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Final Report

San Mateo
County Rainbow
Community
Assessment



Needs Assessment for San Mateo County's Lesbian, Gay,
Bisexual, Transgender, Queer, and Questioning Population

January 2001

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Executive Summary

San Mateo County Rainbow Community Assessment Of Lesbian, Gay, Bisexual, Transgender, Queer, and Questioning Population

Survey Results: San Mateo's Lesbian, Gay, Bisexual, Transgender, Queer, and Questioning (LGBTQQ) population demonstrated a need for services dealing with harassment, social development, and understanding of the LGBTQQ community. Violence and harassment, and the fear of violence and harassment were prevalent among LGBTQQ people (witnessed harassment – 65%). The opportunity to make community and deal with personal needs such as social isolation and sexual identity were common. Too frequently, social institutions were unknowledgeable, unhelpful and at worst hostile to LGBTQQ people. Additionally, services centering on youth appeared to be unavailable. At a time in life when youth are questioning roles, identities, and values, LGBTQQ youth often lack support from traditional sources in overcoming challenges of self-acceptance. Youth services should focus on school harassment, mentoring, and emergency housing. Furthermore, societal and legal recognition of LGBTQQ community and same-gender relationships was commonly preferred by respondents as a means of addressing long-term cultural and social issues such as violence, understanding and acceptance of LGBTQQ people.

HAVE YOU EVER NEEDED HELP...

Dealing with harassment at school? Among respondents who are under 18 years of age, 75% report having sought this service.

- Youth were unable to find *Help Dealing with Harassment at School, Help Getting Emergency Housing, Help Dealing with Suicidal Feelings, and Help Finding/Being a Mentor*. Harassment can be prevented through education and exposure, particularly among young people and those dealing with young people, such as school personnel, medical professionals, and law enforcement officials.

Finding opportunities to make community? Of those responding, 78% report having sought this service.

- LGBTQQ people need a physical place where they feel safe, can make personal connections, exchange information, and be open and relaxed in an accepting atmosphere.

Dealing with feelings of social isolation? Of those responding, 64% report having sought this service.

- Public and community education about LGBTQQ culture, awareness and acceptance is needed to shift broad social attitudes away from hostility, ignorance, suspicion, and alienation.

Learning about your own sexual identity or coming out? Of those responding, 77% report needing help learning about their own sexual identity and 73% report needing help with coming out.

- The most common reason cited by respondents whose sexual identity is not generally known to others is fear of discrimination. There are statistical grounds for this fear. A majority of respondents have witnessed and experienced harassment of LGBTQQ people.

And DID NOT receive it? The largest response for service that was sought but did not get fulfilled was "Didn't understand my needs."

- The frequency of this answer indicates that San Mateo service providers in general are inexperienced in adapting their services to the LGBTQQ population.

HARASSMENT

Have you ever witnessed harassment of LGBTQQ people?

- A majority of respondents have witnessed harassment (65%). Of these, 49% report harassment within the past six months. Twenty-one respondents, 11%, report witnessing 3 or more incidents within the past six months.

Have you ever experienced harassment of LGBTQQ people?

- Harassment was experienced by 57% of the respondents. Of these, 40% report harassment within the past six months. Seventeen respondents, 10%, report witnessing 3 or more incidents within the past six months.

RELATIONSHIPS

Do you have a monogamous relationship and for how long?

- Of respondents in a relationship, 87% report their current relationship is monogamous and is at least 11 years in duration (45%). The next largest group reports their relationship was at least 6 years but less than 11 years in duration (21%). A majority of respondents have had or plan to have a commitment ceremony with a same-gender partner (54%).

PARENTING

Are you a parent?

- Thirty-three percent of the respondents are parents and of those parents responding 71% are biological parents.

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Overview of Quantitative Data from Written Survey

Methodology

Written surveys were developed after reviewing similar community needs assessments conducted previously in Santa Clara and San Francisco counties. The research design and survey forms were reviewed and validated by the project Task Force before distribution. The primary methodological challenge was to avoid the need to qualify respondents by sexual identity. This would be difficult to do accurately, would bias results, and discourage respondents. To overcome the challenge, the only qualification was residence in San Mateo county. The sampling strategy focused on LGBTQQ-oriented groups to access sufficient numbers of known members who would most likely claim LGBTQQ sexual identity.

Surveys were distributed with postage-paid reply envelopes through LGBTQQ-oriented service providers, agencies, and affinity groups. An additional set of surveys was distributed via mail to respondents who requested a survey directly from the project and another set was distributed throughout San Mateo county randomly. Please see the tables below for more information on survey methodology.

Table 1: Distribution of Surveys

<u>Group</u>	<u>Number</u>	<u>Percent</u>	<u>Method</u>
COLAGE	77	4%	mailing list
YWCA Outlet	169	9%	mailing list
Here2Listen.com	40	2%	by hand to clients
PFLAG	200	10%	mailing list
Horizons Foundation	321	17%	mailing list
Rainbow Women Coastside	163	9%	mailing list
Unitarian Universalist RWC	40	2%	by hand to parishioners
Project Mailing List	47	2%	individual requests
Random Mailing List	850	45%	randomly selected
Total surveys distributed	1,907	100%	

Table 2: Collection of Surveys

<u>Method</u>	<u>Number</u>	<u>Percent</u>
Surveys returned via postage-paid business reply envelope	234	76%
Surveys downloaded from Internet and returned via mail	5	2%
Surveys collected by direct outreach ¹	68	12%
Total surveys collected	307	100%

¹ Direct outreach conducted at all focus groups, one community kickoff event, and one Rolladium Gay Skate Night.

Surveys were distributed and collected by the project consultant at a community kickoff event September 6, 2000 and at every focus group. Some surveys were collected directly at Rolladium's Gay Skate Night in July by YMCA staff. Some surveys were mailed to a mailing list developed by the project consultant to individuals who responded to media coverage in television, radio, and print. Approximately 5 surveys were downloaded from the project website and mailed at the respondent's expense.

The project consultant developed a randomized list of 50 addresses in each of 17 (50 x 17 = 850) San Mateo county zip codes from a universe of 2,040 such addresses purchased from a list vendor. Of 850 surveys mailed randomly, 39 (5%) were returned undeliverable because of invalid addresses.

The return rate for surveys distributed and returned by mail was 13%. This was an excellent rate of return that was achieved through a strategy of focusing distribution on LGBTQQ-oriented channels supplemented with random distribution. We believe that the rate of return from directed distribution was much higher than 13% and the rate of return from random distribution much lower than 13%.

Demographics

This following data describes the sample population:

- Respondents are well distributed throughout San Mateo County. The largest groups reside in Pacifica² (36 = 12%), Redwood City (32 = 10%), and San Mateo (31 = 10%).
- Respondents were mostly Female (184 = 61%). Two respondents were Male-To-Female transgender.
- Respondents were mostly Homosexual (211 = 69%). Additional respondents self-described as Bisexual (25 = 8%) and Queer (19 = 6%). There were 42 = 14% Heterosexual respondents.
- Respondents were mostly middle-aged. The largest age group was age 36-50 years (144 = 47%.) There were relatively few youth (8 = 3% were under 18 years) and few seniors (31 = 10% were 65 years or older.)
- Respondents were overwhelmingly European/White (249 = 81%). There were at least 7 respondents in every other ethnic group, and 12 = 4% of respondents claimed Two or More Ethnicities.

² Throughout the report statistics are shown as (absolute number of responses = proportion of respondents answering question who selected this response) For example thirty-six respondents live in Pacifica, or twelve percent of respondents answering the question "Where do you live?" Respondents who did not indicate their place of residence are not included in calculating the percentage.

- Respondents overwhelmingly prefer English language (301 = 98%).
- Respondents mostly resided in owner-occupied housing (194 = 69%). There were (70 = 25%) respondents who reside in rental housing.
- Respondents were mostly employed Full-Time (204 = 66%). The remaining respondents were generally either employed Part-Time or Retired.

The sample population is generally similar to the population of San Mateo county as a whole. Key differences must be kept in mind when interpreting the data collected from the sample population. There is no data on the sexual identity of San Mateo county residents. The sample population includes a somewhat higher proportion of Females (61%) than the proportion of Females in San Mateo county's 1990 U.S. Census (51%).

"We desperately need community, fellowship, a place we can get together in our own community. A place where we can bring our kids and be welcome. This is a hateful, dangerous, and bigoted community. It's too hard to participate in activities always in San Francisco. We need something here, for those of us in San Mateo County! Please!"

—Lesbian age 36-50

In 1990, of San Mateo county's total population of 649,623 those under age 18 numbered 149,983 or 23% of the total. Those ages 36-50 numbered 57,673. At 47%, the 36 - 50 group may be over-represented in the sample group.

In 1997, approximately 60% of the San Mateo population was European/White. This ethnic group is over-represented in the sample population (80%).

