



LGBTQ+ SOUTH SIDE  
**NEEDS ASSESSMENT**

BY PRIDE ACTION TANK

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**FINAL REPORT**

JUNE 2021



# ACKNOWLEDGMENTS



## ABOUT

Pride Action Tank (PAT) is a project incubator and think tank focused on action that leads to improved outcomes and opportunities for LGBTQ+ communities in the Midwest through a collaborative process of inquiry, advocacy and action. Launched in October 2015, PAT's work focuses on six overlapping issue areas: aging, financial security, health, housing, safety, and youth.

PAT brings together and supports the work of subject matter experts as well as people directly impacted by challenges facing people within LGBTQ+ communities, especially those with multiple marginalized identities, to envision and realize both practical and longer-term policy solutions. Moreover, PAT fuels collaborations among organizations, departments, experts, policymakers and community members to fill in gaps and ensure better support for all people in LGBTQ+ communities.

## ACTION

- Spurring and supporting concrete steps towards addressing our communities' most pressing challenges.
- Supporting the capacity, cultural competency and issue fluency of all organizations serving LGBTQ+ individuals.
- Incubating initiatives (large and small) that enhance excellence in the community.
- Providing access to information, research, and knowledge in support of progress for our communities.

## PAT STAFF

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The South Side Needs Assessment (SSNA) was very much a collaborative effort. We wish to thank Howard Brown Health for partnering with us, supporting a community process for developing great questions, promoting participation across LGBTQ+ communities on the South Side and incorporating findings into their decision making. We'd especially like to thank Channyn Lynn Parker and Dr. Maya Green for their insight, time and commitment to this project.

We also thank the SSNA Steering Committee, a group of community leaders who understood the importance of always centering community voice in this project. They met in person only one time before the pandemic required sheltering in place for all but essential workers. They worked through multiple virtual sessions to create meaningful, accessible engagement tools for this project because they wanted to make sure that honest and helpful information was provided for Howard Brown's decision making.

Thank you so much to Nora Bouacha and her team in AFC's Research and Evaluation section for their attention to details and protocols and for shaping our notes and conversations into usable inquiries as well as coaching the Steering Committee and

Pride Action Tank team. Thank you also to our interns for their hard work taking the notes, participating in the brainstorming, scheduling the meetings, creating the PowerPoints and helping with the writing and editing that would lead to this document. And, of course, thank you to AFC's Communications team for their digital communications and design wizardry.

We also want to acknowledge the work of the Morten Group. Their Chicago LGBTQ Community Needs Assessment from 2012 and 2019, were instrumental in determining Pride Action Tank's focus areas and served as a blueprint for the SSNA. In fact, we consider the SSNA to be an extension of their groundbreaking work for the Chicago region.

And last, but certainly not least, thank you to the folks who took the survey, forwarded it, posted it in their newsletters and on their social media and encouraged others to complete it. Thank you also to the community leaders who participated in lengthy one-on-one interviews. All input is vital to this multi-year effort to create a health care facility and LGBTQ+ center that truly encompasses the needs, desires, hopes and dreams of all who are served by it.

# EXECUTIVE SUMMARY



In late 2019, Howard Brown Health partnered with Pride Action Tank to develop and conduct a community input process to inform decision making regarding attributes, programs, services and other concerns for the health care and LGBTQ+-affirming social services facility it will be building on the South Side of Chicago. This multi-phase project was made possible through the combined efforts of State Rep. Lamont Robinson, Governor JB Pritzker, Majority Leader Gregory Harris and other supporters in the Illinois General Assembly.

Pride Action Tank's engagement included: developing and managing a steering committee made up of South Side leaders, leading community engagement and input activities and presenting a report of findings to Howard Brown. All but a few of the meetings and activities associated with this project took place during the COVID-19 pandemic, requiring a shift to online meetings and outreach.

The 15 community members who formed the Steering Committee met five times from mid-February through the end of September to develop and review the online survey and stakeholder interview questions, recommend

**“ THIS IS LONG OVERDUE. BIPOC LGBTQ FOLKS FROM THE WEST AND SOUTH SIDES GET CRIMINALIZED JUST FOR BEING IN SPACES ON THE NORTH SIDE THAT USED TO BE QUEER.”**

stakeholders for interviews, advise on outreach and promote the survey.

The needs assessment took a mixed methods approach. The quantitative portion of the assessment consisted of an online survey, which received responses from 233 community members. Additionally, eight key stakeholder interviews were conducted

with LGBTQ+ organization and community leaders. This report summarizes the data that was collected June 29 – September 15, 2020. The report is divided into the following sections:

- Background – a summary of the project's history.
- South Side Needs Assessment Steering Committee – a discussion of the recruitment and purpose of the Steering Committee and member list.
- Evaluation design and methods – a description of the methodology and assessment design.
- Who took the survey – a summary of demographic information of survey takers.
- Hopes, desires and concerns about the new center – a lengthy discussion of survey and stakeholder interview data about the services and attributes that respondents want to see in the center, level of comfort including LGBTQ in the name of the proposed facility and feelings and concerns about the center and Howard Brown.
- Respondents' thoughts about the South Side and their neighborhoods – a discussion of what respondents reported as strengths of the South Side, their level of satisfaction and feelings of safety in their communities and thoughts about the future.
- Health and services – a summary of health services and needs as well as a peek at how respondents have been impacted by the COVID-19 pandemic.

Takeaways from analysis of the survey and key stakeholder interviews are listed below by section.

## WHO TOOK THE SURVEY

- Most respondents identify their sexual orientation as lesbian/gay/SGL and cisgender.

