

2024 LGBTQ COMMUNITY CENTER SURVEY REPORT: DAVID BOHNETT CYBERCENTER PROGRAM

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CenterLink: The Community of LGBTQ Centers

CenterLink strengthens, supports, and connects LGBTQ community centers. Founded in 1994, CenterLink plays an important role in addressing the challenges centers face by helping them to improve their organizational and service delivery capacity, access public resources and engage their regional communities in the grassroots social justice movement. For more information, visit www.lgbtqcenters.org.

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INTRODUCTION

This is a companion report to the [2024 LGBTQ Community Center Survey Report](#), a report on the ninth biennial survey of LGBTQ community centers across the United States and coauthored by the Movement Advancement Project and CenterLink.^a The 2024 report is based on the responses of 199 participating LGBTQ community centers across 42 states, the District of Columbia, and Puerto Rico.

The David Bohnett Foundation's CyberCenter program currently provides funding for computer equipment at 60 LGBTQ community centers and college campuses nationwide, helping to ensure access to technology, connection, and vital information for the LGBTQ community. In the *2024 LGBTQ Community Center Survey*, 26 participating centers were members of the Bohnett CyberCenter program, representing almost half of all Bohnett CyberCenters. This special report evaluates the CyberCenter Program's impact on these community centers and the people (or "clients") they serve.

RESPONDING CENTERS

In the 2024 survey, 199 LGBTQ community centers participated, and 175 of these centers answered questions about computer resources. When relevant, this report separately examines centers with budgets less than \$250,000 per year ("small" centers) and centers with budgets of \$250,000 or more per year ("large" or "big" centers).

Figure 1 shows that **half (50%) of all responding centers provide computer resources for their clients**, including 15% of centers that offer computer resources through the Bohnett CyberCenter Program (referred to hereafter as "CyberCenters").

Figure 1 further shows that **the majority (59%) of large centers offer computer services**, including 21% of large centers that do so as Bohnett CyberCenters. **In contrast, just under one-third (31%) of small centers offer computer services**, including only one small center that is part of the Bohnett CyberCenter program.

The next two sections examine centers' computer resources and compare CyberCenters to centers that provide computer resources but are not part of the Bohnett CyberCenter program (referred to as "other centers").

Figure 1: Majority of Centers Offer Computer Services, Though Small vs. Big Centers Differ
% of centers

Figure 1a: All Responding Centers
(n=175)

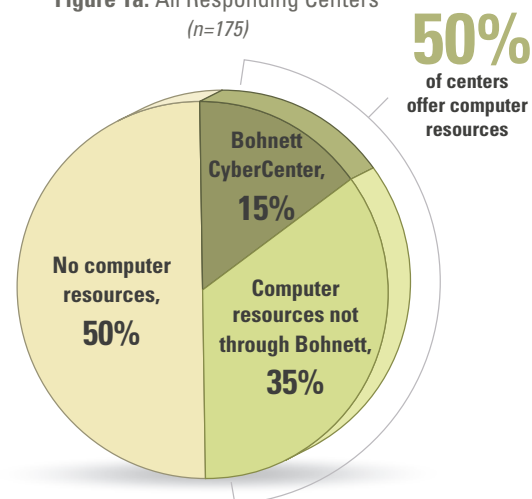


Figure 1b: Small Centers
(n=58)

