



**CONTRA COSTA**  
COUNTY, CALIFORNIA

# Countywide LGBTQIA+ Service Assessment Report

January 2026

**La Piana**  
CONSULTING



[www.lapiana.org](http://www.lapiana.org)



[info@lapiana.org](mailto:info@lapiana.org)



510-601-9056

## Table of Contents

Table of Contents.....	1
Executive Summary .....	3
Purpose.....	3
Methodology.....	3
Key Findings.....	3
Recommendations.....	4
Full Report .....	6
Introduction & Assessment Overview.....	6
Methodology.....	6
Report Structure.....	6
Assessment Elements.....	7
Contra Costa County Services for LGBTQIA+ Residents.....	10
Dedicated LGBTQIA+ Service Providers.....	10
General Service Providers with Specialized LGBTQIA+ Programs.....	11
LGBTQIA+ Welcoming Organizations .....	13
Key Qualitative Findings .....	22
Access for LGBTQIA+ Residents .....	22
Scope of Current Services .....	22
Role of Rainbow Community Center .....	23
Challenges with Federal Funding .....	23
Service Needs/Gap.....	24
Out-of-County Providers.....	26
Recommendations.....	26
Leadership around Federal Attacks.....	27
Training and Data Collection .....	27
Funding for LGBTQIA+-specific Providers.....	28
Periodic Review .....	28
Appendix.....	30
Appendix A: Research on LGBTQIA+ Disparities in Access and Outcomes .....	30
Appendix B: Survey .....	31
Appendix C: Desk Research Sources for Provider Identification .....	35
Appendix D: Partner Organizations Supporting Survey Outreach .....	36



Appendix E: Organizations Directly Contacted for LGBTQIA+ Services Outreach .....36

Appendix F: Survey Respondents.....37

Appendix G: Contra Costa County LGBTQIA+ Service Assessment Interview Guide for Service Providers within the County .....39

Appendix H: In-County Interview Participants .....41

Appendix I: Contra Costa County LGBTQIA+ Service Assessment Interview Guide for Service Providers outside of the County .....42

Appendix J: Out-of-County Interview Participants .....44

Appendix K: Contra Costa Health Services PRIDE Brochure.....45

Appendix L: LGBTQIA+ Affirming Churches .....47

Appendix M: Additional Out-of-County Provider Insights.....49

## Executive Summary

### Purpose

In late 2024 Contra Costa County [District IV Supervisor Ken Carlson](#) sought out an approach to better understand the scope of LGBTQIA+ services in the County. With the support of the Contra Costa County Board of Supervisors, Supervisor Carlson funded a study by [La Piana Consulting](#) to identify the range of services currently providing LGBTQIA+ specific and LGBTQIA+ welcoming services. Although identifying gaps was not the primary objective, several became evident through the course of the work and are noted here.

This summary highlights the major findings at a high level; **the report and appendices provide more information for readers seeking deeper information.**

### 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. Some organizations may not have been reached, school-based services were not included as they are not generally available to the general public, and a few providers declined to describe their LGBTQIA+ services due to concerns about federal funding restrictions or backlash.

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.

Classification is based on survey responses, interviews with providers, and publicly available information.

### 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. Several additional LGBTQIA+ community and advocacy

organizations contribute through social connection, community building, advocacy, and training, but do not offer 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 providers indicate they are LGBTQIA+ welcoming through 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 — suggesting inconsistent cultural competency among County service providers.

### ***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, lower barriers to entry through community spaces and events, and transportation barriers.

### ***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 and making them harder for residents to access.

## **Recommendations**

### ***Strengthen County leadership in response to federal funding threats***

County leadership should be prepared to take a visible and proactive role if federal policies restrict or penalize LGBTQIA+-affirming services. This may include preparing advance legal preparation, identifying funds to continue targeted services in the case of budget recissions, and responding with strong statements of support for local LGBTQIA+ residents and services.

### ***Expand LGBTQIA+ training and improve data collection***

To ensure consistent, culturally competent services across the County, social service providers may benefit from expanded LGBTQIA+ training and collection of basic data on LGBTQIA+ clients. Strengthening training and data practices would help providers understand who they serve and how well they meet residents' needs.

---

***Support the stability and capacity of dedicated LGBTQIA+ service providers***

The County currently has only one dedicated LGBTQIA+ direct service provider – Rainbow Community Center (RCC) – which plays a unique and essential role in community building and service provision. Policy makers and funders may wish to explore ways to support dedicated LGBTQIA+ programs including those provided through RCC, promote long-term sustainability for such programs, and support efforts to expand dedicated services to ensure LGBTQIA+ residents in all regions have access to culturally competent services.

***Improve visibility and accessibility of LGBTQIA+ services***

The County should plan to update this report on an ongoing basis, perhaps assigning the responsibility to the Contra Costa County Office of Racial Equity and Social Justice. Further research on LGBTQIA+ residents' needs could provide additional policy guidance around which services to prioritize for addition or expansion.

## Full Report

### Introduction & Assessment Overview

The Lesbian, Gay, Bisexual, Transgender, Queer, Intersex, Asexual plus (LGBTQIA+) population in Contra Costa County is increasingly visible in all parts of the County. Although the needs of LGBTQIA+ residents' parallel those of the general population — affordable housing, food assistance, employment assistance, health care, education, etc. — these residents may face barriers to access or may find service providers are unwelcoming or uneducated about their lives and specific needs. In some cases, the LGBTQIA+ population has specific needs or faces unique hurdles, including elevated need for behavioral health support, tobacco addiction, welcoming health care, gender transitioning, or other situations where the LGBTQIA+ population faces higher than average risks, identity-specific care, or the hurdle of discrimination from caregivers or employers.<sup>1</sup>

Although a range of LGBTQIA+ services — and LGBTQIA+ welcoming providers — exists throughout the County, a full survey of the services offered does not exist. Without that information, the gaps in services remain invisible, making it difficult for policy makers, providers, funders, and others to adequately serve the population with an array of programs that serve the range of community needs.

In late 2024 Contra Costa County [District IV Supervisor Ken Carlson](#)<sup>2</sup> sought out an approach to better understand the scope of LGBTQIA+ services in the County. With the support of the Contra Costa County Board of Supervisors, Supervisor Carlson funded a study by [La Piana Consulting](#)<sup>3</sup> to identify the range of services currently providing LGBTQIA+ specific and LGBTQIA+ welcoming services.

This assessment focuses on direct service providers, organizations that address essential needs such as behavioral and mental health, housing, legal aid, and food security. It only touches on training, advocacy, and community-building programs incidentally, although organizations carrying out this work are critical to building community, changing attitudes, securing policy change, and raising visibility.

Beginning in Fall 2025, the La Piana Consulting team has worked in close partnership with the Office of Supervisor Ken Carlson to develop and launch this assessment.

### Methodology

#### Report Structure

The results of this assessment are organized according to a classification of services based on the nature of providers' offerings and organizational focus:

- **Dedicated LGBTQIA+ Service Providers:** Organizations with a primary mission to serve the LGBTQIA+ community through direct services.

---

<sup>1</sup> These disparities are well documented across national studies, several of which are summarized in [Appendix A: Research on LGBTQIA+ Disparities in Access and Outcomes](#).

<sup>2</sup> <https://www.contracosta.ca.gov/6291/District-4-Supervisor-Ken-Carlson>

<sup>3</sup> <https://www.lapiana.org/>

- **LGBTQIA+ Community and Advocacy Organizations:** Organizations whose primary mission is to sustain the LGBTQIA+ community through social connection, community building, advocacy, and/or training.
- **General Service Providers with LGBTQIA+ Programs:** Providers that serve the broader public but operate specialized programs designed specifically for LGBTQIA+ residents.<sup>4</sup>
- **LGBTQIA+ Welcoming Organizations:** General organizations that do not have specific LGBTQIA+ programs but have documented cultural competency through indicators including specialized staff training, designated LGBTQIA+ liaisons, or named by LGBTQIA+ dedicated providers or programs as trusted partners for their clients.

Classification is based on survey responses, interviews with providers, and publicly available information.

The assessment did not explore school-based services for LGBTQIA+ individuals as these resources are not available to the general public; many, if not most, schools and colleges in the County do provide a range of LGBTQIA+ specific programs.

This study was also not designed to be a full needs assessment, although information about gaps in services was also volunteered during our information gathering efforts and is included.

## Assessment Elements

### Survey

La Piana Consulting conducted a survey of **direct service providers within Contra Costa County** focused on identifying the services specifically designed for the LGBTQIA+ community. The returned surveys were completed by representatives of service providing organizations and not by individuals accessing or potentially accessing services. The survey was open from October 31 – December 10, 2025<sup>5</sup> and is included in [Appendix B](#).

The process of identifying service providers to complete the survey began with desk research. [Appendix C](#) lists the publicly available sources used to identify service providers. While we initially explored using existing local service databases and contact lists, we determined what was not feasible. In addition to these technical limitations, we recognized that unsolicited mass communications could be perceived as intrusive and undermine trust with the providers we sought to reach. Therefore, for both technical and relationship-building reasons, we coordinated with organizations that regularly communicate with service provider groups across Contra Costa County, relying on their established channels to promote the survey with service providers throughout the County.

The organizations that assisted with distribution are listed in [Appendix D](#). To ensure participation from organizations known to provide LGBTQIA+ services, we reached out to those groups directly. We opted for

---

<sup>4</sup> Although HIV services are not synonymous with LGBTQIA+ programs, we have included HIV services in the survey given the historic connection with the LGBTQIA+ community and continued need to center certain HIV work within the LGBTQIA+ population.

<sup>5</sup> The survey was initially scheduled to close on November 25, 2025, but was extended to ensure all key service providers had the opportunity to participate. La Piana engaged in targeted outreach to several providers during the extension time.

a personalized outreach strategy to avoid spam filters and protect the trust of the LGBTQIA+ community and its providers. A list of these organizations is included in [Appendix E](#).<sup>6</sup>

Survey dissemination was strengthened through assistance from the Office of Supervisor Carlson, which connected the project team to Chiefs of Staff in other district offices who supplied additional leads and contact information. These referrals expanded the communications networks initially identified through organizations known to Supervisor Carlson and La Piana and were further extended through suggestions offered by participating organizations.

A total of **58** unduplicated organizations completed the survey. A list of participating organizations is included in [Appendix F](#).

### **Interviews**

Interviews were primarily conducted with leaders of LGBTQIA+ dedicated organizations or LGBTQIA+ specific programs, and designed to identify additional LGBTQIA+ services, LGBTQIA+ welcoming providers, and to deepen our understanding of the services offered in Contra Costa County. An additional question around the impacts of changes in federal policy was added once this issue was raised by a survey respondent. The interview guide can be found in [Appendix G](#). Interviews were conducted with 7 in-County service providers, identified in [Appendix H](#).

Additional interviews were conducted with service providers in San Francisco and Alameda counties to gather qualitative input into how many Contra Costa residents sought out-of-County assistance and the reasons for clients choosing that option. A range of insights from these conversations is included in this report. The interview guide can be found in [Appendix I](#). Interviews were conducted with 3 out-of-County service providers, identified in [Appendix J](#).

### **Limitations**

The providers and services identified in this report were identified from a combination of desk research, interviews, and a self-complete survey. Because the best method of distributing the survey was not possible — reaching out to identified individuals at each County service provider and following up with those who did not complete the survey — we had to rely on alternative approaches to secure responses. The survey was distributed through a wide number of communications networks identified through organizations known to Supervisor Carlson and La Piana, and added to by asking those organizations for additional suggestions. The individual organizations identified in this report were identified through survey responses supplemented by organizations identified through online research, survey respondents, contacts provided by individual County Supervisors, and those identified by interviewees. As such, this report should be viewed as an extensive, though not exhaustive, map of the services that exist for LGBTQIA+ residents in Contra Costa County.