Harassment and Violence

- A majority of respondents reported **experiencing harassment** (57%). Of these, 40% indicated the harassment was within the past six months. Seventeen respondents report experiencing 3 or more incidents in that time period.
- A majority of respondents **witnessed harassment** of LGBTQQ people (65%). Of these, 49% report the incidents were within the past six months. Twenty-one respondents, report witnessing 3 or more incidents within the past six months.
- Fewer respondents reported **experiencing violence** (19%). Of these, 17% report violence occurred within the past six months. Two of them report experiencing 3 or more incidents within the past six months.

- Respondents **witnessing violence** against LGBTQQ people (24%), of those, 20% report the violence occurred within the past six months. Five of them report witnessing 3 or more incidents within the past six months.

Parenting

- Of those responding, 67% were not parents.
- Of the parents, most are Biological parents (71%). Adoptive parents were 24%.
- Most parents (63%) reported they reside with their children.
- Additionally, 13% of respondents parent children of their partner, and 5% of respondents have adopted their partner's child(ren).

"Educate, educate, educate that we are normal, most of the time." - Lesbian age 51-64 from Belmont

Relationships

- Of those responding, 87% report their current relationship is monogamous and is at least 11 years in duration. Twenty-one percent report their relationship was at least 6 years but less than 11 years in duration.
- Of respondents currently in a same-gender relationship, 37% have a registered domestic partnership and 39% report receiving domestic partner benefits from their employer.
- A majority of respondents have had or plan to have a commitment ceremony with a same-gender partner (54%).
- Eighty-two (28%) of respondents have been legally married.

"[I] realize a separateness or difference that is hard to identify, but present. Sometimes it is in an edge to my mother's voice when sharing family, or the swim club that only admits family consisting of husband, wife, and children, or when my partner's family single her out for an invitation as if she lives alone. Since I choose to live within this sort of community, I tolerate their

Sexual and Gender Identity

- Few respondents question their gender identity (3%) or sexual identity (5%).
- Most respondents said their sexual identity was generally known to others (94%). A

large proportion (44%) of respondents report they tell *anyone and everyone* about their sexual identity.

- Among respondents who say their sexual identity is generally known to others, a majority report disclosure has had a generally positive impact on their relationships (57%). The average score was 3.8 on a 5-point scale where 1 was negative and 5 was positive.
- Among respondents who say their sexual identity is **not** generally known to others, *Concern About Discrimination* is cited most (19%) as the reason.
- Respondents are ambivalent about the importance of disclosing sexual identity. The average score was 3.3 on a 5-point scale where 1 was not important and 5 was very important.

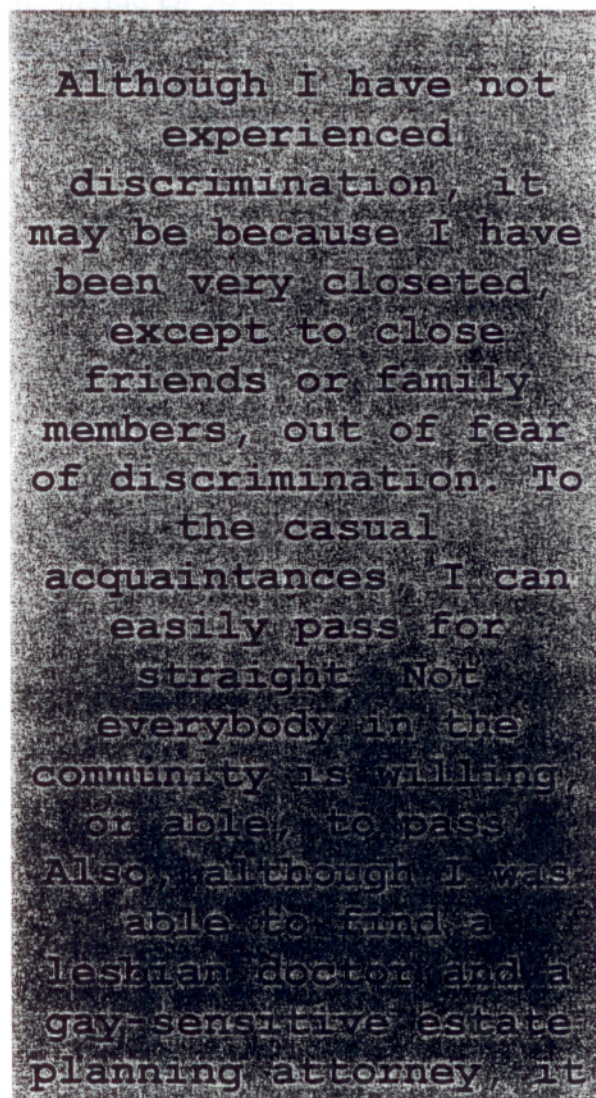
Services

Of those who indicated they sought specific services, the most frequently cited were:

- Help dealing with an unhealthy relationship (49%)
- Help with learning about their sexual identity (45%)
- Help with coming out (44%)
- Help with finding opportunities to make community (43%)
- Help with finding opportunities to have fun (43%)

Most reported being unable to find the following types of services:

- Addictions
- Transgender
- Emergency housing
- Harassment at school
- Medical treatment
- Help finding/being a mentor
- Suicidal feelings
- Child custody issues



Although I have not experienced discrimination, it may be because I have been very closeted, except to close friends or family members, out of fear of discrimination. To the casual acquaintances, I can easily pass for straight. Not everybody in the community is willing, or able, to pass. Also, although I was able to find a lesbian doctor and a gay-sensitive estate planning attorney, it

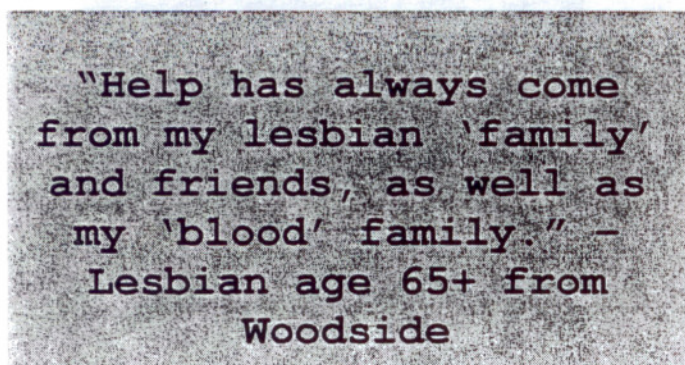
Concerns cited by respondents who **did not obtain** services:

- Didn't Understand My Needs
- Didn't Feel Welcome

Concerns listed by respondents who **did obtain** services:

- Not Covered By Insurance
- Cost
- Didn't Understand My Needs

Of those reporting discrimination, 38% believed it was due to their sexual identity.



"Help has always come from my lesbian 'family' and friends, as well as my 'blood' family." -
Lesbian age 65+ from
Woodside

Most important factors in selecting service providers:

- *Reputation for Quality Services* (84%). The average score was **4.8** (on a 5-point scale where 1 was Not Important and 5 was Very Important).
- *Cost/Value* (85%). The average score was **4.3**.
- *Reputation for Confidentiality* (68%). The average score was **4.2**.

Comparisons of Quantitative Data from Written Survey³

Harassment and Violence

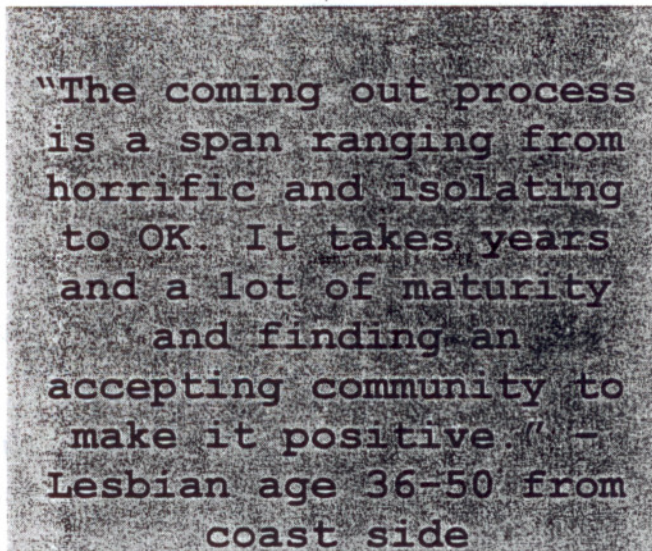
Does Experience of LGBTQ Harassment vary with Gender Identity? **Yes.**

³ Please note the comparisons in this analysis indicate correlation (things which tend to appear together), but not necessarily causation (one thing causing another).

- Among Female respondents, a significantly larger proportion (58%) has experienced **harassment** than among Male respondents. (51%)

Does Experience of LGBTQQ Violence vary with Gender Identity? **Yes.**

- Male respondents (25%) report a higher incidence of experienced violence than Female respondents (18%).



