

# 2022 LGBTQ COMMUNITY CENTER SURVEY REPORT: DAVID BOHNETT CYBERCENTER PROGRAM

*December 2022*



## This report was authored by:

### CenterLink: The Community of LGBTQ Centers

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### Contact Information

#### CenterLink

PO Box 24490  
Fort Lauderdale, FL 33307  
954-765-6024  
[www.lgbtcenters.org](http://www.lgbtcenters.org)

#### Movement Advancement Project

1905 15th Street #1097  
Boulder, CO 80306  
1-844-MAP-8800  
[www.mapresearch.org](http://www.mapresearch.org)

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**Disclaimer:** The opinions expressed in this report reflect the best judgment of CenterLink and MAP based on analysis of data collected from participating LGBTQ community centers. These opinions do not necessarily reflect the views of our funders, CenterLink members, or other organizations. Additionally, some quotes from participating centers may be lightly edited for clarity or length.

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## INTRODUCTION

This is a companion report to the *2022 LGBTQ Community Center Survey Report*, a report on the eighth biennial survey of LGBTQ community centers across the United States and coauthored by the Movement Advancement Project and CenterLink.<sup>a</sup> The 2022 report is based on the responses of 208 participating LGBTQ community centers across 45 states, the District of Columbia, and Puerto Rico.

The David Bohnett Foundation's CyberCenter program currently provides funding for computer equipment at 57 LGBTQ community centers and college campuses nationwide, helping to ensure access to technology, connection, and vital information for the LGBTQ community. In the *2022 LGBTQ Community Center Survey*, 28 participating centers were members of the Bohnett CyberCenter program, representing roughly 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 2022 survey, 208 LGBTQ community centers participated, and 198 of these centers answered questions about computer resources. When relevant, this report separately examines centers with budgets less than \$150,000 per year ("small" centers) and centers with budgets of \$150,000 or more per year ("large" or "big" centers).

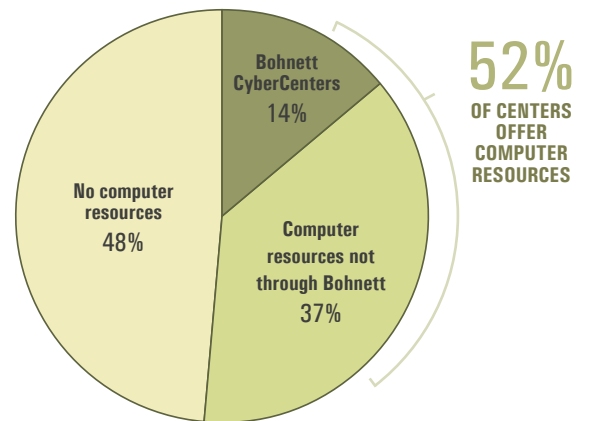
Figure 1 shows that **the majority (52%) of all responding centers provide computer resources for their clients**, including 14% of centers that offer computer resources through the Bohnett CyberCenter Program (referred to hereafter as "CyberCenters").

Figure 1 further shows that **the majority (60%) of large centers offer computer services**, including 20% of large centers that do so as Bohnett CyberCenters. **In contrast, just one-third (34%) of small centers offer computer services**, including only one small center that is part of the Bohnett CyberCenter program.

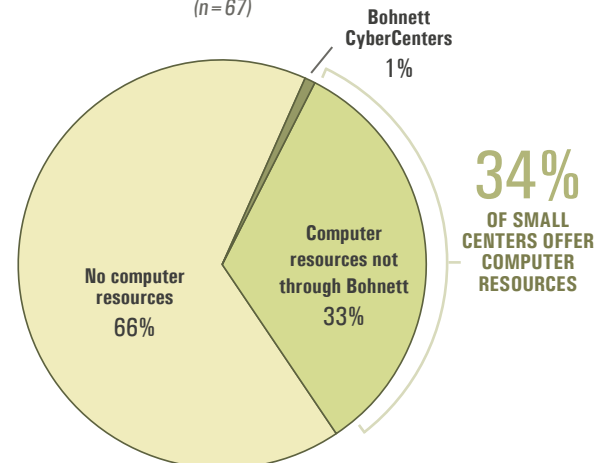
The next two sections examine centers' computer resources and compare CyberCenters to centers that provide computer resources but are not part of the Bohnett CyberCenter program (referred to as "other centers").