---

<sup>6</sup> La Piana is deeply grateful to the Contra Costa Crisis Center for its assistance in exploring the different possibilities for survey distribution.

---

## **Appreciation**

Many individuals contributed to the development of this assessment, including a number of thought partners who provided guidance and insight throughout the process.

Special appreciation is extended to Lisa Chow, Chief of Staff (Supervisor Ken Carlson), whose ongoing partnership supported both the design and distribution of the survey. Collaboration with the Office of Supervisor Carlson, through multiple working sessions, also played an important role in shaping this effort.

Gratitude is also extended to Lillian Roselin, Lisa Malul, Executive Director of the Contra Costa Crisis Center, and to Jorge “JC” Chamorro, Executive Director of the Rainbow Community Center for providing valuable insights in the development of this assessment and report.

## Contra Costa County Services for LGBTQIA+ Residents

### Dedicated LGBTQIA+ Service Providers



Dedicated LGBTQIA+ Service Providers: Organizations with a primary mission to serve the LGBTQIA+ community through direct services.

Only one<sup>7</sup> service provider in the County is explicitly dedicated to serving the LGBTQIA+ community. Several community organizations serve the LGBTQIA+ community, but not with “direct services” as defined for this report. These groups provide social networking, community events, referrals, advocacy, and training.

Organization Name	Service Locations	Types of Services Provided	Populations Served
<b>Dedicated LGBTQIA+ Service Providers</b>			
<u><a href="#">Rainbow Community Center</a></u>	Primary Service Location <ul style="list-style-type: none"> <li>Central County (Walnut Creek, Contra Costa, Pleasant Hill, Concord, Clayton, Martinez)</li> </ul>	Behavioral health (including mental health and substance use disorder needs); Housing; Youth services; Social and community engagement; Senior services; HIV/STI Prevention, Emergency Youth Housing, Clinical Services, Older Adult Services, Youth Support Groups	Entire LGBTQIA+ community
<b>Dedicated LGBTQIA+ Community and Training Organizations</b>			
<u><a href="#">PFLAG Clayton-Concord</a></u>	Primary Service Location <ul style="list-style-type: none"> <li>Central County (Walnut Creek, Contra Costa, Pleasant Hill, Concord, Clayton, Martinez)</li> </ul> Additional Service Locations <ul style="list-style-type: none"> <li>East County (Bay Point, Pittsburg, Antioch, Oakley)</li> </ul>	Monthly support group for adult family, allies, and members of the LGBTQIA+ community  Outreach to the LGBTQIA+ students of the MDUSD and their allies, including hosting district-wide social events and meeting with GSA organizations at the HS level	Entire LGBTQIA+ community
<u><a href="#">PFLAG Danville-San Ramon Valley</a></u>	Primary Service Location <ul style="list-style-type: none"> <li>Central/South County (San Ramon, Danville, Alamo)</li> </ul> Additional Service Locations <ul style="list-style-type: none"> <li>All of Contra Costa County</li> <li>Outside of Contra Costa County</li> </ul>	Support to the LGBTQIA+ community, their loved ones and allies through advocacy, education and support. One of 350+ chapters of PFLAG National, the oldest and largest nonprofit that is working to create a just and inclusive world for the LGBTQIA+ organization.	Entire LGBTQIA+ community

<sup>7</sup> One other LGBTQIA+ organization may operate in Contra Costa County. Somos Familia is based in Alameda County and one provider identified them as an agency they refer clients to, however we were unable to confirm that they actually provide in-County services. The organization’s services include professional development, trainings, support groups, capacity building, community organizing, and health and wellness with Latinx families.

Organization Name	Service Locations	Types of Services Provided	Populations Served
<u><a href="#">PFLAG Lamorinda</a></u>	Primary Service Location <ul style="list-style-type: none"> <li>Central/West County (Lafayette, Moraga, Orinda)</li> </ul> Additional Service Locations <ul style="list-style-type: none"> <li>Central County (Walnut Creek, Contra Costa, Pleasant Hill, Concord, Clayton, Martinez)</li> </ul>	Peer support groups and community events	Entire LGBTQIA+ community
<u><a href="#">Richmond Rainbow Pride</a></u>	Primary Service Location <ul style="list-style-type: none"> <li>Richmond, CA</li> </ul>	Richmond Rainbow Pride (RRP) is a group of LGBTIQQ individuals and allies who live, work and/or play in or near Richmond, CA, coming together for the collective benefit of the LGBTIQQ community of Richmond.  Richmond Rainbow Pride is fiscally sponsored by the Richmond Community Foundation.	Entire LGBTQIA+ community

### General Service Providers with Specialized LGBTQIA+ Programs

These organizations **do not have an explicit LGBTQIA+ mission**, but they **offer programs and services specifically for LGBTQIA+ residents**.



Organization Name	Service Locations	LGBTQIA+ Program/Service Description	Populations Served
<u><a href="#">Center for Human Development</a></u>	Primary Service Location All of Contra Costa County	Youth Empowerment Program and QscOUTs Program	LGBTQ+ Youth
<u><a href="#">Church of the Resurrection, Pleasant Hill</a></u>	Primary Service Location Central County (Walnut Creek, Contra Costa, Pleasant Hill, Concord, Clayton, Martinez)	LGBTQ+Allies Fellowship Group	General population
<u><a href="#">Contra Costa Health</a></u>	Primary Service Location <ul style="list-style-type: none"> <li>All of Contra Costa County</li> </ul>	Programs that are specific to the LGBTQIA+ community or include LGBTQIA+ specific components:  Lesbian, Gay, Bisexual, Transgender, and Queer Pride Initiative  HIV/STI Services	General population

Organization Name	Service Locations	LGBTQIA+ Program/Service Description	Populations Served
		Health, Housing & Homeless Program  Mental Health  Training  Gender Affirming Care for Adults  Participates in <a href="#">Healthcare Equality Index</a> on behalf of the County	
<a href="#">East Bay Getting to Zero</a>	Primary Service Location <ul style="list-style-type: none"> <li>▪ All of Contra Costa County</li> </ul> Additional Service Locations <ul style="list-style-type: none"> <li>▪ Outside of Contra Costa County</li> </ul>	East Bay Getting to Zero is a network of diverse people from community organizations, clinics, hospitals, schools, faith-based organizations, public and private agencies in Alameda and Contra Costa Counties working together to advance health equity and healing for all people impacted by HIV through system coordination, advocacy, capacity building and innovation.	Entire LGBTQIA+ community
<a href="#">Family Caregiver Alliance</a>	Primary Service Location <ul style="list-style-type: none"> <li>▪ All of Contra Costa County</li> </ul> Additional Service Locations <ul style="list-style-type: none"> <li>▪ Outside of Contra Costa County</li> </ul>	Caregiver support group	Entire LGBTQIA+ community
<a href="#">Jewish Family and Community Services – East Bay</a>	Primary Service Location <ul style="list-style-type: none"> <li>▪ Central County (Walnut Creek, Contra Costa, Pleasant Hill, Concord, Clayton, Martinez)</li> </ul> Additional Service Locations <ul style="list-style-type: none"> <li>▪ Central/South County (San Ramon, Danville, Alamo);</li> </ul>	Emotional Support for LGBTQIA+ Refugees	LGBTQIA+ Refugees
<a href="#">La Clínica</a>	Primary Service Location <ul style="list-style-type: none"> <li>▪ East County (Bay Point, Pittsburg, Antioch, Oakley)</li> </ul> Additional Service Locations Outside of Contra Costa County	HIV services, HIV treatment, HIV PrEP	General population
<a href="#">Mental Health Connections</a>	Primary Service Location <ul style="list-style-type: none"> <li>▪ Central County (Walnut Creek, Contra Costa, Pleasant Hill, Concord, Clayton, Martinez)</li> </ul>	A monthly group meeting so that our LGBTQ+ community does not feel isolated	Entire LGBTQIA+ community

Organization Name	Service Locations	LGBTQIA+ Program/Service Description	Populations Served
	Additional Service Locations <ul style="list-style-type: none"> <li>West County (El Cerrito, Richmond, San Pablo, El Sobrante); East County (Bay Point, Pittsburg, Antioch, Oakley)</li> </ul>		
<u>Planned Parenthood Northern California</u>	Primary Service Location <ul style="list-style-type: none"> <li>Central County (Walnut Creek, Contra Costa, Pleasant Hill, Concord, Clayton, Martinez)</li> </ul> Additional Service Locations <ul style="list-style-type: none"> <li>West County (El Cerrito, Richmond, San Pablo, El Sobrante); Central/South County (San Ramon, Danville, Alamo); Central County (Walnut Creek, Contra Costa, Pleasant Hill, Concord, Clayton, Martinez); East County (Bay Point, Pittsburg, Antioch, Oakley); Outside of Contra Costa County</li> </ul>	Gender Affirming Care (16+, non-surgical only)	Trans individuals
<u>RYSE</u>	Primary Service Location <ul style="list-style-type: none"> <li>West County (El Cerrito, Richmond, San Pablo, El Sobrante)</li> </ul>	RYSE ensures all programming and supports affirm, center, and attune to the priorities, needs, experiences, and interests of LGBTQIA+ youth and young adults. Specific programming and supports include Alphabet Group, RYSE Pryde, tailored supports for LGBTQIA+ members.	LGBTQ+ Youth
<u>Urban Tilth</u>	Primary Service Location <ul style="list-style-type: none"> <li>West County (El Cerrito, Richmond, San Pablo, El Sobrante)</li> </ul>	Richmond & San Pablo Pride Booths	Entire LGBTQIA+ community

## LGBTQIA+ Welcoming Organizations

The following service providers do not have specific LGBTQIA+ programs but have documented cultural competency through indicators including specialized staff training, designated LGBTQIA+ client support, high proportions of LGBTQIA+ staff and/or board or named by LGBTQIA+ dedicated providers or programs as trusted partners for their clients. The definitions for each indicator are provided below.



- Staff Training:** Self-reported when asked if they provide regular training to service staff on how to work with clients in order to be welcoming and effective in providing services to LGBTQIA+ individuals.

- **LGBTQIA+ Client Support Contact Available:** Self-reported when asked if there is someone on staff available to answer questions and help LGBTQIA+ clients navigate their services.
- **High LGBTQIA+ Client Volume:** Self-reported experience serving a significant LGBTQIA+ population (20%+ of clients).
- **High Proportion of LGBTQIA+ Staff:** This indicator reflects organizations that self-reported a higher percentage of LGBTQIA+ staff (currently defined as ≥20%).
- **High Proportion of LGBTQIA+ Board:** This indicator reflects organizations that self-reported a higher percentage of LGBTQIA+ Board members (currently defined as ≥20%).
- **Trusted LGBTQIA+ Partner:** Named by LGBTQIA+ dedicated providers or programs as trusted partners for their clients.

While this does not necessarily confirm that these organizations are LGBTQIA+ welcoming, it may suggest some level of representation and awareness. We did not include the many organizations that reported they “serve everyone equally.” That may be true, but LGBTQIA+ people — just like people from other historically marginalized communities — look for indicators to know that they can be fully open about who they are and what their needs are. If an organization has not undertaken the work to understand those markers and actively portray themselves as LGBTQIA+ welcoming, then many community members may not seek them out for services or feel welcome when they arrive needing help.