"The coming out process is a span ranging from horrific and isolating to OK. It takes years and a lot of maturity and finding an accepting community to make it positive." - Lesbian age 36-50 from coast side

Relationships

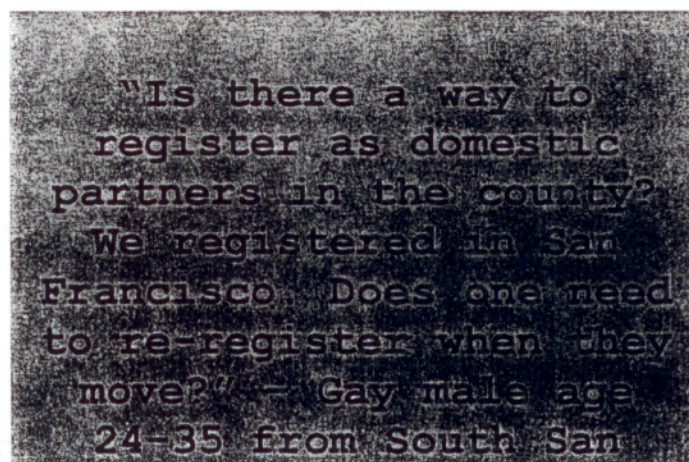
Does Duration of Relationships vary with Sexual Identity? **Yes.**

- Among respondents in a current relationship self-describing their sexual identity as Homosexual, (33%) report the duration of their relationship as 11 years or more. The proportion of long-duration relationships is smaller among those who self-describe as Bisexual (20%) and those who self-describe as Queer (21%).

Does Receiving Domestic Partner Benefits vary with status as Registered Domestic Partner? **Yes.**

- A significantly larger proportion of respondents who receive Domestic Partner Benefits are Registered Domestic Partners (68%).

Does Plan to Have/Have Had a Commitment Ceremony varies with status as Registered Domestic Partner? **Yes.**



"Is there a way to register as domestic partners in the county? We registered in San Francisco. Does one need to re-register when they move?" - Gay male age 24-35 from South San

- A significantly smaller proportion of respondents who are Registered Domestic Partners also Plan to Have or Have Had a Commitment Ceremony (33%) than respondents who are not Registered Domestic Partners.

Services

Does Need for *Help With Learning About Your Own Sexual Identity* vary with Sexual Identity? **Yes.**

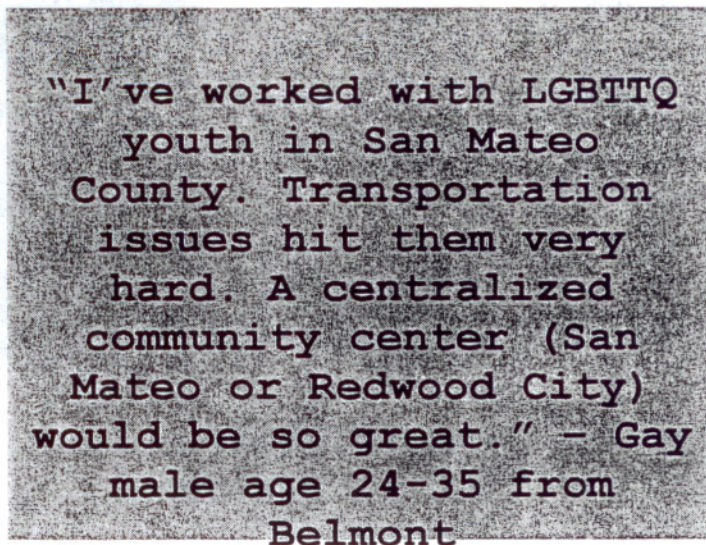
- Among respondents self-describing as Bisexual, a significantly larger proportion (64%) report having sought this service than those self-describing as Homosexual (45%). An even larger proportion of those self-describing as Queer (84%) have sought this service.

Does Need for *Help With Coming Out* vary by Sexual Identity? **Yes.**

- Among respondents self-describing as Queer, a significantly larger proportion (79%) report having sought this service than those self-describing as Homosexual (48%).

Does Need for *Help Dealing with Suicidal Feelings* vary with Age? **Yes.**

- Among respondents who are under 18 years, a significantly larger proportion (75%) report having sought this service than all other age groups.



"I've worked with LGBTQ youth in San Mateo County. Transportation issues hit them very hard. A centralized community center (San Mateo or Redwood City) would be so great." – Gay male age 24-35 from Belmont

Does Need for *Help Dealing with Harassment at School* vary with Age? **Yes.**

- Among respondents who are under 18 years, a significantly larger proportion (75%) report having sought this service than all other age groups.

Do concerns among respondents who **did not obtain** services they sought vary with Gender? **No.**

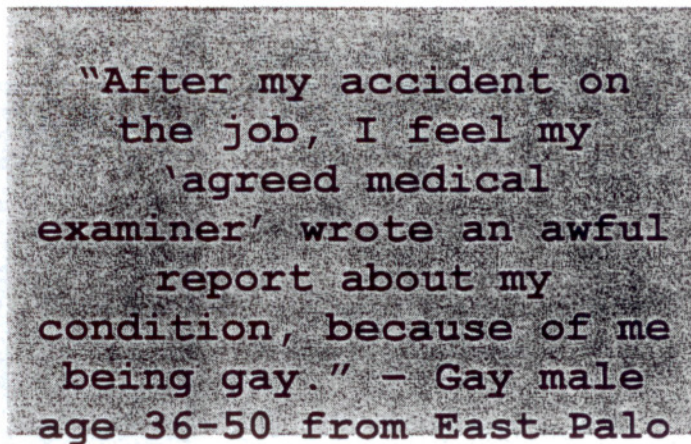
- *Didn't Understand My Needs* was cited by an equal proportion of Female and Male respondents.
- *Didn't Feel Welcome* was cited by an equal proportion of Female and Male respondents.

Did reports of discrimination among respondents who **did not obtain** services they sought vary with Gender? **Yes.** With Ethnicity? **Yes.**

- Gender Identity discrimination was cited by a greater proportion of Female (6%) than Male respondents (1%).
- Ethnicity discrimination was cited by a greater proportion of Asian/Pacific Islander respondents (20%) than of African American/Black (12%) or Hispanic/Latino (7%).

Do concerns among respondents who **did obtain** services they sought vary with Gender?

- **Yes. Not Covered By Insurance** was cited by a larger proportion of Female (9%) than Male (3%) respondents.
- **Yes. Cost Too Much** was cited by a larger proportion of Female (8%) than Male (4%) respondents.
- **No. Didn't Understand My Needs** was cited by an equal proportion of Female and Male respondents.



"After my accident on the job, I feel my 'agreed medical examiner' wrote an awful report about my condition, because of me being gay." - Gay male age 36-50 from East Palo

Did reports of discrimination among respondents who **did obtain** services they sought vary with Gender? **Yes.** With Ethnicity? **Yes.**

- Gender Identity discrimination was cited by a greater proportion of Female (2%) than Male respondents (0%).
- Ethnicity discrimination was cited by a significantly greater proportion of Asian/Pacific Islander (20%) and Hispanic/Latino (7%), than European/White (0%) and African American/Black (0%) respondents. Among respondents with Two or More Ethnicities 14% cited Ethnicity discrimination.

Analysis of Quantitative Data from Written Survey

Parenting

Most LGBTQQ parent respondents are biological parents who live with their children.

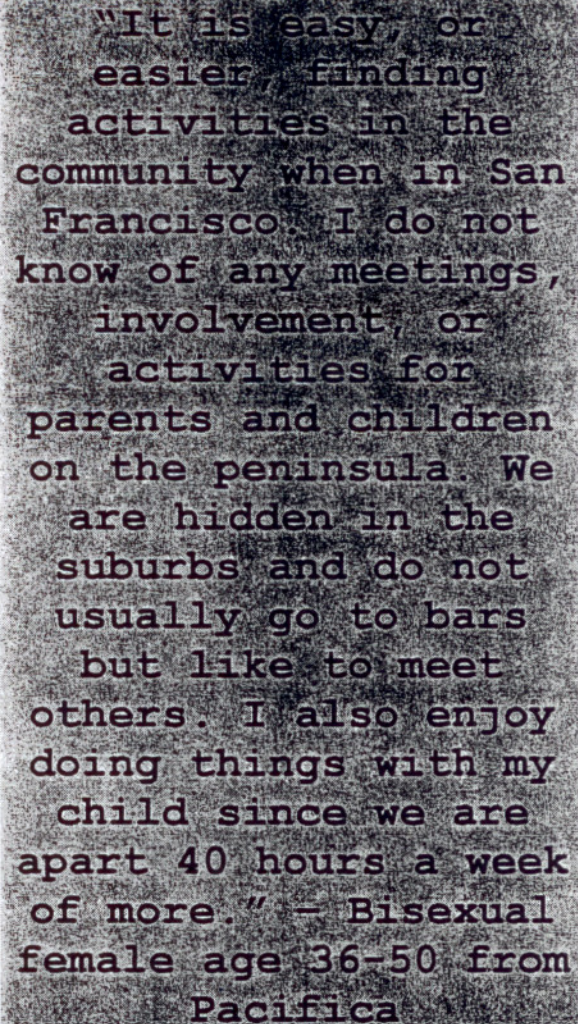
A significant portion of the sample population has sought assistance with child custody issues, which may indicate that LGBTQQ parents have faced opposition to custody of their children. A majority of them were **unable to obtain** child custody assistance.