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

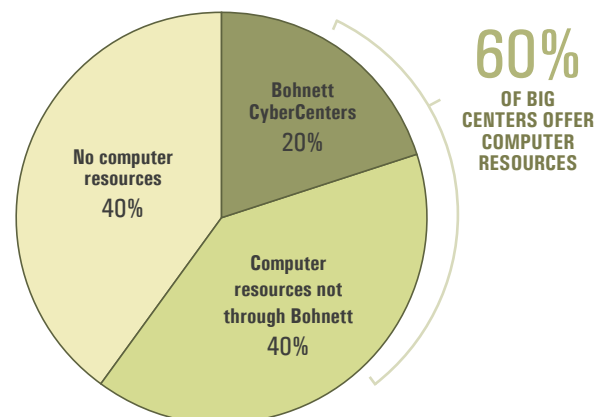
**Figure 1a: All Responding Centers**  
(n = 198)



**Figure 1b: Small Centers**  
(n = 67)



**Figure 1c: Big Centers**  
(n = 131)



<sup>a</sup> 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 than other centers, though these computers are, on average, slightly older. CyberCenters also report an average of 49 monthly users, compared to an average of 39 monthly users at centers with non-Bohnett computer resources.<sup>b</sup> Even accounting for center size, CyberCenters have on average a higher number of monthly users than non-Bohnett centers.

Computer resources at CyberCenters are used more frequently than computer resources at other centers. Roughly three-quarters (74%) of Bohnett CyberCenters reported their computers are in use some, most, or all of the time, compared to 59% of other centers with computer resources. Client wait time to use these resources remains low at all responding centers: only 4% of CyberCenters say there is a wait some, most, or all of the time, compared to 15% of other centers with computers.

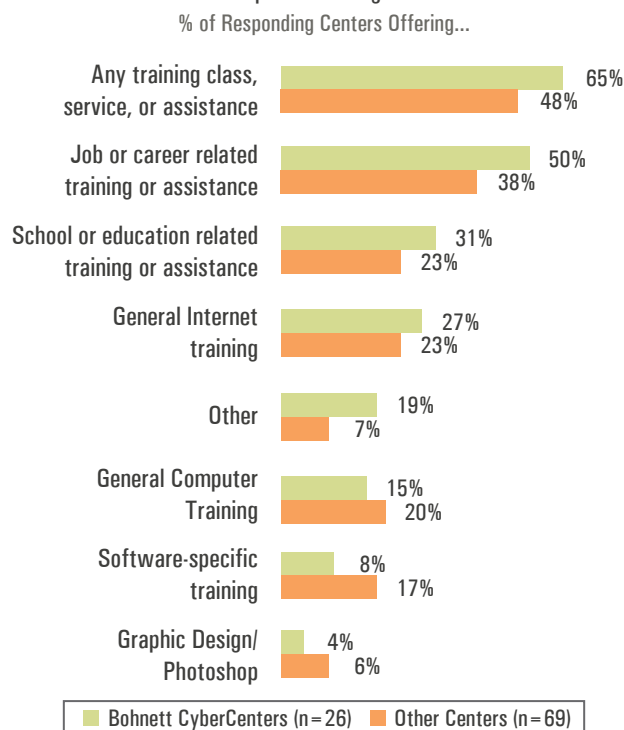
As Figure 2 shows, Bohnett CyberCenters are more likely than other centers to offer various computer training programs, services and assistance, such as job or career related training or assistance, school or education related training or assistance, general Internet training, and more. In open-ended responses, centers reported that “other” training programs include coding, training for older adults, and tailored or 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 differ across clients at CyberCenters and other centers. At CyberCenters, the most frequently cited reasons that clients use the resources are for job searches and career uses, followed by keeping in touch with friends and family and then entertainment. At other centers, the top uses are schoolwork, followed by job searches and keeping in touch with friends and family.

