPENDIX B: PARTICIPATING CENTERS

Arizona

One Voice
Phoenix, AZ
www.1vcc.org

Prescott Pride Center
Prescott, AZ
www.prescottpridecenter.com

California

Bienestar Human Services
Los Angeles, CA
www.bienestar.org

Fresno LGBT Community Center
Fresno, CA
www.fresnolgbtcenter.org

L.A. Gay & Lesbian Center
Los Angeles, CA
www.laglc.org

Lavender Youth Recreation and Information Center (LYRIC)
San Francisco, CA
www.lyric.org

The LGBT Community Center of the Desert
Palm Springs, CA
www.thecenterps.org

The Lighthouse Community Center
Hayward, CA
www.lgbtlighthousehayward.org

Outlet
Mountain View, CA
www.projectoutlet.org

OUTreach Center
Lancaster, CA
http://www.outreachcenterav.org

Pacific Center for Human Growth
Berkeley, CA
www.pacificcenter.org

Rainbow Community Center of Contra Costa County
Concord, CA
www.rainbowcc.org

Sacramento Gay and Lesbian Center
Sacramento, CA
www.saccenter.org

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

San Francisco Lesbian Gay Bisexual Transgender Community Center
San Francisco, CA
www.sfcenter.org

South Bay LGBT Center
Torrance, CA
www.southbaycenter.org

Spectrum LGBT Center
San Rafael, CA
www.spectrumlgbtcenter.org

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

Colorado

GLBT Community Center of Colorado
Denver, CO
www.glbtcolorado.org

Out Boulder
Boulder, CO
www.outboulder.org

Delaware

CAMP Rehoboth
Rehoboth Beach, DE
www.camprehoboth.com

Florida

Compass Gay & Lesbian Community Center
Lake Worth, FL
www.compassglcc.com

Gay & Lesbian Community Center of Key West
Key West, FL
www.lgbtcenter.com

The GLBT Community Center of Central Florida
Orlando, FL
www.thecenterorlando.org

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

METRO Wellness & Community Centers
St. Petersburg and Tampa, FL
www.metrotampabay.org

The Pride Center at Equality Park
Wilton Manors, FL
www.glccsf.org

SunServe
Fort Lauderdale, FL
www.sunserve.org

Idaho

The Community Center
Garden City, ID
www.tccidaho.org

Inland Oasis Inc.
Moscow, ID
www.inlandoasis.org

Illinois

Center on Halsted
Chicago, IL
www.centeronhalsted.org

Community Alliance & Network Center (C.A.A.N.)
Joliet, IL
www.caanmidwest.org

Spectrum of Rockford LGBTQ
Loves Park, IL
www.spectrumrockford.com

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

Indiana

Indiana Youth Group
Indianapolis, IN
www.indianayouthgroup.org

Rainbow Serenity, Ltd.
Highland, IN
www.rainbowserenity.org

Massachusetts

BAGLY, Inc.
Boston, MA
www.bagly.org

Maryland

Gay & Lesbian Community Center of Baltimore
Baltimore, MD
www.glccb.org

Michigan

Affirmations
Ferndale, MI
www.goaffirmations.org

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

KICK: The Agency for LGBT African Americans
Detroit, MI
www.e-kick.org

The Lesbian and Gay Community Network of Western Michigan
Grand Rapids, MI
www.grlgbt.org

Missouri

Joplin Gay and Lesbian Center
Joplin, MO
www.joplingaylesbiancenter.com

Nevada

Gay & Lesbian Community Center of Southern Nevada
Las Vegas, NV
www.thecenterlv.com

New Jersey

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

LIT Social Justice Center
Newark, NJ
www.litsjc.org

New Mexico

New Mexico GLBTQ Centers
Las Cruces, NM
www.newmexicoglbtqcenters.org

New York

AIDS Community Resources
Syracuse, NY
www.aidscommunityresources.com

Bronx Community Pride Center
Bronx, NY
www.bronxpride.org

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

Gay & Lesbian Youth Services of WNY, Inc.
Buffalo, NY
www.glyswny.wordpress.com

Lesbian, Gay, Bisexual & Transgender Community Center
New York, NY
www.gaycenter.org

Long Island GLBT Community Center
Long Island, NY
www.liglbtcenter.org

Pride Center of the Capital Region
Albany, NY
www.capitalpridecenter.org

Queens Pride House
Jackson Heights, NY
www.queenspridehouse.org

Staten Island LGBT Community Center
Staten Island, NY
www.silgbtcenter.org

The LOFT: Gay and Lesbian Community Services Center, Inc.
White Plains, NY
www.loftgaycenter.org

Ohio

Kaleidoscope Youth Center, Inc.
Columbus, OH
www.kycohio.org

Oklahoma

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

Oregon

Q Center
Portland, OR
www.pdxqcenter.org

Pennsylvania

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

The Rainbow Room
Doylestown, PA
www.plannedparenthood.org/ppbucks/rainbow-room-28411.htm

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

South Carolina

Harriet Hancock Center for the GLBT Community of South Carolina
Columbia, SC
www.scpride.org/center

South Dakota

Black Hills Center for Equality, Inc.
Rapid City, SD
www.bhcfe.org

Tennessee

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

Texas

GLBT Cultural Center (at Montrose Counseling Center)
Houston, TX
www.glbtcenter.org

Out Youth
Austin, TX
www.outyouth.org

Resource Center Dallas
Dallas, TX
www.resourcecenterdallas.org

Utah

OUTreach
Ogden, UT
www.ogdenoutreach.org

Vermont

Outright Vermont
Burlington, VT
www.outrightvt.org

RU12? Community Center
Winooski, VT
www.ru12.org

Washington

Tacoma Rainbow Center
Tacoma, WA
www.rainbowcntr.org

Village Vida Centre/Gay Inside Out
Bellingham, WA
www.gayinsideout.org

Wisconsin

Harmony Café – Fox Valley
Appleton, WI
www.focol.org/harmonycafe

LGBT Center of SE Wisconsin
Racine, WI
www.lgbtsewisc.org

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

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

West Virginia

Rainbow Community Center, Inc.
Clarksburg, WV
www.rccwv.org

2215 Market Street • Denver, CO 80205
720-274-3263
www.lgbtmap.org