Relationships

A large majority of the sample population report long-term, monogamous relationships. A relatively small group has legally registered their relationship as a domestic partnership. An approximately equal number of respondents receive domestic partners benefits from an employer.

A clear majority of respondents have had or plan to have a commitment ceremony with a same-gender partner. Since availability of domestic partner registries is limited to a few cities (and not from San Mateo county itself,) the data more likely indicate LGBTQQ partners receive few tangible benefits from domestic partners registration.

A minority of registered domestic partners have already had or plan to have a commitment ceremony with a same-gender partner. Solemnifying ceremonies may substitute for domestic partners registration, which is likely if registration carries no benefits. Focus group data indicate a substantial interest in acquiring for LGBTQQ couples the same legal rights and recognition granted to different-gender couples who solemnify their relationship.



"It is easy, or easier, finding activities in the community when in San Francisco. I do not know of any meetings, involvement, or activities for parents and children on the peninsula. We are hidden in the suburbs and do not usually go to bars but like to meet others. I also enjoy doing things with my child since we are apart 40 hours a week of more." – Bisexual female age 36-50 from Pacifica

Conclusion: *LGBTQQ couples in the sample have had more commitment ceremonies than registered domestic partnerships. Such domestic partnerships are not generally available in San Mateo County and may not carry tangible benefits sufficient to warrant the efforts and liabilities associated with legal registration as domestic partners. In addition to legal and economic recognition of long-term, monogamous same-gender relationships, domestic partner registries and rights may have long-term cultural and social effects commonly preferred by respondents as a means of addressing violence and harassment against LGBTQQ people.*

Sexual and Gender Identity

San Mateo county's LGBTQQ population surveyed report their sexual identity is generally known to close friends and family. A large group is open about their sexual identity to "anyone and everyone." They report that disclosing their sexual identity has been a generally positive experience.

The most common reason cited by LGBTQQ persons whose sexual identity is not generally known to others is fear of discrimination. There are statistical grounds for this fear. A majority of respondents have witnessed and experienced harassment of LGBTQQ people. Large pluralities of these respondents claim at least one incident of harassment in the last six months. A small proportion of respondents have witnessed and experienced violence against LGBTQQ people. **Twenty-three respondents report at least one incident of violence in the last six months.**

Conclusion: *The open attitude among LGBTQQ persons in San Mateo county about their sexual identity is well established by survey and focus groups. The population indicates it expresses openness about sexual identity more in attitude than action, possibly because they must carefully consider the implications of disclosure.*

Services

A large proportion of LGBTQQ people in San Mateo county have sought assistance in understanding development of their own sexual identity and it's impact on personal relationships.

This need appears to be especially acute among young people. At a time in life when roles, identities, and values are questioned, and potentially reformed, young LGBTQQ

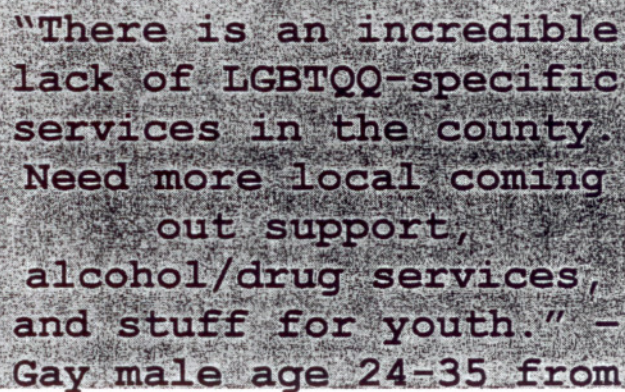
"Ending homophobia and discrimination against the LGBTQQ population should be the number one priority. This can be accomplished through sensitivity programs available to the community, the public education system and laws. Providing positive images of the LGBTQQ population to the community in order to combat the harmful stereotypes which foster homophobia. An LGBTQQ community center would address the issues of the

people often lack support from traditional sources, such as friends, families, and teachers in overcoming challenges to self-acceptance. Too frequently, social institutions are unfriendly, unhelpful, and at worst hostile to young LGBTQQ people.

Services that were sought by respondents center around children and youth seem to be unavailable. For example, large numbers of youth were unable to find *Help Dealing with Harassment at School*, *Help Getting Emergency Housing*, *Help Dealing with Suicidal Feelings*, and *Help Finding/Being a Mentor*. **The data clearly indicate that in addition to services concerning sexual identity and relationships, services for LGBTQQ youth must focus on housing, schooling, and mentoring.**

The other major cluster of services which are unavailable, include addictive behaviors. Respondents needed but could not find, or afford, *Help Coping with Addiction*. Another large group of respondents had unsuccessfully sought *Help Being Treated for HIV and other Sexually Transmitted Diseases*.

One of the biggest concerns cited among those surveyed was **Didn't Understand My Needs**. This indicates that current service providers have not yet become transparent, welcoming, or reconciled to serving LGBTQQ clients. The data indicate subtle markers would be useful in overcoming this problem. LGBTQQ people look for symbols, which indicate gay-acceptance, openly LGBTQQ staff, and



"There is an incredible lack of LGBTQQ-specific services in the county. Need more local coming out support, alcohol/drug services, and stuff for youth." - Gay male age 24-35 from

word-of-mouth referrals from LGBTQQ friends and acquaintances. The data also indicates the need for better training in LGBTQQ issues among service staff.

The factors most important when respondents select service providers are *Reputation for Quality Services*, *Cost/Value*, and *Reputation for Confidentiality*. It appears that socio-economic status as correlated with gender and ethnicity impacts the importance of the selection factors.

A significantly larger proportion of Asian/Pacific Islander and European/White respondents regard *Cost/Value* and *Covered by Insurance* as important factors than do Hispanic/Latino and African American/Black respondents. These factors do not vary in importance by gender.

Reports of gender identity discrimination were disproportionately cited by female respondents. Ethnic identity discrimination was more frequent, and cited by Asian/Pacific Islander, Hispanic/Latino, and respondents claiming Two or More

Ethnicities. No African American/Black or European/White respondents cited ethnic identity discrimination.

Conclusion: San Mateo's LGBTQQ population demonstrates a need for services dealing with the development and understanding sexual identity, and with the impacts of sexual identity on relationships. Services for youth should include harassment at school, emergency housing, and mentoring.

A secondary cluster of services should provide services for addictive behaviors, and treatment for STDs. The frequency of the Didn't Understand My Needs answer indicates that respondents view San Mateo service providers as unskilled and inexperienced in adapting their services to the LGBTQQ population. This is further evidenced by the prevalence of discrimination claims due to sexual identity.

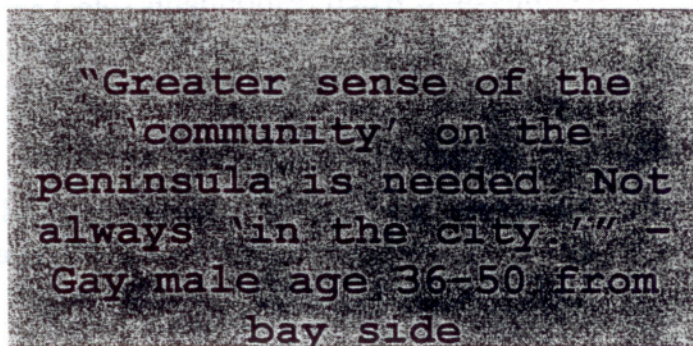
Overview of Qualitative Data from Focus Groups

Methodology

Participants were recruited through public relations, media exposure, website, community kickoff event, outreach in public accommodations, and personal outreach. Participants were offered refreshments in exchange for their participation, but no other remuneration. Two of the focus groups had reserved childcare available. Although attempts were made to provide groups in other than English, all focus groups were conducted in English by a professional facilitator and notetaker.

Summary

- 5 focus groups attended by an average of 8 participants each, including youth, parents, and seniors
- 22 females attended
- 19 males attended
- 11 youth attended
- In 3 areas of San Mateo county



"Greater sense of the 'community' on the peninsula is needed. Not always 'in the city.'" - Gay male age 36-50 from bay side

Focus group 1 – South area

- 6 females under 18
- 5 males under 18

Focus group 2 – Central area

- 5 male adults
- 2 female adults
- Includes parents
- Includes seniors

Focus group 3 – Central area

- 3 male adults
- 3 female adults
- Includes parents

Focus group 4 – North area

- 3 female adults
- 1 male adult
- Includes parent

Focus group 5 – Coastal area

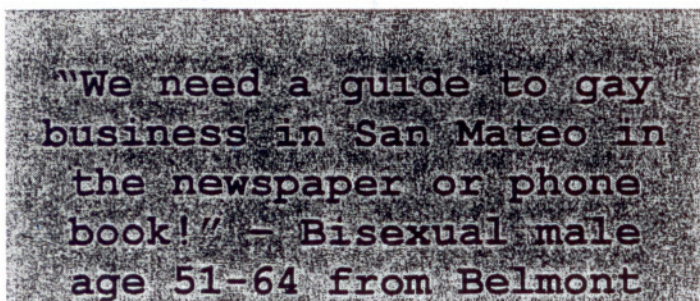
- 8 female adults
- 5 male adults
- Includes parent

Issues and Challenges Identified in Focus Groups

Proximity to San Francisco and San José

- Population often travels away from home for services but would prefer to remain closer to home.
- Possible disincentive to develop new San Mateo-based community and services if they are available elsewhere in the region.
- Start-up LGBTQQ services in San Mateo face initial costs and challenges that may crowd them out in favor of established providers.
- Most LGBTQQ residents indicate that they choose to live in San Mateo, like living in San Mateo, and are not refugees who want to recreate the environments they left behind.
- It is hard to focus just on San Mateo County when the population is highly mobile and regional in outlook.