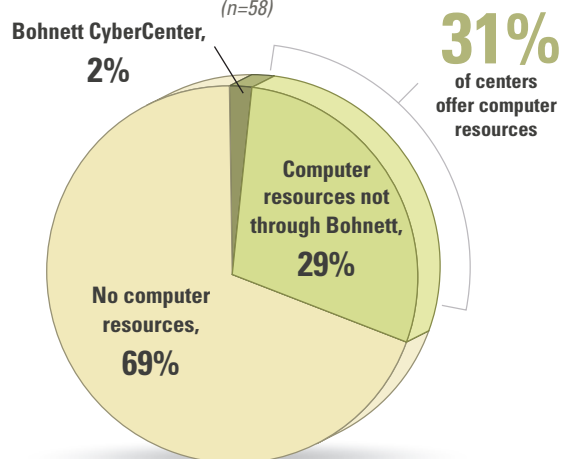
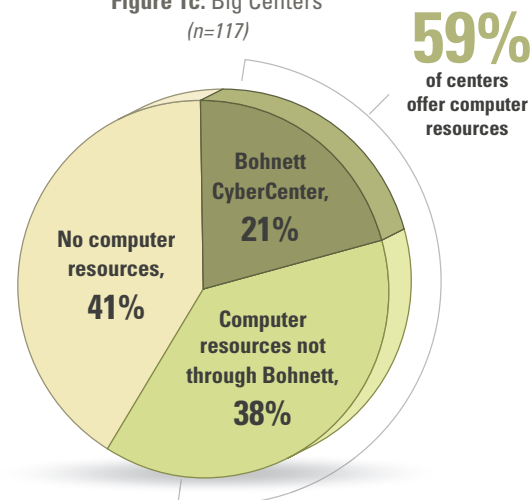


Figure 1c: Big Centers
(n=117)



^a 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.

COMPUTER RESOURCES & USES

As *Table 1* shows, participating **Bohnett CyberCenters** have, on average, more computers and more computer-users than other centers with computers. CyberCenters also report an average of 25 weekly users, compared to an average of 11 weekly users at centers with non-Bohnett computer resources. Accounting for center size, larger budget community centers with Bohnett CyberCenters have on average a higher number of weekly users (25 users) than larger budget non-Bohnett centers (11 users). However, for smaller budget centers, CyberCenters had a lower average of weekly users (5) compared to non-Bohnett centers (9).

Notably, all centers, whether they were a Bohnett CyberCenter or not, said that all of their computers were over three years old.

As *Figure 2* shows, roughly equal shares of both **Bohnett CyberCenters** and other centers with computer resources offer various computer training programs, services and assistance, such as assistance with applying for or navigating social services (e.g. housing, food stamps), general internet training, and more. In open-ended responses, centers reported that “other” computer services include one-on-one assistance for individual requests.

Centers with computer resources report that **people use these resources for a variety of reasons, and, as shown in *Figure 3*, these reasons are largely similar across clients at CyberCenters and other centers.** At both Bohnett CyberCenters and other centers with computer resources, the most frequently cited reasons that clients use the resources are for job searches and career uses, followed by accessing social services, such as housing and food stamps. The third most frequent usage is where CyberCenters and other centers differ, with CyberCenters reporting the third top usage is keeping in touch with friends and family, while at other centers the third top use related to schoolwork.

Table 1: Bohnett CyberCenters Report More Computer Resources, More Weekly Users			
Averages among centers with any computer resources		Bohnett CyberCenters (n=26)	Other Centers (n=61)
No. of computers		5	4
No. of monthly users at...	...All centers	25	11
	...Big centers	25	11
	...Small centers	5	9

Figure 2: Roughly Equal Shares of Bohnett CyberCenters and Other Centers Offer Computer Training Classes or Services
% of Responding Centers Offering...