Organization Name	Service Locations	LGBTQIA+ Affirming Indicator	Populations Served
<a href="#"><u>ABLE Community Development Foundation</u></a>	Primary Service Location West County (El Cerrito, Richmond, San Pablo, El Sobrante)	<b>Staff Training:</b> Include anti-bias training as part of new staff orientation and/or general HR updates; Include LGBTQIA+ cultural competency training periodically (e.g., every 1-2 years); Include training on issues specific to LGBTQIA+ individuals related to the services we provide (e.g., health disparities, access to trans-friendly health providers, housing needs, appropriate behavioral health services, etc.)  <b>LGBTQIA+ Client Support Contact Available</b>	Asian / Pacific Islander; Women; Disabled; Children and youth
<a href="#"><u>ACOA, Housing Committee</u></a>	Primary Service Location ▪ All of Contra Costa County	<b>Staff Training:</b> Include anti-bias training as part of new staff orientation and/or general HR updates	Disabled and Seniors
<a href="#"><u>Akhila Health</u></a>	Primary Service Location All of Contra Costa County	<b>LGBTQIA+ Client Support Contact Available</b>	General population

Organization Name	Service Locations	LGBTQIA+ Affirming Indicator	Populations Served
<a href="#"><u>Alliance of Californians for Community Empowerment (ACCE)</u></a>	Primary Service Location <ul style="list-style-type: none"> <li>West County (El Cerrito, Richmond, San Pablo, El Sobrante)</li> </ul> Additional Service Locations East County (Bay Point, Pittsburg, Antioch, Oakley)	<b>LGBTQIA+ Client Support Contact Available</b>	
<a href="#"><u>Beat the Streets Inc</u></a>	Primary Service Location All of Contra Costa County	<b>LGBTQIA+ Client Support Contact Available</b>	Latino/a; African American/Black
<a href="#"><u>Caring Haven</u></a>	Primary Service Location <ul style="list-style-type: none"> <li>All of Contra Costa County</li> </ul> Additional Service Locations <ul style="list-style-type: none"> <li>Outside of Contra Costa County</li> </ul>	<b>Staff Training:</b> Include anti-bias training as part of new staff orientation and/or general HR updates; Include LGBTQIA+ cultural competency training periodically (e.g., every 1-2 years)  <b>High LGBTQIA+ Client Volume</b>  <b>LGBTQIA+ Client Support Contact Available</b>	General population
<a href="#"><u>Choice In Aging</u></a>	Primary Service Location <ul style="list-style-type: none"> <li>All of Contra Costa County</li> </ul>	<b>LGBTQIA+ Client Support Contact Available</b>	General population; Latino/a; African American/Black; Asian / Pacific Islander; Native American/ American Indian; Women; Disabled; Other (please specify below); 60 and older, skilled services level of need
<a href="#"><u>City of Concord: Recreation Services Department - Concord Senior Center</u></a>	Primary Service Location <ul style="list-style-type: none"> <li>Central County (Walnut Creek, Contra Costa, Pleasant Hill, Concord, Clayton, Martinez)</li> </ul>	<b>LGBTQIA+ Client Support Contact Available</b>	General population
<a href="#"><u>Community Awareness Emergency Response (CAER)</u></a>	Primary Service Location <ul style="list-style-type: none"> <li>Central County (Walnut Creek, Contra Costa, Pleasant Hill, Concord, Clayton, Martinez)</li> </ul> Additional Service Locations	<b>LGBTQIA+ Client Support Contact Available</b>	General population

Organization Name	Service Locations	LGBTQIA+ Affirming Indicator	Populations Served
	West County (El Cerrito, Richmond, San Pablo, El Sobrante); Northwest County (Pinole, Hercules, Rodeo, Crockett); Central/West County (Lafayette, Moraga, Orinda); Central/South County (San Ramon, Danville, Alamo); Central County (Walnut Creek, Contra Costa, Pleasant Hill, Concord, Clayton, Martinez); East County (Bay Point, Pittsburg, Antioch, Oakley); Far East County (Knightsen, Brentwood, Byron, Discovery Bay, Bethel Island)		
<a href="#"><u>Community Violence Solutions</u></a>	Primary Service Location All of Contra Costa County	<b>Staff Training:</b> Include anti-bias training as part of new staff orientation and/or general HR updates; Include LGBTQIA+ cultural competency training periodically (e.g., every 1-2 years); Include training on issues specific to LGBTQIA+ individuals related to the services we provide (e.g., health disparities, access to trans-friendly health providers, housing needs, appropriate behavioral health services, etc.)  <b>High LGBTQIA+ Client Volume</b>  <b>LGBTQIA+ Client Support Contact Available</b>	General population
<a href="#"><u>Contra Costa Family Justice Center</u></a>	Primary Service Location <ul style="list-style-type: none"> <li>▪ Central County (Walnut Creek, Contra Costa, Pleasant Hill, Concord, Clayton, Martinez)</li> </ul> Additional Service Locations West County (El Cerrito, Richmond, San Pablo, El Sobrante); Central/South County (San Ramon, Danville, Alamo); East County (Bay Point, Pittsburg, Antioch, Oakley)	<b>LGBTQIA+ Client Support Contact Available</b>	General population
<a href="#"><u>Contra Costa Senior Legal Services</u></a>	Primary Service Location <ul style="list-style-type: none"> <li>▪ All of Contra Costa County</li> </ul>	<b>Staff Training:</b> Include anti-bias training as part of new staff orientation and/or general HR updates; Include training on issues specific to LGBTQIA+ individuals related to the services we provide	Latino/a; African American/Black; Asian / Pacific Islander; Native American/ American Indian;

Organization Name	Service Locations	LGBTQIA+ Affirming Indicator	Populations Served
		(e.g., health disparities, access to trans-friendly health providers, housing needs, appropriate behavioral health services, etc.)  <b>LGBTQIA+ Client Support Contact Available</b>	Women; Disabled; Seniors
<b><u>Diablo Ballet</u></b>	Primary Service Location <ul style="list-style-type: none"> <li>Central County (Walnut Creek, Contra Costa, Pleasant Hill, Concord, Clayton, Martinez)</li> </ul> Additional Service Locations East County (Bay Point, Pittsburg, Antioch, Oakley)	<b>Staff Training:</b> Include anti-bias training as part of new staff orientation and/or general HR updates  <b>High LGBTQIA+ Client Volume</b>  <b>LGBTQIA+ Client Support Contact Available</b>  <b>High Proportion of LGBTQIA+ Staff</b>  <b>High Proportion of LGBTQIA+ Board</b>	General population; Latino/a; African American/Black; Asian / Pacific Islander; Women; Disabled
<b><u>First 5 Contra Costa</u></b>	Primary Service Location All of Contra Costa County	<b>Staff Training:</b> Include anti-bias training as part of new staff orientation and/or general HR updates  <b>LGBTQIA+ Client Support Contact Available</b>	Families with children 0-5
<b><u>Fred Finch Youth &amp; Family Services</u></b>	Primary Service Location <ul style="list-style-type: none"> <li>All of Contra Costa County</li> </ul> Additional Service Locations Outside of Contra Costa County	<b>Staff Training:</b> Include anti-bias training as part of new staff orientation and/or general HR updates; Include LGBTQIA+ cultural competency training periodically (e.g., every 1-2 years); Include training on issues specific to LGBTQIA+ individuals related to the services we provide (e.g., health disparities, access to trans-friendly health providers, housing needs, appropriate behavioral health services, etc.)  <b>LGBTQIA+ Client Support Contact Available</b>	General population; School based
<b><u>GANAS Community Organization</u></b>	Primary Service Location <ul style="list-style-type: none"> <li>Central County (Walnut Creek, Contra Costa, Pleasant Hill, Concord, Clayton, Martinez)</li> </ul>	<b>LGBTQIA+ Client Support Contact Available</b>	Latino/a

Organization Name	Service Locations	LGBTQIA+ Affirming Indicator	Populations Served
	Additional Service Locations East County (Bay Point, Pittsburg, Antioch, Oakley)		
<u>Hope Solutions</u>	Primary Service Location All of Contra Costa County	<b>Staff Training:</b> Include training on issues specific to LGBTQIA+ individuals related to the services we provide (e.g., health disparities, access to trans-friendly health providers, housing needs, appropriate behavioral health services, etc.)  <b>LGBTQIA+ Client Support Contact Available</b>	General population; Latino/a; African American/Black; Asian / Pacific Islander; Native American/ American Indian; Women; Disabled; Low-income, LGBTQIA+
<u>John Muir Health</u>	Primary Service Location ▪ All of Contra Costa County Additional Service Locations Outside of Contra Costa County	<b>Staff Training:</b> Include LGBTQIA+ cultural competency training periodically (e.g., every 1-2 years); Speaker presentation on specific topics related to LGBTQIA+ health	General population
<u>La Concordia</u>	Primary Service Location Central County (Walnut Creek, Contra Costa, Pleasant Hill, Concord, Clayton, Martinez)	<b>Trusted LGBTQIA+ Partner</b>	General population
<u>Lincoln Families</u>	Primary Service Location ▪ East County (Bay Point, Pittsburg, Antioch, Oakley) Additional Service Locations West County (El Cerrito, Richmond, San Pablo, El Sobrante); Northwest County (Pinole, Hercules, Rodeo, Crockett); Central/West County (Lafayette, Moraga, Orinda); Central/South County (San Ramon, Danville, Alamo); Central County (Walnut Creek, Contra Costa, Pleasant Hill, Concord, Clayton, Martinez); East County (Bay Point, Pittsburg, Antioch, Oakley); Far East County (Knightsen, Brentwood, Byron, Discovery Bay, Bethel Island); Outside of Contra Costa County	<b>Staff Training:</b> Include anti-bias training as part of new staff orientation and/or general HR updates; Include training on issues specific to LGBTQIA+ individuals related to the services we provide (e.g., health disparities, access to trans-friendly health providers, housing needs, appropriate behavioral health services, etc.)  <b>LGBTQIA+ Client Support Contact Available</b>	General population

Organization Name	Service Locations	LGBTQIA+ Affirming Indicator	Populations Served
<a href="#"><u>Lions Center for the Visually Impaired</u></a>	Primary Service Location <ul style="list-style-type: none"> <li>All of Contra Costa County</li> </ul> Additional Service Locations Outside of Contra Costa County	<b>LGBTQIA+ Client Support Contact Available</b>	General population; Latino/a; African American/Black; Asian / Pacific Islander; Native American/ American Indian; Women; Disabled
<a href="#"><u>Loaves and Fishes of Contra Costa</u></a>	Primary Service Location <ul style="list-style-type: none"> <li>East County (Bay Point, Pittsburg, Antioch, Oakley)</li> </ul> Additional Service Locations Central County (Walnut Creek, Contra Costa, Pleasant Hill, Concord, Clayton, Martinez)	<b>LGBTQIA+ Client Support Contact Available</b>	General population
<a href="#"><u>Meals on Wheels Diablo Region</u></a>	Primary Service Location <ul style="list-style-type: none"> <li>All of Contra Costa County</li> </ul>	<b>LGBTQIA+ Client Support Contact Available</b>	General population; seniors
<a href="#"><u>Meals on Wheels West Contra Costa County</u></a>	Primary Service Location <ul style="list-style-type: none"> <li>West County (El Cerrito, Richmond, San Pablo, El Sobrante)</li> </ul> Additional Service Locations Northwest County (Pinole, Hercules, Rodeo, Crockett)	<b>Staff Training:</b> Include anti-bias training as part of new staff orientation and/or general HR updates  <b>LGBTQIA+ Client Support Contact Available</b>	General population; Disabled
<a href="#"><u>Opportunity Junction</u></a>	Primary Service Location East County (Bay Point, Pittsburg, Antioch, Oakley)	<b>Staff Training:</b> Include anti-bias training as part of new staff orientation and/or general HR updates  <b>LGBTQIA+ Client Support Contact Available</b>  <b>Trusted LGBTQIA+ Partner</b>	General population
<a href="#"><u>Pleasant Hill Community Foundation</u></a>	Primary Service Location Central County (Walnut Creek, Contra Costa, Pleasant Hill, Concord, Clayton, Martinez)	<b>LGBTQIA+ Client Support Contact Available</b>	General population
<a href="#"><u>Precious Treasures</u></a>	Primary Service Location <ul style="list-style-type: none"> <li>West County (El Cerrito, Richmond, San Pablo, El Sobrante)</li> </ul>	<b>Staff Training:</b> We listen to parents and children, then take their lead on how they would like to be supported.	Children