Population faces similar issues as all suburbanites

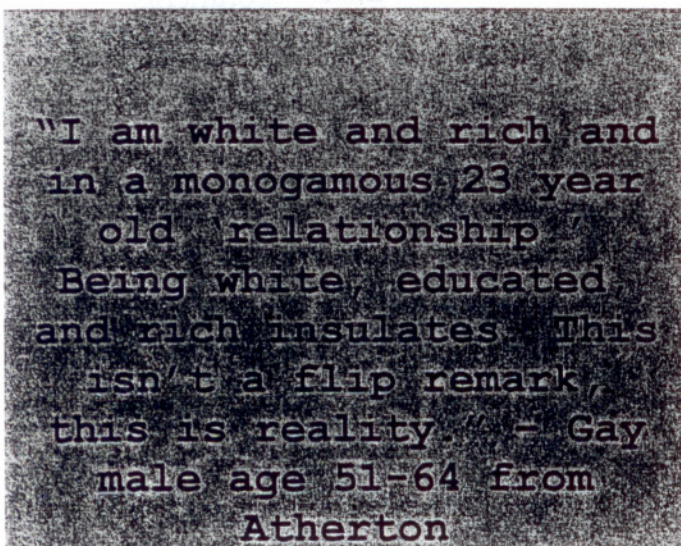


- Suburban population is less dense, more dispersed, and therefore more prone to isolation and alienation, exacerbating issues already prevalent among LGBTQQ population in general.

- LGBTQQ lifestyle not generally associated with suburbs, so there is self-censorship in an attempt to "be suburban" rather than "be gay."
- LGBTQQ suburbanites less likely to see others like themselves because the LGBTQQ community is less organized, vocal, and visible.
- Population is generally focused on work and family without a lot of time for community pursuits.
- The suburban culture values conformity that diminishes the interest and ability of LGBTQQ residents to seek visibility.

Low community visibility

- Organic growth of community is unlikely where there are a small number of residents consciously seeking to build one.
- LGBTQQ residents of San Mateo County in general don't seek visibility.
- Low visibility creates the inaccurate perception that there are fewer LGBTQQ residents than there actually are.
- Low visibility and low perceived prevalence in San Mateo County diffuses political power and the ability to influence public policies.
- Low visibility is correlated with a lack of organizing and communicating capability, which is now conducted mostly by word-of-mouth.
- The LGBTQQ community is a personal one, built among individuals who are personal acquaintances.
- In the absence of other common interests, sexual identity is generally insufficient as an organizing element.



Specific examples cited by focus group participants:

- Gym that did not allow gay partners to purchase a discounted family membership, because the policy is that only legally married persons may have one. The gym will accept registered domestic partners as family memberships but the county and most cities do not register domestic partners.
- Kaiser Permanente does not allow

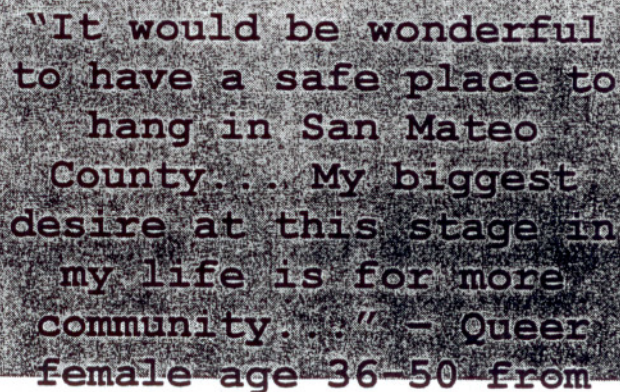
members to interview health care providers to assure they are gay-friendly.

- Bars were formerly gathering places, but they have closed.
- Forms that ask for "husband" and "wife" instead of "spouse" or "partner".
- Have to explain to teachers that "Timmy has two dads" so celebrating Mother's Day presents unique challenges for that teacher and that family.
- Accountant does not address a couple's financial needs because he accepts the needs of only one partner and refuses to acknowledge the couple's combined financial interests.
- Stanford Women's Basketball is an unannounced, unacknowledged, but widely known gathering for lesbian women.
- Gynecologist that does not understand unique lesbian health needs. Doesn't understand why contraceptive services are inappropriate.
- LGBTQQ people self-censor themselves in accordance with widely accepted social myths about gay people, such as avoiding using the shower at the gym if kids are around, or not allowing neighborhood kids to enter the house alone.
- Hiring and promotions at work are put at risk by being out, despite legal protections against workplace discrimination.

Analysis of Qualitative Data from Focus Groups

How can we best reach out to San Mateo's LGBTQQ community?

- It is difficult to perform outreach to the LGBTQQ population in San Mateo county because the population relies on personal communication, word-of-mouth, and intimate networks rather than mass media. Some LGBTQQ-oriented mass media are present, but based outside San Mateo county.



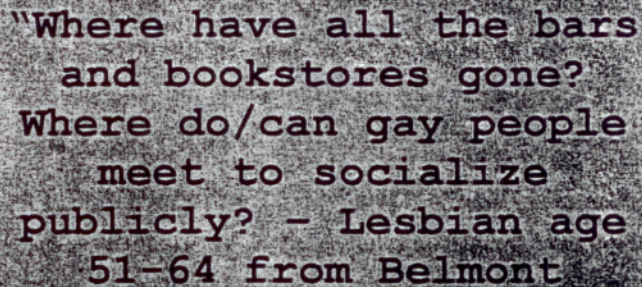
"It would be wonderful to have a safe place to hang in San Mateo County... My biggest desire at this stage in my life is for more community..." - Queer female age 36-50 from

- Internet-based communication such as websites, chat rooms, email, bulletin boards, and list serves have high potential for secure, anonymous, and broad-based outreach to the LGBTQQ community. Several LGBTQQ-oriented interest groups communicate regularly with an established membership through an email or mail list. Some operate well-know websites.

- There are no well-known, secure, and universally accepted physical sites where outreach to San Mateo's LGBTQQ population is currently taking place. Gay Skate Night at San Mateo's Rolladium skating rink is cited often. Lavender Dragon bookstore, although located outside San Mateo county was cited frequently.

What assets and resources do you see in San Mateo's LGBTQQ community?

- LGBTQQ population in San Mateo county does not demonstrate the cohesion, organization, and collective spirit of a defined "community." LGBTQQ people in San Mateo county tend to be isolated from one another. LGBTQQ people in San Mateo are as demographically, socially, and economically as diverse as the general population.
- LGBTQQ people consistently demonstrate a desire for greater community and normalized perceptions among "straight" society. Common needs are typically defined by the hostility, oppression, and discrimination visited upon them. There are significant parallels to the status of other marginalized groups, such as racial minorities, immigrants/refugees, and non-English speaking persons.
- LGBTQQ assets and resources are individual and personal, not communal. They extend to family, friends, and members of their personal network, but not to a broader notion of LGBTQQ community. The most visible aspect of LGBTQQ community is found in those faith-based organizations that are welcoming, accepting, and conciliatory towards LGBTQQ people.



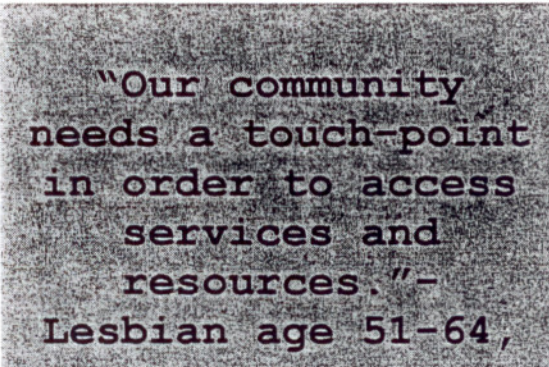
**"Where have all the bars
and bookstores gone?
Where do/can gay people
meet to socialize
publicly? - Lesbian age
51-64 from Belmont**

What services, supports, and opportunities are needed by those in this focus group and by San Mateo's LGBTQQ community in general?