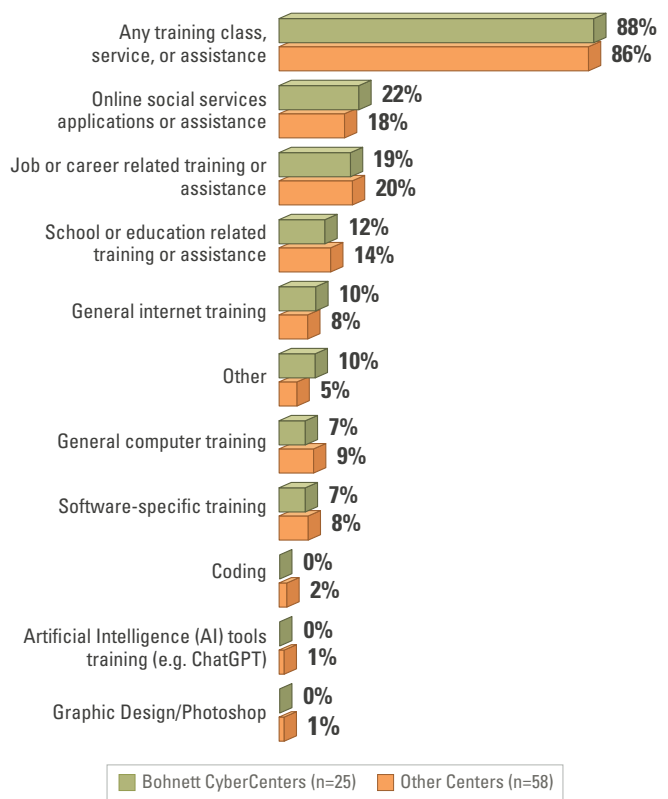
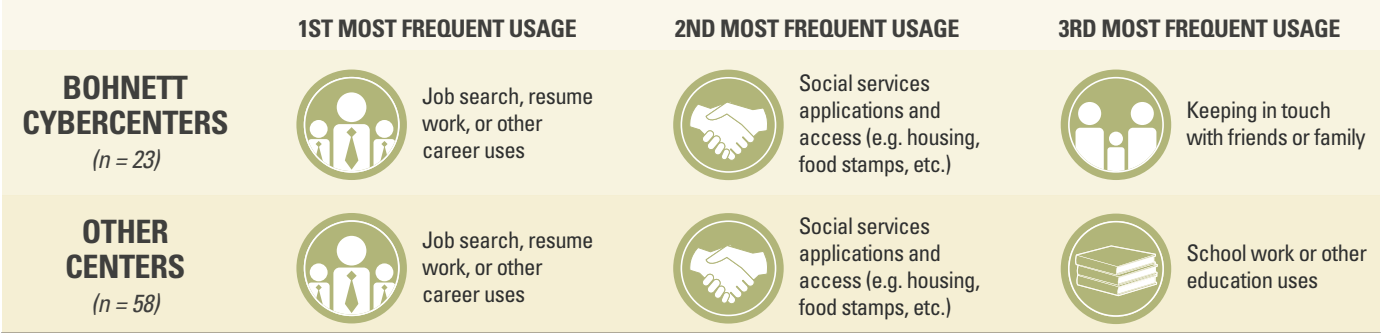


Figure 3: Key Uses of Computer Resources Are Mostly Similar at CyberCenters vs. Other Centers

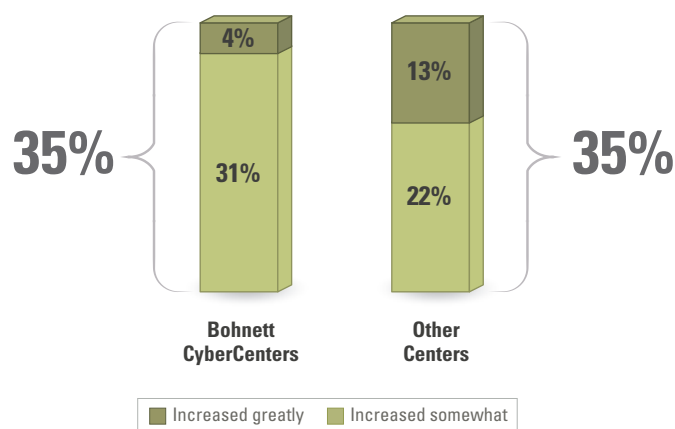


COMPUTER-RELATED CHALLENGES

Both CyberCenters and other centers indicated that demand for computer services has remained steady or increased over the past two years. As shown in *Figure 4*, overall demand has increased at both CyberCenters and non-Bohnett centers, with more than one-third (35%) of both groups of centers with computer resources saying overall demand has increased. However, there are differences in the degree of demand between Bohnett CyberCenters and non-Bohnett community centers. While 31% of CyberCenters reported that demand had somewhat increased over the last two years, only 4% said that demand increased greatly. For non-Bohnett centers, 22% reported somewhat increased demand and 13% reported greatly increased demand for their computer services.