Organization Name	Service Locations	LGBTQIA+ Affirming Indicator	Populations Served
		<b>LGBTQIA+ Client Support Contact Available</b>	
<b><u>Quinan Street Project</u></b>	Primary Service Location <ul style="list-style-type: none"> <li>Northwest County (Pinole, Hercules, Rodeo, Crockett)</li> </ul> Additional Service Locations <ul style="list-style-type: none"> <li>West County (El Cerrito, Richmond, San Pablo, El Sobrante)</li> </ul>	<b>Staff Training:</b> Include anti-bias training as part of new staff orientation and/or general HR updates; Include LGBTQIA+ cultural competency training periodically (e.g., every 1-2 years)  <b>LGBTQIA+ Client Support Contact Available</b>	General population; Children attending Title 1 schools
<b><u>Richmond Community Foundation/RCF Connects</u></b>	Primary Service Location <ul style="list-style-type: none"> <li>West County (El Cerrito, Richmond, San Pablo, El Sobrante)</li> </ul> Additional Service Locations <ul style="list-style-type: none"> <li>Northwest County (Pinole, Hercules, Rodeo, Crockett); Central County (Walnut Creek, Contra Costa, Pleasant Hill, Concord, Clayton, Martinez); East County (Bay Point, Pittsburg, Antioch, Oakley)</li> </ul>	<b>Fiscal sponsor for <u>Richmond Rainbow Pride</u></b>  <b>Staff Training:</b> Include LGBTQIA+ cultural competency training periodically (e.g., every 1-2 years) for collaborative organizations within the organization such as SparkPoint and Housing First  <b>LGBTQIA+ Client Support Contact Available</b>	General population; Latino/a; African American/Black; Asian / Pacific Islander; Native American/ American Indian; Women
<b><u>Richmond Rotary Club</u></b>	Primary Service Location <ul style="list-style-type: none"> <li>West County (El Cerrito, Richmond, San Pablo, El Sobrante)</li> </ul>	<b>LGBTQIA+ Client Support Contact Available</b>	General population
<b><u>STAND! for Families Free of Violence</u></b>	Primary Service Location <ul style="list-style-type: none"> <li>Central County (Walnut Creek, Contra Costa, Pleasant Hill, Concord, Clayton, Martinez)</li> </ul> Additional Service Locations <ul style="list-style-type: none"> <li>West County (El Cerrito, Richmond, San Pablo, El Sobrante); Northwest County (Pinole, Hercules, Rodeo, Crockett); Central/West County (Lafayette, Moraga, Orinda); Central/South County (San Ramon, Danville, Alamo); East County (Bay Point, Pittsburg, Antioch, Oakley); Far East County (Knightsen, Brentwood, Byron, Discovery Bay, Bethel Island)</li> </ul>	<b>Staff Training:</b> Include anti-bias training as part of new staff orientation and/or general HR updates; Include LGBTQIA+ cultural competency training periodically (e.g., every 1-2 years); Include training on issues specific to LGBTQIA+ individuals related to the services we provide (e.g., health disparities, access to trans-friendly health providers, housing needs, appropriate behavioral health services, etc.)  <b>LGBTQIA+ Client Support Contact Available</b>  <b>Trusted LGBTQIA+ Partner</b>	General population; Latino/a; African American/Black; Asian / Pacific Islander; Native American/ American Indian; Women; Disabled; LGBTQ+

Organization Name	Service Locations	LGBTQIA+ Affirming Indicator	Populations Served
<u>St. Vincent de Paul of Contra Costa County</u>	<p>Primary Service Location</p> <ul style="list-style-type: none"> <li>East County (Bay Point, Pittsburg, Antioch, Oakley)</li> </ul> <p>Additional Service Locations</p> <ul style="list-style-type: none"> <li>West County (El Cerrito, Richmond, San Pablo, El Sobrante); Northwest County (Pinole, Hercules, Rodeo, Crockett); Central/West County (Lafayette, Moraga, Orinda); Central/South County (San Ramon, Danville, Alamo); Central County (Walnut Creek, Contra Costa, Pleasant Hill, Concord, Clayton, Martinez); Far East County (Knightsen, Brentwood, Byron, Discovery Bay, Bethel Island)</li> </ul>	<b>LGBTQIA+ Client Support Contact Available</b>	General population; Latino/a; African American/Black; Asian / Pacific Islander; Native American/ American Indian; Women; Disabled; Low income; Marginalized
<u>The CHAT Project</u>	<p>Primary Service Location</p> <ul style="list-style-type: none"> <li>All of Contra Costa County</li> </ul> <p>Additional Service Locations Outside of Contra Costa County</p>	<p><b>Staff Training:</b> Include anti-bias training as part of new staff orientation and/or general HR updates; Include LGBTQIA+ cultural competency training periodically (e.g., every 1-2 years)</p> <p><b>LGBTQIA+ Client Support Contact Available</b></p>	General population; While the services are not specifically for LGBTQIA+ community, the needs of this community were at the forefront of the vision to create CHAT.
<u>WestCare California, Inc.</u>	<p>Primary Service Location</p> <ul style="list-style-type: none"> <li>West County (El Cerrito, Richmond, San Pablo, El Sobrante)</li> </ul> <p>Additional Service Locations</p> <ul style="list-style-type: none"> <li>Outside of Contra Costa County</li> </ul>	<p><b>Staff Training:</b> Include anti-bias training as part of new staff orientation and/or general HR updates; Include LGBTQIA+ cultural competency training periodically (e.g., every 1-2 years); Include training on issues specific to LGBTQIA+ individuals related to the services we provide (e.g., health disparities, access to trans-friendly health providers, housing needs, appropriate behavioral health services, etc.)</p> <p><b>LGBTQIA+ Client Support Contact Available</b></p>	General population; Latino/a; African American/Black
<u>Women's Cancer Resource Center</u>	<p>Primary Service Location</p> <ul style="list-style-type: none"> <li>West County (El Cerrito, Richmond, San Pablo, El Sobrante)</li> </ul>	<p><b>Staff Training:</b> Include anti-bias training as part of new staff orientation and/or general HR updates; Include training on issues specific to LGBTQIA+ individuals</p>	Latino/a; African American/Black; Women

Organization Name	Service Locations	LGBTQIA+ Affirming Indicator	Populations Served
		related to the services we provide (e.g., health disparities, access to trans-friendly health providers, housing needs, appropriate behavioral health services, etc.)  <b>LGBTQIA+ Client Support Contact Available</b>	
<b><u>YES Nature to Neighborhoods</u></b>	Primary Service Location <ul style="list-style-type: none"> <li>West County (El Cerrito, Richmond, San Pablo, El Sobrante)</li> </ul> Additional Service Locations <ul style="list-style-type: none"> <li>Northwest County (Pinole, Hercules, Rodeo, Crockett)</li> </ul>	<b>LGBTQIA+ Client Support Contact Available</b>	General population; Latino/a; African American/Black; Asian / Pacific Islander; Native American/ American Indian; Women; Disabled

## Key Qualitative Findings

### Access for LGBTQIA+ Residents

Although a range of LGBTQIA+ specific and welcoming programs operate in Contra Costa County, services are not well publicized and not always easy to access. Contra Costa County Health Pride Initiative provides the best routes to accessing LGBTQIA+ services including a list of the most important LGBTQIA+ serving organizations (see [Appendix K](#)); tracking LGBTQIA+ affirming churches (see [Appendix L](#)); and incorporating a large number of LGBTQIA+ specific and welcoming services on its provider page<sup>8</sup>. Several interviewees, however, identified the need for a well-publicized and comprehensive list of LGBTQIA+ services as a need, expressed gratitude for the commissioning of this assessment, and/or asked to receive a report copy for their organization’s use once available.

The importance of this finding is that it reflects the challenge LGBTQIA+ residents seeking support encounter when seeking a welcoming provider for a critical need. In particular, publicizing LGBTQIA+ welcoming organizations should prove especially helpful to community members in need.

### Scope of Current Services

Although the need for LGBTQIA+ specific services is critical, resources will never capture all services to be delivered through this approach. The alternative is demonstrated by several organizations La Piana

<sup>8</sup>

<https://secure.healthx.com/v3app/a/?6713520D04184E241C0D022C0D340C1C130C11166E221738130C0A0C1737483A0002181B1A18225A403E370111000A0017361A331706230A171747040051305A030F491303450A595C75590544575355445E75410434485D5F0B545E457D03565C450B00405F5C5F3848140C1C130C11162816582C50075A5D064A157948570F105F4C405C590B68565F0F5D48571042754454645D55080C070E07201D1205135553422F575D7D5756582F20564242704552115656282F2641640B21582A325157475F2C2F075F252F/>

interviewed, which is broad community-serving organizations “building queer-sensibility into everything.” Several organizations La Piana spoke with either self-identified in this way (using these terms or similar language) or named other organizations they saw this way including RYSE, Richmond Community Foundation, Planned Parenthood of Northern California, and STAND!.

*“Overall, cultivation and organizing of [our group] from the beginning was done ensuring the [involvement] of queer people. We queer all programs. It’s who we are in everything. But then we tailor spaces [specific to LGBTQIA+ participants] also.”*

## Role of Rainbow Community Center

Rainbow Community Center (RCC) is the essential LGBTQIA+ organization in Contra Costa County, the first group named by all other service providers when asked about LGBTQIA+ services. Built around its behavioral health, mental health, HIV, and support services, RCC now and since its founding has served as a community builder and service hub.

Its central and critical role notwithstanding, RCC is not a comprehensive County LGBTQIA+ service provider. Key challenges include:

- Inconsistent funding streams resulting in program expansion and reductions over the years
- Limited and inconsistent geographic reach; currently it provides limited satellite services at partner organizations in East Contra Costa, but it has ended its West Contra Costa programs
- The focus that RCC has on supporting youth and senior services in recent years has been important, while also needing to maintain services for adults ages 27-65

To be clear, RCC does serve the entire County, but Contra Costa is geographically diverse and accessing services that are not in a resident’s sub-region is often an unsurmountable barrier.

*“When Rainbow was really struggling ... we brought foundations together saying ‘this is the only and the strongest LGBTQ organization in the County’ and that held weight.”*

*“So all services are left to Rainbow [but limited funding has hurt] and we haven’t had success referring to Rainbow recently.”*

## Challenges with Federal Funding

During the survey period, one provider contacted La Piana to express concern about the threat to their federal funding if they were to highlight their LGBTQIA+ welcoming programs. This concern is stark for essentially all providers given the current administration’s efforts to impose hate-motivated, unscientific screens to organizations receiving federal funding, which could result in the defunding of organizations that operate gender-affirming and LGBTQIA+ welcoming programs. We know that some providers excluded services they provide when completing the survey — and other service providers may not have responded at all — so the services identified by providers and in this report do not represent the full range of LGBTQIA+ programs available. Residents will have to search for those vital services through word of mouth.

In other words, threats to federal funding will not only lead to the *reduction* in LGBTQIA+ services available, they will also create a new and significant barrier to residents being able to find and access the services that do remain if they must operate in the shadows.

The concern about federal funding has already played out in the Bay Area with a number of [major HIV and LGBTQIA+ providers targeted for funding cuts](#)<sup>9</sup>. The large organizations had the resources to band together and sue the federal government; Contra Costa organizations are unlikely to have the funds or expertise to push back so directly.

Interviewees were asked about how they were adapting to the implicit and explicit threats from the federal government and most described adapting their language or developing “workarounds” to avoid drawing federal attention.