- Public and community education about LGBTQQ culture to promote awareness and acceptance. A shift of broad social attitudes away from hostility, ignorance, suspicion, and alienation towards a more normalized perception of LGBTQQ individuals.
- LGBTQQ people rely on subtle signals to identify each other and identify gay-friendly institutions. However, LGBTQQ people want to feel confident about being

visible, which requires more open and assertive support from other LGBTQQ people as well as gay-friendly straight people. This would be the most important aspect of a public education curriculum.

- LGBTQQ youth need education for self-awareness, positive role models, and guidance in becoming healthy adults. LGBTQQ visibility is promoted when LGBTQQ people, particularly youth, feel safe to be open and honest about their sexuality. Services for LGBTQQ youth must prioritize emergency shelter.
- LGBTQQ people need a physical place where they feel safe, can make personal connections, exchange information, and be open and relaxed in an accepting atmosphere. This does not need to be an exclusive LGBTQQ-only location, but should be defined by a regular schedule without advance reservation or enrollment. LGBTQQ people need a place they know will take on a "gay flavor" with significant attendance on a regular, rotating basis, such as Gay Skate Night.



**"Our community
needs a touch-point
in order to access
services and
resources." -
Lesbian age 51-64,**

What services, supports, and opportunities are needed to overcome harassment and violence against LGBTQQ people?

- Violence and harassment and the fear of violence and harassment are prevalent among LGBTQQ people. Anti-gay behavior should be prevented rather than resolved through interventions. Prevention is accomplished through education and exposure, particularly among young people and those dealing with young people, such as school personnel, medical professionals, and law enforcement officials.
- Violence and harassment must be clearly and firmly punished to demonstrate that it is not socially acceptable. Interventions must be public in order to create voluntary habits of compliance which place anti-gay violence and harassment outside the bounds of socially acceptable behavior.
- Violence and harassment can be combated through the normalization of LGBTQQ images in mass media. Depictions of anti-gay violence and harassment must portray this behavior as de-legitimized.
- LGBTQQ people need to exert greater influence and political power over local institutions such as the educational system, justice system, and media in order to combat violence and harassment.

What are the factors, which influence your attraction, comfort, and convenience in selecting service providers?

- Atmosphere that is open and accepting of LGBTQQ people.
- Staff that are visibly and openly LGBTQQ.
- Referrals from other LGBTQQ people.

"We are in desperate need of educating children K-12 about gay and lesbian families and issues..sort of like Community United Against Violence does in San Francisco. We need a county-wide curriculum for schools like what San Francisco Unified School District has. Much discrimination, harassment, and violence against gay and lesbian teachers and students occurs in San Mateo

Appendix

Resource Listing

Resources Cited as Positive by Survey Respondents

Help becoming an adoptive or foster parent?

- Adopt International
- Children's Home Society
- Lyon-Martin Clinic
- Private attorneys
- County family and children's services (various counties)

Help becoming a biological parent?

- Children's Home Society
- Lyon-Martin Clinic
- Kaiser Permanente
- Pacific Reproductive Services
- TSB (Oakland)
- University of California San Francisco
- Planned Parenthood
- Private medical practitioners

Help parenting?

- Golden Gate Regional Center
- Jewish Family & Children's Services
- Lyon-Martin Clinic
- Pacifica Child Care
- Tough Love
- Stanford Health Center
- Other parents and friends
- Books
- Counselors

Help with child custody issues?

- County child support enforcement
- Family court
- Private attorney

Help with legal issues of divorce and separation?

- Private attorney
- Friends

Help caring for an aging parent?

- Alzheimer's Association
- Kaiser Permanente
- County human services
- Family members
- Friends

Help learning about your own sexual identity? Help coming out?

- PFLAG
- Catholic Charities
- LYRIC
- Stanford Gay Student Union
- Books
- Friends
- Teachers
- Lesbian and gay community center
- Coming out support groups
- School counselor
- Private therapists

Help securing domestic partners benefits?

- State of California
- PFLAG
- Human Rights Commission
- Union
- Employer (personnel, human resources)
- Private attorneys

Help opposing discrimination against yourself?

- Community United Against Violence
- Congressional representative
- Friends
- Employer
- Private attorney

Help transgenering?

- Gay/Straight Alliance Network
- Friends
- Private therapists

Help finding a healthy relationship?

- Radiant Light Ministries and faith community
- Sexual Identity Forum
- Classified ads
- Private therapists
- Dating services
- Friends
- Support groups

Help dealing with an unhealthy relationship?

- Alcoholics Anonymous
- Kaiser Permanente
- Private therapists
- Friends
- Family court
- Books

Help coping with the death of someone close?

- Jewish Family & Children's Services
- Seton Medical Center
- San Mateo County AIDS Program
- Pastoral and clerical sources
- Private therapists
- Friends
- Support groups

Help finding opportunities to make community?

- AIDS Ride
- New Bridges Jewish Community Center
- *Bay Times* newspaper and other publications
- Radiant Light Ministries and faith community
- Rainbow Women Coastside
- COLAGE
- PFLAG
- Foster City Recreation Center
- LYRIC
- Stanford Gay & Lesbian Alumni Society
- San Francisco
- Baylands
- Basketball league
- Friends
- Internet

Help finding opportunities to have fun?

- AIDS Ride
- New Bridges Jewish Community Center
- Bay Area Career Women
- *Bay Times* newspaper and other publications
- Radiant Light Ministries and faith community
- COLAGE
- Stanford Gay & Lesbian Alumni Society
- Rainbow Women Coastside
- Classified ads
- San Francisco
- Friends
- Bars
- Internet

Help getting medical care?

- Gay & Lesbian Medical Association
- Kaiser Permanente
- Insurance company
- Friends
- Public health clinic
- Private doctor

Help getting dental care?

- Insurance company
- Private dentist
- Employer

Help getting mental health care?

- Friends
- Gay newspaper
- Jewish Family & Children's Services
- Private therapist
- Youth & Family Advocates
- Lavender Pages

Help coping with gambling or eating disorders?

- Jenny Craig
- Overeaters Anonymous
- Weight Watchers
- 12-Step Groups
- Private dietician

Help coping with alcohol or drug addiction?

- Alcoholics Anonymous
- Narcotics Anonymous
- Private therapists
- Acupuncture

Help coping with sex addiction?

- SLAA

Help being screened for HIV and other STDs?

- Kaiser Permanente
- Lyon-Martin Clinic
- Planned Parenthood
- San Mateo County AIDS Program
- Public health clinic
- Private doctor

Help being treated for HIV or other STDs?

- Public health clinic
- Private doctor

Help dealing with feelings of social isolation?

- YMCA Gay & Lesbian Teen Intervention Program
- Sexual Identity Forum
- Rainbow Women Coastside
- COLAGE
- Classified ads
- Internet
- Private therapists
- Employee assistance program
- Friends
- Faith community

Help meeting other LGBTQQ parents?

- Our Family
- All Our Families
- Alternative Family Group
- Baylands
- *Bay Times* newspaper
- COLAGE
- Lesbian & Gay Parenting Association
- PFLAG
- Internet
- Friends

Help dealing with suicidal feelings?

- YMCA Gay & Lesbian Teen Intervention Program
- 12-Step programs
- Private therapists

Help dealing with issues of estate planning?

- Horizons Foundation
- Accountant and other financial professionals
- Friends
- Private attorney
- Books

Help finding/being a mentor or role model?

- Radiant Light Ministries and faith community
- YMCA
- Stanford Lesbian & Gay Community Center
- COLAGE

Help getting spiritual guidance?

- Alcoholics Anonymous
- Radiant Light Ministries
- Metropolitan Community Church
- Unitarian Universalist Fellowship
- San Francisco Zen Center
- United Church of Christ San Mateo
- PFLAG
- Lavender Pages
- Faith community and clergy
- Guru
- Friends

Help being politically active?

- ACT-UP
- Human Rights Commission
- National Gay & Lesbian Task Force
- National Organization for Women
- Internet
- Friends

Help getting emergency housing?

- Friends
- Public housing authority

Help dealing with harassment at school?