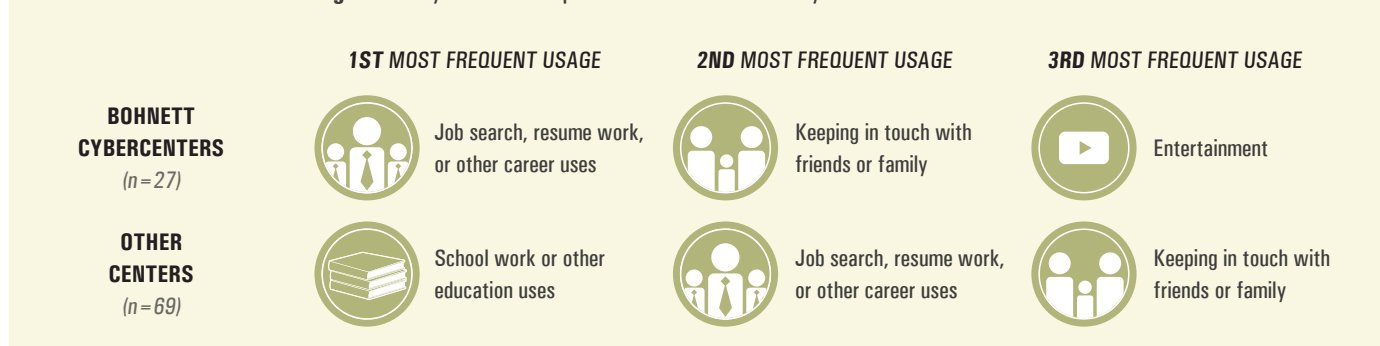
**Table 1: Bohnett CyberCenters Report More Computer Resources, More Monthly Users**

Averages among centers with any computer resources	Bohnett CyberCenters (n = 28)	Other Centers (n = 74)
No. of computers	8	5
Age of computers	3.8 years	3.1 years
No. of printers	1	1
Age of printer	2.9 years	3.2 years
No. of monthly users at...	...All Centers	49
	...Big Centers	51
	...Small Centers	Not Enough Data to Report

**Figure 2: Two-Thirds of Bohnett CyberCenters and Nearly Half of Other Centers Offer Computer Training Classes or Services**



**Figure 3: Key Uses of Computer Resources Differ at CyberCenters vs. Other Centers**



<sup>b</sup> Many centers noted that use of computer resources remains low relative to pre-COVID usage.

## COMPUTER-RELATED CHALLENGES

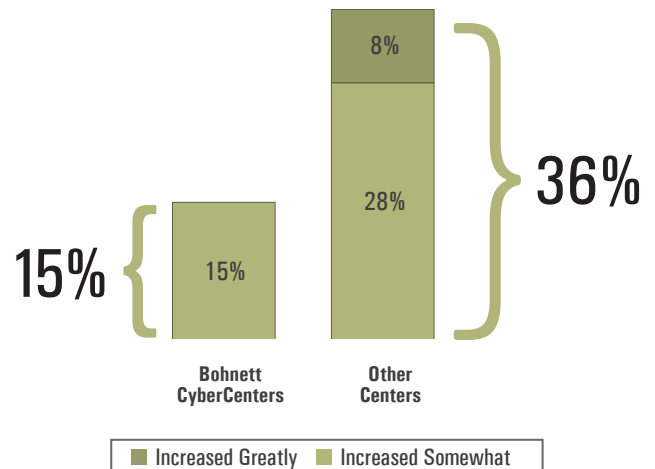
Both CyberCenters and other centers indicated that demand for computer services has remained steady or increased over the past two years, or since re-opening after initial COVID closures. As shown in *Figure 4*, demand has particularly increased at non-Bohnett centers, more than one-third (36%) of whom report that demand has increased greatly or somewhat, compared to 15% of Bohnett CyberCenters.