*“Looking at what our population is going through and their barriers, I worry about what will happen to them if these services and space are taken away. Right now, we can continue our services.... On a broader level, we are changing the language we use. We’re not using ‘equity,’ ‘equality,’ ‘transgender,’ ‘LGBTQ,’ etc.”*

*“I gave a presentation [before a federal government agency] and they scrubbed my presentation. They said if I wanted the platform they would have to [censor] me. These are people I’ve worked with and they didn’t like doing it.”*

*“[Rather than directing funds to BIPOC populations] what this administration allows is to look at majority minority census tracts and provide funds there.”*

*“Agreements with the feds have to say, ‘no services for gender affirming care.’ We had to discuss this: do we just not ask those questions anymore, and so then that data is lost? We don’t ask if clients are undocumented. Some of that [mitigation] is going on. I’m hoping the Supervisors keep ... providing [proscribed] services until they’ve been specifically warned to stop.”*

## Service Needs/Gap

Whether accurate or not, Contra Costa County is perceived to have fewer supports for the LGBTQIA+ community than neighboring urban Bay Area counties. Part of this, of course, has to do with the legacy of San Francisco in the LGBTQIA+ movement — as well as the central role San Francisco and Oakland/Berkeley play in regional activism and as the center for large community events and cultural organizations such as Pride, Folsom Street Fair, The Gay Men’s Chorus, and others. Many Bay Area-wide services are located in San Francisco or, to a lesser extent, Oakland — including organizations providing legal and housing services.

The research described in this report was specifically focused on identifying existing LGBTQIA+ services. That said, participants were also asked to speak to gaps in services.

The most powerful thematic response to this question came from the leader of an LGBTQIA+ welcoming organization. They pointed out that even though essentially all types of services can be accessed at an LGBTQIA+ welcoming organization in Contra Costa, there is a gap in services designed to serve the

---

<sup>9</sup> <https://www.sfcommunityhealth.org/newsroom/lgbtq-and-hiv-advocates-file-new-lawsuit-challenging-trumps-orders-seeking-to-erase-transgender-people-and-defund-lgbtq-and-hiv-services>

community — or particular segments of the LGBTQIA+ community — that can create challenges for LGBTQIA+ residents:

*“The statement I made earlier about the universalist approaches being not the best [is important]. There are ... modifications that need to be made from a service provider perspective. And we're getting pushback on that now. But I still think that there is an absolute necessity for some services to be LGBTQ-specific.... Some of those [LGBTQIA+ specific services needed] being business and entrepreneurial, programs, job development, I think there's a real gap there. It's almost like, by keeping [LGBTQIA+ specific services] in the mental health field, we're not normalizing the fact that this is normal. For many people, for all of us, this is a normal human being that just has different needs or requirements.... We only think about LGBTQ-plus services in terms of mental health”*

When asked what the greatest gaps in LGBTQIA+ in Contra Costa were, in-County providers first spoke to the lack of a centralized community service and referral center. Many commended Rainbow Community Center for playing much of this role, but noted its limitations.

Suggestions for services that were named as benefiting from having LGBTQIA+ programs, but that are not currently operated in Contra Costa include:

- Parent support groups focused on serving fathers of LGBTQIA+ — especially trans — youth
- More Spanish language behavioral and mental health services
- More cisgender male therapists specifically serving the LGBTQIA+ community
- Housing services welcoming to the LGBTQIA+ community
- Gender-affirming care for youth and surgical services for transgender minors<sup>10</sup>
- Prevention programs related to mental and behavioral health (e.g., suicide prevention for youth)
- Laser hair removal for transgender clients
- Job training for LGBTQIA+ residents, especially for individuals who are transgender
- Legal services
- Greater LGBTQIA+ focus by County providers and training to make sure all County programs are LGBTQIA+ welcoming; training for all criminal justice agencies (County and cities) was specifically called out

### **Transportation**

No discussion of service provision in Contra Costa is complete without acknowledging the challenges that transportation presents, serving as a significant barrier to access. Even if a service is provided in Contra Costa, if it is not located in the sub-region of the resident needing the program, it is effectively not available given the size of the County, the gaps in transportation, and the natural and cultural barriers between sub-regions. Organizations pursue different strategies to mitigate this challenge. Rainbow Community Center, for example, seeks to reduce barriers to access by providing services at LGBTQIA+ welcoming churches in

<sup>10</sup> Although the individual making this comment said that these services are “almost non-existent,” in fact gender-affirming care is provided by Planned Parenthood of Northern California, although youth requiring surgical interventions must be referred out-of-County to a rapidly-shrinking number of providers.

East County monthly, among other approaches. Several participants stated the belief that transportation to some out-of-County services is easier for some residents to access (see following section on Out-of-County Providers).

## Out-of-County Providers

Contra Costa residents seek services from out of County for a variety of reasons.

Rightly or wrongly, Contra Costa County is not perceived to be the easiest place to access LGBTQIA+ welcoming services. For example, when asked about LGBTQIA+ services in Contra Costa, one interviewee said:

*“This is a tricky question because Contra Costa has the least number of LGBTQ+ services in the Bay Area.”*

Likewise, Contra Costa is — again, rightly or wrongly — perceived to be more conservative than other Bay Area counties, as reflected in another interviewee comment:

*“For Contra Costa as a whole, we’re a more conservative County. So how we navigate implicit and explicit homophobia and transphobia ... [acceptance needs to] come from the top in the County. Things are different from 20 years ago, but there is still some basic bad-ass homophobia we’re dealing with.”*

Additionally, some critical service providers are thought to be unfriendly to LGBTQIA+ clients. One welcoming provider spoke to the importance of referring LGBTQIA+ clients to only certain organizations in a collaboration because other providers are known to be unfriendly.

Other reasons identified for residents to seek services out-of-County include:

- Transportation challenges, as described previously, may mean that it is easier to access services in neighboring counties
- Individual employed out-of-County may prefer a provider near their workplace
- Specialty services may not be available in Contra Costa, such as those described in the service gaps above.
- Residents may not believe there are queer-focused services available; may not have located those services if they exist; or maybe be more comfortable accessing those services out-of-County or at a better known program

There are several national providers that residents also, certainly, access such as The Trevor Project (youth mental health), National Resource Center on LGBT Aging – SAGE (seniors), Out and Equal Workplace Advocates (workplace), National Center for LGBTQ Rights (legal), and others.

Additional qualitative feedback from out-of-County providers is included as [Appendix M](#).

## Recommendations

The information collected to develop this report leads to several recommendations that Contra Costa County officials should consider in order to enhance the quality and appropriateness of services available to its LGBTQIA+ residents. Because La Piana Consulting is not a policy organization, we offer these

suggestions only as a starting point for conversation based on what service providers shared and from our broad consulting experience. With that caveat, the County should consider several actions.

## Leadership around Federal Attacks

### Context

The federal government is already actively seeking to cut off funds to providers who use certain words to describe their services; such words include “gay,” “lesbian,” “LGBT,” “gender identity,” “gender-affirming care,” “trans,” “transgender,” and all references to diversity, equity, and inclusion.<sup>11</sup> The experience of Planned Parenthood nationally stands as a warning as to what the federal government may still do more broadly, cutting off all funding to the organization for any services because those in power disagree with its women’s health services. The current Administration has already used the Planned Parenthood model in an effort to cut LGBTQIA+ and HIV funding to a number of Bay Area organizations.

Given this reality, nearly every service provider interviewed in Contra Costa reported that they have begun to self-censor in an effort to avoid attracting attention from the Administration. In particular, two providers explicitly asked La Piana to exclude mention of their services from this report due to concerns that such visibility could increase the risk of federal efforts to reduce or revoke funding.

The providers at risk of losing federal funds are rarely in a position to mount a robust legal or policy response.

### Recommendation

County officials should prepare to lead any response to attacks on federal funding streams — whether directed at the County itself or at community-based providers. Given the relatively small size of LGBTQIA+ service providers in Contra Costa, they are not well positioned to assume a leadership role in pushing back against federal attacks. Actions the County might consider include prioritizing legal preparation before any providers are specifically targeted, including protection of LGBTQIA+ services as part of the Board-approved legislative platform, establishing a funding reserve to help mitigate federal funding cuts, and issuing strong public statements of support from political and policy leaders.

*“Things are different in some ways than 20 years ago [in Contra Costa], but I think there's still just some fundamental basic-ass homophobia that we're dealing with.”*

## Training and Data Collection

### Context

Of survey respondents, 44% reported “No” or “I don’t know” regarding regular LGBTQIA+ training for service staff and 36% reported not tracking information on percentage of LGBTQIA+ clients served. Given the small number of LGBTQIA+-specific organizations and programs in Contra Costa County, LGBTQIA+ residents must rely on general-population providers to access services they need. Likewise, providers that

---

<sup>11</sup> This article links to several other articles covering this topic. <https://pen.org/banned-words-list/>

do not know the extent of the LGBTQIA+ clients they serve are unlikely to recognize the specific needs of the population or to make adjustments to ensure everyone experiences a welcoming environment.

As a related issue, one provider called out the importance of LGBTQIA+ training specific to criminal justice staff — including law enforcement, prosecutors, defense attorneys, and justices. The scope of this report did not extend to criminal justice organizations explicitly, so we cannot comment on the extent to which training in these organizations (including at the City level) currently takes place.

### *Recommendation*

Given the importance of training and LGBTQIA+ visibility in order to create welcoming social services, the County could consider:

- Expanding training resources to social service providers in the County (Contra Costa Health and several LGBTQIA+-specific organizations already provide training)
- Requiring social service providers with County contracts to provide a minimum level of LGBTQIA+ training and to collect data on the numbers of LGBTQIA+ clients served
- Requiring LGBTQIA+ training for County criminal justice staff

## **Funding for LGBTQIA+-specific Providers**

### *Context*

As described above, Rainbow Community Center (RCC) is the only true LGBTQIA+-specific organization in the County and, therefore, serves as an essential provider of services as well as a community-building hub for LGBTQIA+ residents. There are few other LGBTQIA+-specific programs. Currently, a majority of RCC's current funding comes from or through the County, and this support is foundational to Rainbow's sustainability and service delivery. If the County is committed to serving its LGBTQIA+ residents adequately, it must do what it can to support the ability of LGBTQIA+-specific providers, including RCC, to fulfill their critical role within the broader network of LGBTQIA+ services.

### *Recommendation*

Contra Costa County should consider:

- Committing to its financial support to LGBTQIA+-specific providers, including RCC, by providing public statements of intent to maintain current levels of funding over coming years and explicitly seeking to include them when new funding sources become available
- Providing non-financial supports for RCC and other LGBTQIA+-specific providers' efforts to secure private grants
- Working with RCC and other LGBTQIA+-specific providers to assess gaps in services and explore opportunities to address those needs

## **Periodic Review**

### *Context*

This study is likely to become outdated fairly quickly as organizations add new LGBTQIA+ services or expand efforts to ensure their services are LGBTQIA+ welcoming. Changes in federal policy may also lead

---

either to a reduction in services or to new opportunities for organizations to promote their efforts more publicly.

In the near term, organizations included in this report may seek modifications in how they are described, and organizations we did not identify may come forward and ask to be included. We will seek to accommodate these requests if brought to our attention promptly following the publication of this report.

#### *Recommendation*

The County should plan to update this report on an ongoing basis, perhaps assigning the responsibility to the Contra Costa County Office of Racial Equity and Social Justice. Further research could systematically collect data about LGBTQIA+ clients accessing services, better describe gaps, and seek to prioritize efforts to support expanded services in areas with the greatest needs.

---

## Appendix

### Appendix A: Research on LGBTQIA+ Disparities in Access and Outcomes

This appendix highlights national research demonstrating the types of disparities LGBTQIA+ people experience. The studies summarized here reflect well-documented patterns that help contextualize the experiences of LGBTQIA+ residents in Contra Costa County.