- Argon

Question-by-Question Survey Results

01 Which town do you live in?

	# Responses	% Responses
Atherton (94027)	3	1%
Belmont (94002)	21	7%
Brisbane (94005)	7	2%
Burlingame (94010)	11	4%
Colma (94014)	2	1%
Daly City (94015)	9	3%
East Palo Alto (94303)	4	1%
Foster City (94004)	7	2%
Half Moon Bay (94019)	19	6%
Hillsborough (94010)	2	1%
Menlo Park (94025)	28	9%
Millbrae (94030)	5	2%
Pacifica (94044)	36	12%
Portola Valley (94028)	8	3%
Redwood City (94063)	32	10%
San Bruno (94066)	15	5%
San Carlos (94070)	20	7%
San Mateo (94403)	31	10%
S. San Francisco (94080)	12	4%
Woodside (94062)	6	2%
Other-Ocean	24	8%
Other-Bay	5	2%
Total # of Responses	307	100%

02 What is your gender identity?

	# Responses	% Responses
Female	184	61%
Male	114	38%
MTF	2	1%
No Answer	4	1%
Total # of Responses	304	100%

03 What is your sexual identity?

	# Responses	% Responses
Homosexual	211	69%
Heterosexual	42	14%
Bisexual	25	8%
Queer	19	6%
No Answer	7	2%
Total # of Responses	304	100%

04 What is your age?

	# Responses	% Responses
Under 18	8	3%
19-23	8	3%
24-35	44	14%
36-50	144	47%
51-64	72	23%
65+	31	10%
Total # of Responses	307	100%

05 What is your ethnicity?

	# Responses	% Responses
African American/Black	7	2%
Hispanic/Latino	14	5%
Asian/Pacific Islander	17	6%
European/White	249	81%
Other Ethnicity	4	1%
Two or More Ethnicities	12	4%
No Answer	4	1%
Total # of Responses	307	100%

06 Is English your preferred language?

	# Responses	% Responses
Yes	301	98%
No	5	2%
Total # of Responses	306	100%

07 If NO, which is your preferred language?

	# Responses	% Responses
Spanish	2	40%
Cantonese	1	20%
Tagalog	1	20%
Other Language	1	20%
Total # of Responses	5	100%

08 What kind of housing do you have?

	# Responses	% Responses
You/Your Parents Rent	70	25%
You/Your Parents Own	194	69%
Public, Subsidized Housing	3	1%
Friend/Relative Housing	12	4%
No Answer	2	1%
Total # of Responses	281	100%

09 What kind of employment status do you normally have?

	# Responses	% Responses
Full Time	204	66%
Part Time	40	13%
Student	12	4%
Retired	41	13%
Disabled	11	4%
Unemployed/No Answer	3	1%
Total # of Responses	311	100%

10 Are you a parent?

	# Responses	% Responses
Yes	102	33%
No	203	67%
Total # of Responses	305	100%

11 If YES, what kind of parent?

	# Responses	% Responses
Biological	73	71%
Adoptive	25	24%
Foster	3	3%
Legal Guardian	2	2%
Total # of Responses	103	100%

12 If YES, do you live with your children now?

	# Responses	% Responses
Yes	63	63%
No	37	37%
Total # of Responses	100	100%

13 Do you live with children who are not biologically/legally related to you?

	# Responses	% Responses
Yes	16	5%
No	280	95%
Total # of Responses	296	100%

14 Do you parent children who are biologically/legally your relationship partner's?

	# Responses	% Responses
Yes	38	13%
No	258	87%
Total # of Responses	296	100%

15 Have you legally adopted children who are biologically/legally your relationship partner's?

	# Responses	% Responses
Yes	15	5%
No	282	95%
Total # of Responses	297	100%

16 If you live with children do they get regular children care outside your home?

	# Responses	% Responses
Yes	27	14%
No	165	86%
Total # of Responses	192	100%

17 If YES, how many hours do they get child care on average each week?

	# Responses	% Responses
0-4	3	12%
5-8	7	27%
9-20	4	15%
21-40	10	38%
41+	2	8%
Total # of Responses	26	100%

18 If YES, are they school age?

	# Responses	% Responses
Yes	14	54%
No	12	46%
Total # of Responses	26	100%

19 Do you live with your parents?

	# Responses	% Responses
Yes	20	8%
No	242	92%
Total # of Responses	262	100%

20 Have you ever been sexually active?

	# Responses	% Responses
Yes	299	98%
No	5	2%
Total # of Responses	304	100%

21 Do you have a relationship now?

	# Responses	% Responses
Yes	228	76%
No	73	24%
Total # of Responses	301	100%

22 If YES is your relationship monogamous?

	# Responses	% Responses
Yes	197	87%
No	30	13%
Total # of Responses	227	100%

23 If YES how long have you had this relationship?

	# Responses	% Responses
Under 1 year	25	11%
1-2	18	8%
3-5	33	15%
6-10	46	21%
11+	101	45%
Total # of Responses	223	100%

24 If YES is your relationship same-gender?

	# Responses	% Responses
Yes	183	82%
No	40	18%
Total # of Responses	223	100%

25 If YES are you registered domestic partners?

	# Responses	% Responses
Yes	77	37%
No	130	63%
Total # of Responses	207	100%

26 If YES do you receive domestic partners benefits from an employer?

	# Responses	% Responses
Yes	70	39%
No	111	61%
Total # of Responses	181	100%

27 Have you ever been or plan to be legally married to a different-gender partner?

	# Responses	% Responses
Yes	82	28%
No	212	72%
Total # of Responses	294	100%

28 Have you ever had or plan to have a commitment ceremony with a same-gender partner?

	# Responses	% Responses
Yes	161	56%
No	128	44%
Total # of Responses	289	100%

29 Do you question your own gender identity?

	# Responses	% Responses
Yes	8	3%
No	296	97%
Total # of Responses	304	100%

30 Do you question your own sexual identity?

	# Responses	% Responses
Yes	16	5%
No	287	95%
Total # of Responses	303	100%

31 Is your sexual identity generally known to others?

	# Responses	% Responses
Yes	283	94%
No	18	6%
Total # of Responses	301	100%

32 If YES how old were you when you claimed your sexual identity?

	# Responses	% Responses
Under 10 years	14	5%
11-17	50	18%
18-24	120	43%
25+	91	33%
No Answer	5	2%
Total # of Responses	280	100%

33 If YES whom have you told about your sexual identity?

	# Responses	% Responses
Parents	45	9%
Children	14	3%
Siblings	38	7%
Other Family	31	6%
Friends	58	11%
People you work with	40	8%
People you work for	27	5%
Neighbors	23	4%
Teachers	14	3%
Anyone and everyone	224	44%
Total # of Responses	514	100%

34 If YES how much has disclosing your sexual identity impacted your relationships?

	# Responses	% Responses
1-Negatively	11	4%
2	19	7%
3-Not at All	85	32%
4	39	15%
5-Positively	112	42%
Total # of Responses	266	100%

35 If NO why have you not disclosed your sexual identity to others?

	# Responses	% Responses
Not Important	11	14%
Assume People Can Tell	5	6%
People Never Ask Me	10	13%
Embarrassment or Discomfort	11	14%
Concerned About Discrimination	15	19%
Concerned Family, Friends Will Find Out	7	9%
Concerned About Losing My Job	4	5%
Concerned About Violence	10	13%
No Answer	5	6%
Total # of Responses	78	100%

36 How important is it for YOU to disclose your sexual identity to others?

	# Responses	% Responses
1-Not Important At All	58	20%
2	23	8%
3	71	24%
4	69	23%
5-Very Important	74	25%
Total # of Responses	295	100%

