

Contra Costa County

LGBTQIA+ Service Assessment Report



La Piana
CONSULTING

March 17, 2026

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Your Team

We help the social sector navigate change.



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Methodology

- This assessment is focused on **direct service providers** that fulfill essential needs, including mental and behavioral health, housing, legal assistance, food security, and other services.
- To conduct the assessment, La Piana Consulting:
 - Surveyed service providers across the County
 - Conducted interviews with select providers for deeper understanding
 - and reviewed publicly available information to verify services

While extensive, the results are not exhaustive.

Methodology

- This assessment organizes service providers into the following:
 - **Dedicated LGBTQIA+ Service Providers:** Organizations with a primary mission to serve the LGBTQIA+ community.
 - **General Service Providers with LGBTQIA+ Programs:** Providers that serve the broader public but operate specialized programs designed specifically for LGBTQIA+ residents.
 - **LGBTQIA+ Welcoming Organizations:** General organizations that do not have specific LGBTQIA+ programs but have documented cultural competency through indicators including staff training, designated LGBTQIA+ liaisons, high numbers of LGBTQIA+ staff, or by being named by LGBTQIA+ dedicated providers or programs as trusted partners for their clients.



Key Findings

Only one dedicated LGBTQIA+ direct service provider

- Contra Costa County has just one organization — Rainbow Community Center (RCC) — whose core mission is to provide LGBTQIA+ direct services as defined in this report



General service providers play an important role

- A number of service providers serving the general public also operate LGBTQIA+-specific programs, addressing needs such as:
 - Behavioral health support
 - HIV services
 - Youth supports
 - And social and community programs



Many organizations are LGBTQIA+ welcoming, but competency varies

- Several service providers indicate they are LGBTQIA+ welcoming through self-reported practices including:
 - Staff training
 - Dedicated staff to support LGBTQIA+ clients
 - Or high LGBTQIA+ representation among staff and board members
- However, many reported no LGBTQIA+-specific training and no data collection on LGBTQIA+ clients, staff, or board members



Residents seek services outside the County

- Many LGBTQIA+ residents access services in Alameda and San Francisco counties. This may be due to barriers such as:
 - Limited local options
 - Inconsistent LGBTQIA+-competent providers for specialized services
 - Increased barriers to entry
 - And/or transportation challenges



Federal funding pressures influence how services are described

- Some providers expressed concern that publicly identifying LGBTQIA+ programs could jeopardize federal funding, leading to:
 - Less visibility of LGBTQIA+ services
 - Harder for residents to access





Recommendations



Strengthen County leadership in response to federal funding threats

Expand LGBTQIA+ training and improve data collection

Support the stability and capacity of dedicated LGBTQIA+ service providers

Improve visibility and accessibility of LGBTQIA+ services

A large crowd of people is seen from behind, holding up a massive rainbow flag that stretches across the top of the frame. The scene is bright and celebratory, with people dressed in colorful, festive attire. The background is slightly blurred, focusing attention on the flag and the collective action of the crowd.

Questions/Comments

La Piana
DRIVING SOCIAL IMPACT since 1998

Who We Are

La Piana Consulting is a national firm serving the social sector since 1998. Through research, innovation, and analysis, we help our clients see things in new ways and create practical solutions to stay ahead of trends and achieve high mission impact.

Thank you!

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