#### Health Care Access and Financial Barriers Among LGBT People Amidst Looming Health Care Cuts

KFF reports LGBTQ people are more likely to struggle with basic expenses such as food, housing, and transportation, and they report far greater difficulty affording health care. These disparities persist even when comparing LGBTQ and non-LGBTQ adults of similar age groups, suggesting that structural inequities—rather than age or income alone—shape these outcomes.

#### Self-Reported Health Care Disparities and Barriers Among LGBTQIA+ Individuals - Implications for Equitable Health Care Delivery

This national study found that LGBTQ respondents encounter widespread barriers when seeking care, including lack of insurance coverage, transportation challenges, fear of discrimination, and previous harmful experiences in health settings. High proportions reported histories of trauma, unstable housing, and chronic health conditions. Many also screened positive for depression, anxiety, or post-traumatic stress, underscoring how social and structural inequities compound over time.

#### The LGBTQI+ Community Reported High Rates of Discrimination in 2024

CAP data show that LGBTQIA+ people continue to experience discrimination in many areas of daily life—from workplaces to public settings to health care environments. These experiences directly affect whether and how LGBTQIA+ individuals seek services, the quality of care they receive, and the degree of trust they place in institutions intended to support them.

#### Substance Use, Minority Stress, and Mental Health among LGBTQ+ Young People

Research from The Trevor Project highlights ongoing disparities among LGBTQ+ youth, who report higher rates of substance use and mental health challenges compared to their heterosexual and cisgender peers. These differences are closely linked to minority stress, including unsupportive environments, stigma, victimization, and negative reactions to identity disclosure. Such stressors contribute to elevated behavioral health risks and difficulties accessing affirming care.

## Appendix B: Survey

### Introduction

The Lesbian, Gay, Bisexual, Transgender, Queer, Intersex, Asexual, or related identities such as nonbinary, questioning, etc. (LGBTQIA+) population in Contra Costa County is increasingly visible in all parts of the County. Although LGBTQIA+ residents' needs parallel those of the general population — affordable housing, food assistance, employment assistance, health care, education, etc. — these residents may face unique barriers to access or the need for community-specific services including the elevated need for behavioral health support, tobacco addiction, health care, and gender affirming care.

Contra Costa County [District IV Supervisor Ken Carlson](#), with the support of the Contra Costa County Board of Supervisors, has funded a study by [La Piana Consulting](#) to identify the range of services currently offered to the County's LGBTQIA+ population. As part of that study, we are conducting this survey of **County service providers** to understand what services are provided generally and what services are available specifically for the LGBTQIA+ community. The survey is specifically intended to be completed by representatives of service providing organizations and not by individuals.

We will also review other existing reports on services provided, conduct online research, and interview a wide range of service providers to learn more about the current range of LGBTQIA+ tailored services before producing a report back to the County that can be used as a basis for making policy decisions.

As an important service provider in the County, we are asking you to please complete this survey before **Friday, November 14, at 5 PM Pacific Time**. The sooner you can fill out the survey, the better — and it should only take about 15 minutes to complete.

Because the point of this survey is to create a public resource that can inform County policy, the information you provide will not be kept confidential.

### Questions

1. (All) Name of Respondent
2. (All) Organization Name
3. (All) **Primary Location** of Organization's Service Provision within Contra Costa County (select one)
  - West County (El Cerrito, Richmond, San Pablo, El Sobrante)
  - Northwest County (Pinole, Hercules, Rodeo, Crockett)
  - Central/West County (Lafayette, Moraga, Orinda)
  - Central/South County (San Ramon, Danville, Alamo)
  - Central County (Walnut Creek, Contra Costa, Pleasant Hill, Concord, Clayton, Martinez)
  - East County (Bay Point, Pittsburg, Antioch, Oakley)
  - Far East County (Knightsen, Brentwood, Byron, Discovery Bay, Bethel Island)
  - All of Contra Costa County
4. (All) **Additional Locations** of Organization's Service Provision (check all that apply)
  - West County (El Cerrito, Richmond, San Pablo, El Sobrante)
  - Northwest County (Pinole, Hercules, Rodeo, Crockett)

- Central/West County (Lafayette, Moraga, Orinda)
  - Central/South County (San Ramon, Danville, Alamo)
  - Central County (Walnut Creek, Contra Costa, Pleasant Hill, Concord, Clayton, Martinez)
  - East County (Bay Point, Pittsburg, Antioch, Oakley)
  - Far East County (Knightsen, Brentwood, Byron, Discovery Bay, Bethel Island)
  - Outside of Contra Costa County
  - We don't have additional locations
5. (All) Types of Services Provided (check all that apply)
- Art
  - Education
  - Health care
  - Behavioral health (including mental health and substance use disorder needs)
  - Employment
  - Housing
  - Legal support
  - Food security
  - Youth services
  - Social and community engagement
  - Senior services
  - Other (please specify): \_\_\_\_\_
6. (All) Is your mission explicitly to serve the LGBTQIA+ community?
- Yes
  - No
7. (If "Yes" to Question 6) Is your mission to serve the entire LGBTQIA+ community or one community segment?
- Entire LGBTQIA+ community
  - One community segment (please specify): \_\_\_\_\_
8. (If "Yes" to Q6) Please name the program(s) that serve LGBTQIA+ communities.
9. (If "No" to Q6) Please select the populations you primarily serve. (Select all that apply)
- General population
  - Latino/a
  - African American/Black
  - Asian / Pacific Islander
  - Native American/ American Indian
  - Women
  - Disabled
  - Other (please specify): \_\_\_\_\_
10. (If "No" to Q6) Do you have any programs that are explicitly designed to serve LGBTQIA+ communities?
- Yes
  - No

11. (If “No to Q6 AND “Yes” to Q9) Please name the program(s) that serve LGBTQIA+ communities.

---

12. (If “No” to Q6 AND “Yes” to Q9) What is the LGBTQIA+-specific service provided? (Mark all that apply)

- Education
- Health care
- Behavioral health (including mental health and substance use disorder needs)
- Employment
- Housing
- Legal support
- Food security
- Youth services
- Social and community engagement
- Senior services
- Other (please specify): \_\_\_\_\_

13. (If “No” to Q6 AND “Yes” to Q9) Is this program designed to serve the entire LGBTQIA+ community or one community segment?

- All LGBTQIA+
- One community segment (please specify): \_\_\_\_\_

14. (All) What percentage of the individuals you serve are LGBTQIA+?

- 0% (None)
- Less than 20%
- 20-39%
- 40-59%
- 60-79%
- 80-100%
- We do not track this information
- I don't know

15. (All) What portion of your staff identify as LGBTQIA+?

- 0% (None)
- Less than 20%
- 20-39%
- 40-59%
- 60-79%
- 80-100%
- We do not track this information
- I don't know

16. (All) What portion of your Board members identify as LGBTQIA+?

We are not a nonprofit organization and do not have a Board of Directors

- 0% (None)
- Less than 20%
- 20-39%

- 40-59%
  - 60-79%
  - 80-100%
  - We do not track this information
  - I don't know
17. (All) Do you provide regular training to your service staff on how to work with clients in order to be welcoming and effective in providing services to LGBTQIA+ individuals?
- Yes
  - No
  - I don't know
18. (If "Yes to Q17) What type of training do you provide? (Mark all that apply)
- Include anti-bias training as part of new staff orientation and/or general HR updates
  - Include LGBTQIA+ cultural competency training periodically (e.g., every 1-2 years)
  - Include training on issues specific to LGBTQIA+ individuals related to the services we provide (e.g., health disparities, access to trans-friendly health providers, housing needs, appropriate behavioral health services, etc.)
  - Other (please specify): \_\_\_\_\_
19. (All) Is there someone on staff available to answer questions and help LGBTQIA+ clients navigate your services? \*
- Yes
  - No
  - I don't know
20. Can we contact you to ask follow up questions? \*
- Yes
  - No
21. (If "Yes to Q19) Please provide your contact information below.
- Email: \_\_\_\_\_
- Phone Number: \_\_\_\_\_
22. [Optional] Do you know of any other LGBTQIA+ programs or services offered by Contra Costa County organizations – especially those that might be smaller or less prominent - that we should include in this survey?
23. [Optional] Is there anything else you'd like to add about the ways in which you provide services to the LGBTQIA+ community?

Thank you for your time completing this survey!

Your response has been recorded.

---

## Appendix C: Desk Research Sources for Provider Identification

- <https://www.ebcf.org/post/lgbtq-nonprofits-you-can-support-for-pride-month-and-year-round/>
- <https://www.lgbtnearme.org/copy-of-result/index.html?zip=94518&miles=10&category=All+Categories>
- <https://www.cchealth.org/health-and-safety-information/hiv-sti-program/education-and-prevention/services-for-youth>
- [https://moragascouting.org/NMWA\\_prRCC.pdf](https://moragascouting.org/NMWA_prRCC.pdf)
- <https://www.acalanes.k12.ca.us/Page/3270>
- <https://www.pacificcenter.org/>
- <https://lavenderseniors.org/community-links/>
- <https://www.ebgtz.org/services/>
- [Somos Familia Resources/Referrals Sheet](#)
- <https://www.richmondrainbowpride.org/resources>
- <https://www.crisis-center.org/211-database/>
- <https://www.dvc.edu/academics/learning-communities/community-pride/pride-community-resources>
- [https://www.crisis-center.org/wp-content/uploads/LGBTQ\\_Resource\\_Guide.pdf](https://www.crisis-center.org/wp-content/uploads/LGBTQ_Resource_Guide.pdf)
- <https://criticalpublichealth.org/bay-area-lgbtq-resources/>

---

## Appendix D: Partner Organizations Supporting Survey Outreach

- Contra Costa County Board of Supervisors (Chiefs of Staff)
- John Muir CHF
- Contra Costa Family Justice Center
- ECCCA
- Collective Care Coalition

## Appendix E: Organizations Directly Contacted for LGBTQIA+ Services Outreach

- Rainbow Community Center
- PFLAG Clayton-Concord
- PFLAG Clayton-Concord
- PFLAG Danville-San Ramon Valley
- PFLAG Lamorinda
- Diablo Valley Girls (DVG)
- Richmond Community Foundation
- Empowerment Program - Center for Human Development
- Lavender Seniors of the East Bay
- Planned Parenthood - Concord
- Planned Parenthood - Walnut Creek Health Center
- The Rossmoor LGBTQ+ Alliance
- City of Lafayette Diversity, Equity and Inclusion Committee
- Discovery Counseling Center
- NAMI Contra Costa
- Hope Solutions
- The Trinity Center
- Choice in Aging
- Center for Elder Independence
- Meals on Wheels Diablo Region

---

## Appendix F: Survey Respondents

### Total unique respondents: 58

Two responses were excluded because they represented individuals rather than organizations. The survey instructions specified that it was intended for service provider organizations. Removing these entries ensures the respondent count accurately reflects organizations providing services.