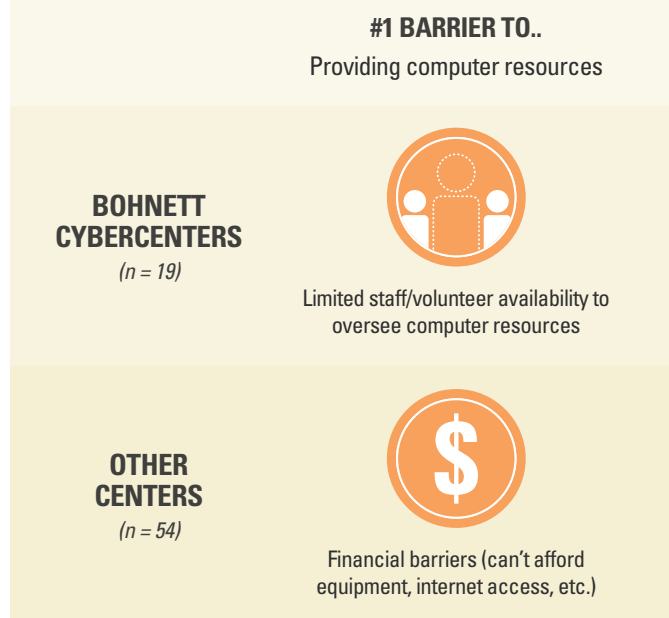
LGBTQ community centers report challenges in providing these computer resources and services. Bohnett CyberCenters report that their top challenge is limited staff capacity—as shown in *Figure 5*. Other community centers with computer resources reported that their number one challenge in providing computer resources was financial. Both of these responses reflect larger challenges across LGBTQ community centers with regard to staff capacity and funding, as highlighted in more detail in the [2024 LGBTQ Community Center Report](#).

Figure 4: Many Centers—Especially Non-Bohnett Centers—Report Increased Demand for Computer Resources
% of Centers Reporting Increased Demand in Past Two Years



Note: Numbers may not sum due to rounding.

Figure 5: Key Barriers Differ at CyberCenters vs. Other Centers



CONCLUSION

The majority (50%) of LGBTQ community centers offer computer resources to the public, helping to provide a vital service to the local communities and people they serve. Clients use these resources to meet deep needs in their own lives, including connection, education, and economic security through job searching or training. These community computer services are especially important to those who do not have access to these tools elsewhere, include people with low income and people experiencing homelessness. Unfortunately, centers are already stretched thin with few resources and few trained staff, and many centers lack the funds to update aging technology or provide technology at all.

The David Bohnett CyberCenter Program helps LGBTQ centers bridge these gaps and serve their clients by providing hardware and technical assistance to centers—and, by extension, to LGBTQ community center visitors around the country. As shown here, Bohnett-member centers have, on average, more computer resources, more computer users, and more technological training programs, compared to other centers with computer resources.

While the Bohnett CyberCenter Program helps to ease financial and technological burdens on LGBTQ centers, only a fraction of community centers are currently part of the program. Participating centers continue to report challenges such as lack of staff or time to manage the resources. This illustrates the broader need, beyond any single program, for significant and sustained financial investment—from other foundations, government entities, community organizations, individuals, and more—in LGBTQ community centers so they can expand these vital services. The positive impacts of the Bohnett CyberCenter program point to the clear difference that such investment could make.



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