37 Have you ever experienced harassment of LGBTQQ people?

	# Responses	% Responses
Yes	169	58%
No	124	42%
Total # of Responses	293	100%

38 If YES in the last six months how often?

	# Responses	% Responses
0	98	60%
1	34	21%
2	14	9%
3+	17	10%
Total # of Responses	163	100%

39 Have you ever witnessed harassment of LGBTQQ people?

	# Responses	% Responses
Yes	193	66%
No	101	34%
Total # of Responses	294	100%

40 If YES in the last six months how often?

	# Responses	% Responses
0	94	51%
1	46	25%
2	23	13%
3+	21	11%
Total # of Responses	184	100%

41 Have you ever experienced violence against LGBTQQ people?

	# Responses	% Responses
Yes	57	19%
No	243	81%
Total # of Responses	300	100%

42 If YES in the last six months how often?

	# Responses	% Responses
0	45	83%
1	6	11%
2	1	2%
3+	2	4%
Total # of Responses	54	100%

43 Have you ever witnessed violence against LGBTQQ people?

	# Responses	% Responses
Yes	72	24%
No	228	76%
Total # of Responses	300	100%

44 If YES in the last six months how often?

	# Responses	% Responses
0	53	79%
1	8	12%
2	1	1%
3+	5	7%
Total # of Responses	67	100%

45 Have YOU ever harassed or committed violence against LGBTQQ people?

	# Responses	% Responses
Yes	5	2%
No	293	98%
Total # of Responses	298	100%

46 If YES in the last six months how often?

	# Responses	% Responses
0	5	100%
Total # of Responses	5	100%

47 Obtain help becoming an adoptive or foster parent?

	# Responses	% Responses
Yes	42	51%
No	41	49%
Total # of Responses	83	100%

48 Obtain help becoming a biological parent?

	# Responses	% Responses
Yes	40	51%
No	39	49%
Total # of Responses	79	100%

49 Obtain help parenting?

	# Responses	% Responses
Yes	48	59%
No	33	41%
Total # of Responses	81	100%

50 Obtain help coping with child custody issues?

	# Responses	% Responses
Yes	29	46%
No	34	54%
Total # of Responses	63	100%

51 Obtain help with legal issues of divorce or separation?

	# Responses	% Responses
Yes	49	58%
No	35	42%
Total # of Responses	84	100%

52 Obtain help caring for an aging parent?

	# Responses	% Responses
Yes	52	57%
No	40	43%
Total # of Responses	92	100%

53 Obtain help with learning about your own sexual identity?

	# Responses	% Responses
Yes	105	77%
No	32	23%
Total # of Responses	137	100%

54 Obtain help with coming out?

	# Responses	% Responses
Yes	98	73%
No	37	27%
Total # of Responses	135	100%

55 Obtain help with securing domestic partner benefits?

	# Responses	% Responses
Yes	64	64%
No	36	36%
Total # of Responses	100	100%

56 Obtain help with opposing discrimination against yourself?

	# Responses	% Responses
Yes	41	52%
No	38	48%
Total # of Responses	79	100%

57 Obtain help with transgendering?

	# Responses	% Responses
Yes	5	11%
No	40	89%
Total # of Responses	45	100%

58 Obtain help with finding a healthy relationship?

	# Responses	% Responses
Yes	93	74%
No	33	26%
Total # of Responses	126	100%

59 Obtain help with dealing with an unhealthy relationship?

	# Responses	% Responses
Yes	123	83%
No	26	17%
Total # of Responses	149	100%

60 Obtain help coping with the death of someone close?

	# Responses	% Responses
Yes	90	73%
No	33	27%
Total # of Responses	123	100%

61 Obtain help with finding opportunities to make community?

	# Responses	% Responses
Yes	104	78%
No	29	22%
Total # of Responses	133	100%

62 Obtain help with finding opportunities to have fun?

	# Responses	% Responses
Yes	101	77%
No	31	23%
Total # of Responses	132	100%

63 Obtain help getting medical care?

	# Responses	% Responses
Yes	49	59%
No	34	41%
Total # of Responses	83	100%

64 Obtain help getting dental care?

	# Responses	% Responses
Yes	39	51%
No	37	49%
Total # of Responses	76	100%

65 Obtain help getting mental health care?

	# Responses	% Responses
Yes	50	59%
No	35	41%
Total # of Responses	85	100%

66 Obtain help coping with gambling or eating disorders?

	# Responses	% Responses
Yes	13	25%
No	40	75%
Total # of Responses	53	100%

67 Obtain help coping with alcohol or drug addiction?

	# Responses	% Responses
Yes	31	46%
No	37	54%
Total # of Responses	68	100%

68 Obtain help coping with sex addiction?

	# Responses	% Responses
Yes	4	9%
No	41	91%
Total # of Responses	45	100%

69 Obtain help being screened for HIV or other STDs?

	# Responses	% Responses
Yes	79	72%
No	30	28%
Total # of Responses	109	100%

70 Obtain help being treated for HIV or other STDs?

	# Responses	% Responses
Yes	16	29%
No	39	71%
Total # of Responses	55	100%

71 Obtain help dealing with feelings of social isolation?

	# Responses	% Responses
Yes	59	64%
No	33	36%
Total # of Responses	92	100%

72 Obtain help meeting other LGBTQQ parents?

	# Responses	% Responses
Yes	41	55%
No	34	45%
Total # of Responses	75	100%

73 Obtain help dealing with suicidal feelings?

	# Responses	% Responses
Yes	34	44%
No	43	56%
Total # of Responses	77	100%

74 Obtain help dealing with issues of estate planning?

	# Responses	% Responses
Yes	101	78%
No	28	22%
Total # of Responses	129	100%

75 Obtain help finding/being a mentor or role model?

	# Responses	% Responses
Yes	31	41%
No	44	59%
Total # of Responses	75	100%

76 Obtain help getting spiritual guidance?

	# Responses	% Responses
Yes	63	64%
No	35	36%
Total # of Responses	98	100%

77 Obtain help being politically active?

	# Responses	% Responses
Yes	42	54%
No	36	46%
Total # of Responses	78	100%

78 Obtain help getting emergency housing?

	# Responses	% Responses
Yes	6	13%
No	40	87%
Total # of Responses	46	100%

79 Obtain help dealing with harassment at school?

	# Responses	% Responses
Yes	14	24%
No	45	76%
Total # of Responses	59	100%

80 For the help you needed and DID NOT get did you experience any of the following?

	# Responses	% Responses
Could Not Find Child Care	4	2%
Not Covered by Insurance	30	13%
Cost Too Much	25	11%
Waiting List Too Long	3	1%
Could Not Find Transportation	1	0%
Schedule Conflicts	13	6%
Got Treated Badly	21	9%
Concerned About Lack of Privacy	26	11%
Didn't Feel Welcome	37	16%
Didn't Understand My Needs	39	17%
No Answer	29	13%
Total # of Responses	228	100%

81 Do you think you experienced discrimination based on?

	# Responses	% Responses
Sexual Identity	55	44%
Gender Identity	13	10%
Race/Ethnicity	8	6%
Not Discrimination	49	39%
Total # of Responses	125	100%

82 For the help you needed and DID get did you experience any of the following?

	# Responses	% Responses
Could Not Find Child Care	3	2%
Not Covered by Insurance	28	16%
Cost Too Much	25	14%
Waiting List Too Long	4	2%
Could Not Find Transportation	3	2%
Schedule Conflicts	11	6%
Didn't Speak My Language	1	1%
Got Treated Badly	10	6%
Concerned About Lack of Privacy	18	10%
Didn't Feel Welcome	12	7%
Didn't Understand My Needs	25	14%
No Answer	34	20%
Total # of Responses	174	100%

83 Do you think you experienced discrimination based on...

	# Responses	% Responses
Sexual Identity	30	31%
Gender Identity	4	4%
Race/Ethnicity	7	7%
Not Discrimination	55	57%
Total # of Responses	96	100%

84 Reputation for quality services?

	# Responses	% Responses
1-Not Important At All	1	0%
2	0	0%
3	4	2%
4	35	14%
5-Very Important	215	84%
Total # of Responses	255	100%

85 Cost/value?

	# Responses	% Responses
1-Not Important At All	4	2%
2	5	2%
3	30	12%
4	85	34%
5-Very Important	128	51%
Total # of Responses	252	100%

86 Covered by insurance?

	# Responses	% Responses
1-Not Important At All	6	2%
2	10	4%
3	53	21%
4	84	34%
5-Very Important	95	38%
Total # of Responses	248	100%

87 Location is easy to get to?

	# Responses	% Responses
1-Not Important At All	7	3%
2	10	4%
3	71	28%
4	83	33%
5-Very Important	79	32%
Total # of Responses	250	100%

88 Provides childcare?

	# Responses	% Responses
1-Not Important At All	168	74%
2	22	10%
3	11	5%
4	12	5%
5-Very Important	14	6%
Total # of Responses	227	100%

89 Reputation for serving LGBTQQ people?

	# Responses	% Responses
1-Not Important At All	19	8%
2	9	4%
3	46	19%
4	77	31%
5-Very Important	95	39%
Total # of Responses	246	100%

90 Reputation for sensitivity to LGBTQQ people?

	# Responses	% Responses
1-Not Important At All	13	5%
2	6	2%
3	32	13%
4	78	31%
5-Very Important	120	48%
Total # of Responses	249	100%

91 Reputation for services in my preferred language?

	# Responses	% Responses
1-Not Important At All	80	34%
2	10	4%
3	33	14%
4	36	16%
5-Very Important	73	31%
Total # of Responses	232	100%

92 Reputation for serving people of my ethnicity?

	# Responses	% Responses
1-Not Important At All	116	50%
2	24	10%
3	42	18%
4	27	12%
5-Very Important	21	9%
Total # of Responses	230	100%

93 Recommendation of family or friends?

	# Responses	% Responses
1-Not Important At All	19	8%
2	13	5%
3	58	23%
4	85	34%
5-Very Important	72	29%
Total # of Responses	247	100%

94 Reputation for confidentiality?

	# Responses	% Responses
1-Not Important At All	6	2%
2	7	3%
3	43	17%
4	66	27%
5-Very Important	126	51%
Total # of Responses	248	100%

95 Availability of LGBTQQ staff?

	# Responses	% Responses
1-Not Important At All	33	14%
2	23	10%
3	67	28%
4	61	26%
5-Very Important	55	23%
Total # of Responses	239	100%

Press Clippings

Electronic

- Interview with Catherine Barber, Special Report by Christine Chow, Bay TV, 6/30/2000
- Interview with Dan Neumann and David Richardson, KSJO-FM, KFOX-FM, San José, 8/30/2000
- Interview with Dan Neumann and David Richardson, KNTV-TV 11, San José, KBWB-TV 20, San Francisco, 9/3/2000
- Interview with Alan Fox, KQED-FM, San Francisco, 9/6/2000

Print

- "Efforts Aim at Services for Gays, Lesbians", *San José Mercury News*, 7/7/2000
- "Out on the Peninsula, San Mateo County Survey Will Try to Determine Needs of Gay, Lesbian", *San Francisco Chronicle*, 7/21/2000
- "Group Analyzes County's Services for Gays", *San Mateo County Times*, 8/3/2000
- "Gays to Assess Needs in San Mateo County", *San José Mercury News*, 9/4/2000
- "Rainbow Community Assessment Helps Coming Out", *The Independent*, 9/2/2000