1. ABLE Community Development Foundation
2. ACCE
3. ACOA, Housing Committee
4. Akhila Health
5. Area Agency on Aging
6. Beat the Streets Inc
7. Caring Haven
8. Center for Human Development
9. Child Abuse Prevention Council of Contra Costa
10. Choice in Aging
11. Church of the Resurrection, Pleasant Hill
12. City of Concord: Recreation Services Department – Concord Senior Center
13. Cloverfield Organic Farm LLC
14. Community Awareness Emergency Response (CAER)
15. Community Violence Solutions
16. Concord Art Association
17. Contra Costa Chorale
18. Contra Costa Family Justice Center
19. Contra Costa Health (CCH): Health, Housing & Homeless Services (H3) and prior Public Health HIV/STI Program
20. Contra Costa Senior Legal Services
21. Diablo Ballet
22. Family Caregiver Alliance
23. FIERCE Advocates
24. First 5 Contra Costa
25. Fred Finch Youth & Family Services
26. GANAS Community Organization

- 
27. Hope Solutions
28. Jewish Family and Community Services – East Bay
29. John Muir Health
30. La Clinica
31. Lincoln Families
32. Lions Center for the Visually Impaired
33. Loaves and Fishes of Contra Costa
34. Meals on Wheels Diablo Region
35. Meals on Wheels West Contra Costa County
36. Mental Health Connections
37. Moving Forward
38. Opportunity Junction
39. PFLAG Clayton-Concord
40. PFLAG Danville-San Ramon Valley
41. PFLAG Lamorinda
42. Planned Parenthood Northern California
43. Pleasant Hill Community Foundation
44. Precious Treasures
45. Quinan Street Project
46. Rainbow Community Center
47. Richmond Commission on Aging
48. Richmond Community Foundation/RCF Connects
49. Richmond Rotary Club
50. RYSE
51. St. Agnes St. Vincent de Paul
52. St. Vincent de Paul of Contra Costa County
53. STAND! for Families Free of Violence
54. The CHAT Project
55. Urban Tilth
56. WestCare California, Inc.
57. Women’s Cancer Resource Center
58. YES Nature to Neighborhoods

## Appendix G: Contra Costa County LGBTQIA+ Service Assessment Interview Guide for Service Providers within the County

### Introduction

As you know, La Piana Consulting has been working with Supervisor Ken Carlson to conduct a survey of the services available to the County's LGBTQIA+ population.

As part of this study, we recently facilitated an anonymous survey of County service providers to understand what services are provided generally and what services are available specifically for the LGBTQIA+ community. [Acknowledge if they completed survey.]

We are now engaging key service providers to learn more about the current range of LGBTQIA+ tailored services in Contra Costa County. Given your role as a trusted service provider, your perspectives are essential to this study.

This conversation will not be fully confidential. Information you provide about LGBTQIA+ services will be shared. Any details or descriptions you provide may be shared as well, but only in a way that will protect your anonymity.

**I will be enabling transcription in order to capture all of this discussion, but we will not share that transcript outside of La Piana Consulting. Do we have your permission to do that?**

This should take approximately 45 minutes.

Do you have any questions for me before we get started?

### Objectives

Gain an understanding of your organization's services with a focus on those tailored for the LGBTQIA+ community.

Identify additional services available to LGBTQIA+ individuals in Contra Costa County.

### Background

1. What is your name, your current job title, and the name of your organization?
2. Could you please describe your role within your organization and provide a brief overview of what your organization does? [Broadly, what services offered, thumbnail description]

### Services

3. Could you please describe the LGBTQIA+ services your organization provides (might be through follow up email)? For each program or service, it would be helpful if you could share:
  - a. Thumbnail description

- 
- b. The number of individuals served
  - c. Any available demographic information about participants
  - d. The funding sources that support these programs
4. What are other LGBTQIA+ specific services you know of within Contra Costa County?
  5. What referrals do you most often make to programs that are not LGBTQIA+ specific — follow up: how confident are you that these non- LGBTQIA + are LGBTQIA+ friendly? Is there a specific (maybe trained) LGBTQIA+ individual you refer to there?
  6. What LGBTQIA+ services/programs/organizations do you see the community seek **outside** of Contra Costa?
  7. What are the biggest **service gaps** facing the LGBTQIA + community in Contra Costa County?
  8. Do you receive federal funding? If so:
    - Do you have concerns about how we represent your programs in our study? Question on federal funding?
    - Has that funding been affected under the new administration?
  9. Ask questions from the survey if they have not completed it.

## Closing

10. Is there anything else you want to share that you think would be helpful?

## Appendix H: In-County Interview Participants

<b>Organization name</b>	<b>Participant</b>
Rainbow Community Center	Jorge "JC" Chamorro
Richmond Community Foundation	Jim Becker
Center for Human Development	Kevin Martin
RYSE	Kanwarpal Dhaliwal
PP NorCal	Madeline "Maddy" Spahr
Contra Costa Family Justice Center	Tania Moore- Bolstad
Contra Costa Health	Adrienne Sofranko Brooke Parker

## Appendix I: Contra Costa County LGBTQIA+ Service Assessment Interview Guide for Service Providers outside of the County

### Introduction

As you know, La Piana Consulting has been working with Supervisor Ken Carlson to conduct a survey of the services available to Contra Costa County's LGBTQIA+ population.

As part of this study, we recently facilitated an anonymous survey of Contra Costa County service providers to understand what services are provided generally and what services are available specifically for the LGBTQIA+ community. We are also speaking with key Contra Costa providers to learn more about services offered.

As part of this effort, we also wanted to speak with providers who are not in Contra Costa. We know that many residents of Contra Costa seek services in Oakland, Berkeley, San Francisco, and other places and we want your insights into that phenomenon.

What we are asking for in this conversation is for your impressions — what you hear and understand about Contra Costa residents who seek out your services. We want your well-informed conjecture, knowing that it may not be fully “scientific.”

This conversation will not be fully confidential. Information you provide about LGBTQIA+ services will be shared. Any details or descriptions you provide may be shared as well. Information about the services you provide *will not* be reported as anonymous, but information about your insights will be anonymous.

**I will be enabling transcription in order to capture all of this discussion, but we will not share that transcript outside of La Piana Consulting. Do we have your permission to do that?**

This should take approximately 30-45 minutes.

Do you have any questions for me before we get started?

### Objectives

Gain an understanding of which LGBTQIA+ specific services Contra Costa residences leave the County to secure.

Gain an understanding about why LGBTQIA+ individuals do not or cannot access services in-County.

### Background

1. What is your name, your current job title, and the name of your organization?
2. Could you please describe your role within your organization and provide a brief overview of the LGBTQIA+ services your organization provides?
3. How many individuals do you think you serve from Contra Costa? Follow up:

- ▼
- a. Please characterize however you like, maybe as a percentage of total clients or in raw numbers — whatever seems to best communicate the answer best.
  - b. Do you ask for clients' place of residence? If so, can you share that with us? Can you include any other available demographic information about Contra Costa County residents served as well?
4. Why do you think individuals from Contra Costa leave the County to access services? Answer as you like, but factors might include:
- a. Easier access (e.g., transportation, closer geographically, etc.)
  - b. Work in your area
  - c. Services not available in Contra Costa
  - d. Services less expensive out-of-County
  - e. Services higher quality out-of-County
  - f. Desire to be anonymous or less visible
  - g. Other factors?

Concluding: Which factor(s) do you believe to be the most important driver(s)?

5. What other providers or types of services outside of Contra Costa do you believe serve a large number of Contra Costa individuals?
- a. Follow up: Based on what you've heard or who comes to you, do you have any thoughts about where Contra Costa might have significant service gaps in meeting the needs of the LGBTQIA+ community?
6. When individuals from Contra Costa contact you for services, do you refer them to Contra Costa organizations? Which Contra Costa organizations do you most often refer to?
- a. Follow up: Are there other services providers outside of Contra Costa that you refer to often?
7. What funding sources support your service to Contra Costa County residents (i.e., if you have funding to work in your County, how do you pay for out-of-County residents' services?)?
8. Do you receive federal funding? If so:
- Do you have concerns about how we represent your programs in our study (i.e., if we speak about your organization's services directly, do you have concerns that it could jeopardize your federal funding)?
  - Has that funding been affected by the new administration?
9. Is there anything else you want to share that you think would be helpful?

---

## Appendix J: Out-of-County Interview Participants

<b>Organization name</b>	<b>Participant</b>
San Francisco Community Health Center	Lance Toma, CEO
Larkin Street Youth Services	Sherilyn Adams - Chief Executive Officer
AIDS Foundation San Francisco	Tyler TerMeer, PhD

## Appendix K: Contra Costa Health Services PRIDE Brochure

### PRIDE INITIATIVE INFORMATION

Participation in the Pride Initiative is open to all Contra Costa County staff on a voluntary basis with supervisor approval. Meetings are held once monthly for one hour.

Attendance is optional and members can offer more time as their schedules allow.

All are welcome!

For more information or to participate in meetings, contact Adrienne Sofranko at [Adrienne.sofranko@cchealth.org](mailto:Adrienne.sofranko@cchealth.org) or [equityteam@cchealth.org](mailto:equityteam@cchealth.org).

### PRIDE INITIATIVE GOALS

Contra Costa County is safe, supportive, and provides a welcoming environment for LGBTQ+ clients, consumers, customers, patients, residents and staff.

CCH workforce is trained appropriately to serve the LGBTQ+ community.

Pride Initiative efforts are visible and have demonstrated a measurable impact.



### RECENT ACCOMPLISHMENTS

**June 2022** Created and launched updated online training regarding Sexual Orientation and Gender Identity for health center registration clerks to better assist with demographic data collection.

**May 2022** Presented training on Pronouns and Gender Identity to Contra Costa County Human Resources.

**August 2021** CCRMC/ Health Centers and Behavioral Health completed the Healthcare Equality Index (HEI) survey. HEI is a benchmarking survey created by the Human Rights Campaign which evaluates healthcare facilities' policies and practices regarding LGBTQ+ equity and inclusion for both staff and clients. CCRMC has participated in this survey since 2013 and Behavioral Health since 2016.

**October 2020** Hosted a virtual open house to share resources with the community. Open Houses occur twice per year.

\*For more of our earlier accomplishments or for more information about the LGBTQ+ Pride Initiative, please visit our website at [cchealth.org/pride](http://cchealth.org/pride) or use the QR code below.

A vertical brochure with a rainbow background. At the top, it says "Local LGBTQ+ Resource" in white. Below that, "PRIDE Initiative" is written in large, bold, white letters. The central image shows two hands shaking against a rainbow background. At the bottom, there is a paragraph of text and a logo for the PRIDE Initiative. The logo features a raised fist inside a circle with the text "Contra Costa Health Services PRIDE LGBTQ+ Initiative" and "A Contra Costa Health Equity Project" below it.

Local LGBTQ+ Resource

# PRIDE Initiative

The mission of the Contra Costa Health (CCH) Pride Initiative is to integrate practices and policies that foster a safe and inclusive environment, equal access and quality health care as well as awareness, acceptance, and respect for our lesbian, gay, bisexual, transgender, queer, and nonbinary employees and people we serve.

Contra Costa Health Services  
**PRIDE**  
LGBTQ+ Initiative  
A Contra Costa Health Equity Project

## CONTRA COSTA HEALTH RESOURCES

### Gender Clinic

Gender Clinic welcomes transgender, non-binary, and gender non-conforming clients who are 18 years old or older. Gender Clinic staff are trained in providing gender-affirming and transition-related care including:

- ▼ Medication/hormone management
- ▼ Surgical referrals
- ▼ Mental health resources
- ▼ Assistance with identity document changes

Services are available at West County, Martinez, and Pittsburg Health Centers by referral or by calling the appointment line at 1-800-495-8885. For more information, visit [cchealth.org/centers/services-gc.php](https://cchealth.org/centers/services-gc.php)

### Behavioral Health Access Line

1-800-846-1652

Substance use treatment referrals, mental health service referrals, and more

### Contra Costa Crisis Information line—211

Health, housing, food, mental health, and other resource information.