Since the COVID pandemic, centers have also experienced—and responded to—a dramatic increase in demand for computer resources, especially in the form of virtual services and programs. The 2020 survey showed that, prior to the pandemic, roughly one in five (21%) participating centers at the time had some kind of program or service available online. Though the 2022 survey reflects a different set of participating centers, today 88% of participating centers offer online programs. However, **100% of Bohnett CyberCenters currently offer online programs or services**, compared to 85% of other centers with computer resources.

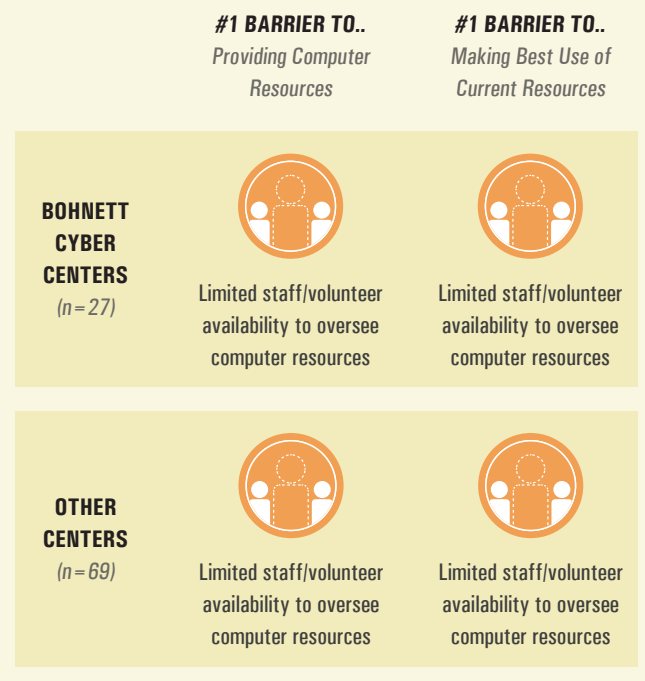
LGBTQ community centers report challenges in providing these computer resources and services. Bohnett CyberCenters and other centers with computer resources report the same top challenge—limited staff capacity—as shown in *Figure 5*. When asked to identify their top barrier to providing computer resources, as well as their top barrier to making the best use of existing computer resources, both Bohnett CyberCenters and other centers consistently ranked a lack of staff or staff time as their main obstacle in both cases. This reflects larger challenges across LGBTQ community centers with regard to staff capacity, as highlighted in more detail in the *2022 LGBTQ Community Center Survey Report*.

Overall, a significant share of both CyberCenters (43%) and other centers (35%) say they do not have someone on staff who is able to provide competent training and/or technical assistance to those using their center's computer resources. Note that nearly all participating CyberCenters are large budget centers, which are more likely overall to have paid staff—yet CyberCenters are still more likely to say they do not have such a staff member. This suggests that small budget centers, the majority of whom are entirely volunteer-run, are likely facing even larger staffing and capacity obstacles to providing computer resources and making best use of them.

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



**Figure 5: Key Barriers Are The Same at CyberCenters vs. Other Centers**



## CONCLUSION

The majority (52%) 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, including low income people and people experiencing homelessness. Unfortunately, centers are already stretched thin with few resources and few staff, and many centers lack the funds to update aging technology or to 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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movement advancement project ▶

1905 15th Street #1097 • Boulder, CO 80306-1097  
1-844-MAP-8800  
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