### Crisis Counseling and Suicide Prevention

988

### Homeless Services for Youth

1-800-610-9400

[cchealth.org/services/homeless](https://cchealth.org/services/homeless)

### HIV/AIDS & STD Program

<https://cchealth.org/hiv/>

### HIV Case Management

925-313-6771

### HIV Testing and PReP

925-313-6117

[prepme@cchealth.org](mailto:prepme@cchealth.org)

## LOCAL RESOURCES

(Contra Costa/Alameda/SF)

### Center for Human Development

Support groups and leadership development

[chd-prevention.org/our-work/youth-development](https://chd-prevention.org/our-work/youth-development)

### Clayton Pride

Support for the LGBTQ+ community

[claytonpride.com/](https://claytonpride.com/)

### East Bay Getting to Zero

HIV related services and support

[ebgtz.org](https://ebgtz.org)

### Gender Health (SF)

Gender affirming surgery access and services in San Francisco

[sfdph.org/dph/comupg/oprograms/THS/default2.asp](https://sfdph.org/dph/comupg/oprograms/THS/default2.asp)

628-206-7979

### Gender Spectrum (San Leandro)

Support for families raising gender non-conforming and transgender children

510-788-4412

[genderspectrum.org](https://genderspectrum.org)

### Local LGBTQ+ Resources Website

[eastbaypride.com](https://eastbaypride.com)

### Oakland Black Pride

Social growth and events focusing on the Black LGBTQ+ community

[oaklandblackpride.org/](https://oaklandblackpride.org/)

### PFLAG

Parents and Friends of Lesbians and Gays

### Claycord

<https://pflagclaycord.org/>

### Danville/San Ramon

<https://srvpflag.org/>

### Rainbow Community Center

Counseling, community resources, and groups in Concord

925-692-0090

[rainbowcc.org](https://rainbowcc.org)

### Richmond Rainbow Pride

Supporting the LGBTQ+ community in Richmond

[RichmondRainbowPride.org](https://RichmondRainbowPride.org)

### Ryse Center

Youth Programs and LGBTQ+ Support Groups

510-374-3401

[rysecenter.org](https://rysecenter.org)

### Somos Familia ESP (Oakland)

Create family acceptance in Latino families of LGBTQ+ children

510-725-7764

[somosfamiliabay.org](https://somosfamiliabay.org)

### STAND (multiple locations)

Intimate partner violence hotline

1-888-215-5555

[standffov.org](https://standffov.org)

### WORLD

Services for women, girls, families, and communities affected by HIV

510-986-0340

[womenhiv.org](https://womenhiv.org)



**FOR ADDITIONAL RESOURCES VISIT**

[cchealth.org/pride](https://cchealth.org/pride)

## Appendix L: LGBTQIA+ Affirming Churches

The Contra Costa County Office of Racial Equity and Social Justice provided us a list of LGBTQIA+ affirming churches, many of which offer welcoming services in addition to welcoming religious activities.

Name	Location	Website
Agape Fellowship Church	Antioch	<a href="http://www.agapefellowshipamez.com">www.agapefellowshipamez.com</a>
Arlington Community UCC	Kensington	<a href="http://www.ac-ucc.org">www.ac-ucc.org</a>
Asbury United Methodist Church	Livermore	<a href="http://www.asburylive.org">www.asburylive.org</a>
Beth Chaim Congregation	Danville	<a href="http://www.bethchaim.com">www.bethchaim.com</a>
Center for LGBTQ and Gender Studies in Religion at PSR	Berkeley	<a href="http://www.clgs.org">www.clgs.org</a>
Christian Church (Disciples of Christ) of Northern California	San Ramon	<a href="http://www.ccncn.org">www.ccncn.org</a>
Clayton Valley Presbyterian Church	Clayton	<a href="http://www.cvpresby.org">www.cvpresby.org</a>
Coalition of Welcoming Congregations	San Francisco	<a href="https://clgs.psr.edu/">https://clgs.psr.edu/</a>
Community Congregational Church, Benicia (UCC)	Benicia	<a href="http://www.cccucc.org">www.cccucc.org</a>
Community Presbyterian Church, Pittsburg (PCUSA/UCC)	Pittsburg	<a href="http://www.cpcpittsburg.org">www.cpcpittsburg.org</a>
Eden United Church of Christ	Hayward	<a href="http://www.edenucc.com">www.edenucc.com</a>
Epworth United Methodist Church	Berkeley	<a href="http://www.epworthberkeley.org">www.epworthberkeley.org</a>
First Christian Church (DOC) Concord	Concord	<a href="http://www.concordfcc.net">www.concordfcc.net</a>
First Congregational Church of Antioch	Antioch	<a href="http://www.uccantioch.org">www.uccantioch.org</a>
First Congregational Church of Oakland	Oakland	<a href="http://www.firstoakland.org">www.firstoakland.org</a>
Freedom in Christ Church, SF	San Francisco	<a href="http://www.christiangayok.com">www.christiangayok.com</a>
Grace Presbyterian Church, Walnut Creek	Walnut Creek	<a href="http://www.gracewc.org">www.gracewc.org</a>
Greater Cooper AME Zion Church	Oakland	<a href="http://www.greatercooper.org">www.greatercooper.org</a>
Hillcrest Congregational Church (UCC)	Pleasant Hill	<a href="http://www.hillcrestucc.org">www.hillcrestucc.org</a>
Holy Cross Episcopal	Castro Valley	<a href="http://www.holycrosscv.org">www.holycrosscv.org</a>
Keshet: For LGBTQ+ equality in Jewish Life	San Francisco	<a href="http://www.keshetonline.org">www.keshetonline.org</a>
Kehilla Synagogue	Piedmont	<a href="http://www.kehillasynagogue.org">www.kehillasynagogue.org</a>
Lafayette Christian Church (DOC)	Lafayette	<a href="http://www.lafayettechristianchurch.org">www.lafayettechristianchurch.org</a>
Lavendar Seniors of the East Bay	Oakland	<a href="http://www.lavenderseniors.org">www.lavenderseniors.org</a>
Lynnewood United Methodist Church	Pleasanton	<a href="http://www.lynnewood.org">www.lynnewood.org</a>
Martinez First Congregational (UCC)	Martinez	<a href="http://www.fccmartinez.org">www.fccmartinez.org</a>
Ministerio Latino	Oakland	<a href="http://Ministerio Latino">Ministerio Latino</a>
Mt. Diablo Unitarian Universalist Church	Walnut Creek	<a href="http://www.mduuc.org">www.mduuc.org</a>
Orinda Community Church	Orinda	<a href="http://www.orindachurch.org">www.orindachurch.org</a>
Pacific Center for Human Growth	Berkeley	<a href="http://www.pacificcenter.org">www.pacificcenter.org</a>
Peace Lutheran Church	Danville	<a href="http://www.peacejourney.org">www.peacejourney.org</a>
PFLAG Oakland East Bay (Also, Claycord and San Ramon)	Oakland	<a href="http://www.pflag-eastbay.org">www.pflag-eastbay.org</a>
Rakestraw Books	Danville	<a href="http://www.rakestrawbooks.com">www.rakestrawbooks.com</a>
St. Andrew's Presbyterian Church (PCUSA)	Pleasant Hill	<a href="http://www.standrews-pcusa.org">www.standrews-pcusa.org</a>
San Lorenzo Community Church (UCC)	Hayward	<a href="http://www.slzchurch.org">www.slzchurch.org</a>

Name	Location	Website
San Ramon Valley United Methodist Church	San Ramon	<a href="http://www.srvumc.org">www.srvumc.org</a>
Shell Ridge Community Church (ABC)	Walnut Creek	<a href="http://www.shellridgecommunitychurch.org">www.shellridgecommunitychurch.org</a>
Sojourner Truth Presbyterian	Richmond	<a href="https://www.sojournertruth.church/">https://www.sojournertruth.church/</a>
St. Bartholomew's Episcopal Church	Livermore	<a href="http://www.stbartslivermore.com">www.stbartslivermore.com</a>
St. Clare's Episcopal Church	Pleasanton	<a href="http://www.stclarespleasanton.org">www.stclarespleasanton.org</a>
St. James AME Zio Church	San Mateo	<a href="https://www.stjamesanmateo.org/">https://www.stjamesanmateo.org/</a>
St. Timothy's Episcopal Church	Danville	<a href="http://www.sainttimothysdanville.org">www.sainttimothysdanville.org</a>
Temple Isaiah	Lafayette	<a href="http://www.temple-isaiah.org">www.temple-isaiah.org</a>
The Episcopal Church of the Resurrection	Pleasant Hill	<a href="http://www.resurrectionph.org">www.resurrectionph.org</a>
The Little Brown Church of Sunol	Sunol	<a href="http://www.thelittlebrownchurchofsunol.org">www.thelittlebrownchurchofsunol.org</a>
Unitarian Universalist Church of Livermore	Livermore	<a href="http://www.uucliv.net">www.uucliv.net</a>
United Church of Hayward (UCC)	Hayward	<a href="http://www.hayward.org">www.hayward.org</a>
Unity Center of Walnut Creek	Walnut Creek	<a href="http://www.unityofwalnutcreek.org">www.unityofwalnutcreek.org</a>
Walnut Creek United Methodist	Walnut Creek	<a href="http://www.walnutcreekumc.org">www.walnutcreekumc.org</a>

## Appendix M: Additional Out-of-County Provider Insights

A provider in San Francisco shared client and staff thoughts on why Contra Costa residents sought out services out-of-County. These represent only individuals' perspectives and may not represent the perspective of others.

*"While I can afford to pay for STD testing, I prefer to come to [a San Francisco provider] because I feel safe here. In lieu of payment, I make donations to the organization."*

*"[The San Francisco provider's] staff is very well trained to create a comfortable atmosphere to speak on intimate matters without judgment"*

*"On why folks choose to come all the way to [San Francisco] from other counties, I would identify the reasoning ... by what I know and have experienced. From what I remember, Contra Costa doesn't have many options for STI/HIV testing outside of PCP/FQHC or limited outreach testing hours. Some facilities will also only offer very hetero-normative STI/HIV testing services and practices; from assuming all clients are cis-hetero to only offering urine sample STI testing. In one example, the head urgent care medical provider in San Pablo's stance on STI/HIV prevention [from personal experience] was to just not have sex lol..."*

*"I think my experience (albeit from 2020-21) in Contra Costa compared to San Francisco or even Alameda County show how patient-centered and culturally-competent we are striving for in our services at [this San Francisco provider]. I know there has been a push and more efforts for advancement, and I wonder what the scope of sexual health looks like there now."*

Organizations in San Francisco and Alameda Counties identified among those sought out by Contra Costa residents include:

- AIDS Foundation in San Francisco
- Bay Area Lawyers for Individual Freedom (BALIF)
- Billy DeFrank LGBTQ+ Center (Located in Santa Clara County)
- Cal-PEP
- Castro-Mission Community Health Center
- EI/La Para Translatinas in San Francisco
- Larkin Street Youth Services
- LGBT Asylum Project
- LYRIC Center for LGBTQ Youth
- Oakland LGBTQ Community Center
- Pacific Center
- Queer Life Space
- San Francisco Community Health Center
- SF LGBT Center
- Trans Home SF

No effort was made to systematically identify and quantify the major out-of-County LGBTQIA+ providers, so the list above is certainly incomplete.

Two out-of-County providers did provide data on the number of Contra Costa residents they served, which may act as an indicator of the number of Contra Costans seeking assistance in nearby areas.

The San Francisco AIDS Foundation reported that 140 of its clients at its Magnet Sexual Health Clinic were from Contra Costa in 2025. Most of those were seeking PrEP (pre-exposure prophylaxis for HIV) assistance.

Larkin Street Youth Services in San Francisco reported that 90 out of 1,947 youth that it served came from (“originated in”) Contra Costa County, or **5% of our total (on part with reports from the Magnet Clinic’s reporting)**. For the smaller portion of clients where Larkin Street knows current addresses, 5% say they have a current address in Contra Costa. Demographic reporting of the agency’s Contra Costa clients includes:

#### *Ethnicity*

- 87% Person of Color (vs 89% agency-wide)
- 53% Black / African American (vs 46% agency-wide)
- 21% Multiracial or Other Ethnicity
- 13% White/Caucasian
- 11% Latino/a
- 2% Asian

#### *Sexual Orientation and Gender Identity*

- 27% LGBTQ+ (vs 32% agency-wide)
- 73% Cisgender + Heterosexual