- The majority of respondents identified their race as African American or Black.
- The majority of respondents were in the 25-45 years of age.
- Slightly more than half of the survey takers indicated that they are able to meet at least most of their needs with their income.
- The vast majority of respondents are paying all of their housing costs.
- Despite the overall financial and housing stability of respondents, those who identify as bisexual and/or transgender, nonbinary or another gender are not faring as well.

## HOPES, DESIRES AND CONCERNS ABOUT THE CENTER

- Many respondents expressed the desire for the center to be a space where they feel safe and welcomed and that is also inclusive of everyone in the community. A variety of programs and activities were suggested but there was an emphasis on mental healthcare to address trauma and PTSD, as well as centering Black leaders and culture in the development of the new center.
- Stakeholders were overall supportive of the center but expressed concerns about community support for an LGBTQ+ center as well as Howard Brown being seen as a North Side organization. However, they were also willing to work with Howard Brown on the development of the center and reported their relationship with Howard Brown as positive. Stakeholders also emphasized the importance of BIPOC leadership.
- Key stakeholders are generally supportive of a LGBTQ center, but are concerned about the details – collaborations, financial sustainability for the new center and existing organizations, etc.
- Howard Brown, while respected, will

be seen as “the enemy” if relationship building, transparency and shared power are not prioritized and demonstrated.

- Centering the cultural heritage of Black and Latinx people on the South Side is very important to stakeholders.
- Stakeholders see an opportunity to create an institution that can bring more visibility to LGBTQ+ people on the South Side and encourage economic development in the neighborhood where the center is located.

## RESPONDENTS’ THOUGHTS ABOUT THE SOUTH SIDE AND THEIR NEIGHBORHOODS

- The majority of respondents expressed general satisfaction with their neighborhood. However, there was an overwhelming dissatisfaction with the number of LGBTQ+ services and programs, suggesting the need for a space dedicated to LGBTQ+ members of the community.
- Respondents take pride in their community members always being there for each other and the rich culture of the South Side, which underscores the importance of including Black culture in the development of the new center as mentioned above.
- Overall, most respondents are very comfortable getting services from or attending programs at a facility with LGBTQ in the name. However, a much lower number of bisexual people feel this way.
- Although most respondents feel their neighborhood is pretty safe, Blacks/ African Americans were least likely to feel this way.
- While most respondents are at least somewhat satisfied with their neighborhood, they are dissatisfied

with the number of LGBTQ+ services or programs in the neighborhood or area where they live.

## HEALTH & SERVICES

- The lack of culturally competent LGBTQ+ services was cited by many respondents as an issue they face when trying to access care. About half of respondents reported needing LGBTQ-specific services, emphasizing the importance of a center focused on LGBTQ+ needs.
- Respondents who identify as queer, bisexual, other sexual orientations, cisgender men and/or nonbinary, transgender and people with other identities are less likely to rate their health as at least good compared to respondents as a whole and other subgroups.
- While LGBTQ-specific services, mental health treatment/counseling, and financial assistance were most often selected as needed during the last 12 months, there are a significant number of services that they did not have the ability to get.
- As expected, the corona virus pandemic has had an impact on respondents. Over 1/3 said their service needs have changed while just under half said their ability to access these services had changed as well.

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# BACKGROUND



Howard Brown Health (HBH) engaged Pride Action Tank (PAT) in late 2019 to conduct phase one of a multi-phase project to build a new health care and social services facility on the South Side with funding secured through the combined efforts of State Rep. Lamont Robinson, Governor JB Pritzker, Majority Leader Gregory Harris and other supporters in the Illinois General Assembly. The \$15 million appropriation to HBH was included in the 2019 Illinois Infrastructure Bill, called Rebuild Illinois. The new facility will include health care and other essential services affirming the lives of LGBTQ+ people and allies. The fifth and final phase of the project, construction and ribbon cutting, is estimated to be achieved within five years from the start of phase one.

PAT's engagement included developing and managing a steering committee of South Side leaders, leading community engagement and input activities and presenting a report of findings to HBH. The data collection activities took place from January – September 2020 and an initial presentation of findings was provided to HBH in late 2020. Due to the global pandemic and the need to shelter in place since mid-March 2020, all but one steering committee meeting took place online as did all other community input activities.

The goals of the South Side Needs Assessment were to:

- Ensure input from hundreds of LGBTQ+ South Side residents, attending to diverse gender, age, income, family composition, ability, race/ethnicity, and sexual orientations identities,
- Identify the service needs of the LGBTQ+ South Side community as well as their preferences to gain access to needed services, and
- Identify ways to strengthen a sense of community among LGBTQ+ South Siders
- Identify the preferred attributes of a community center on the South Side for the LGBTQ+ community.

## SOUTH SIDE NEEDS ASSESSMENT STEERING COMMITTEE

With assistance from Howard Brown Health (HBH) leadership and community partners, Pride Action Tank (PAT) recruited 15 LGBTQ+ leaders for the South Side Needs Assessment Steering Committee (SSNASC). These were all individuals who lived on and/or worked for organizations located on or predominately serving the South Side. Recruitment took place from late-December 2019 until mid-February 2020.

The purpose of the SSNASC was to:

- Help PAT develop pertinent questions and survey promotions strategies,
- Engage LGBTQ+ people who live on the South Side of Chicago to give input on their needs, preferences and ideas to strengthen the LGBTQ+ South Side community, and
- Advise PAT on the summary report of findings.

SSNASC members committed to 4-5 meetings from February through September 2020 to complete their work. The meeting schedule and focus areas for each are listed below. Due to the pandemic, only the February meeting was in person.

**TABLE I. STEERING COMMITTEE MEETING SCHEDULE**

DATE	FOCUS
2/10	PROJECT OVERVIEW, CATEGORIES OF CONCERN, DRAFT QUESTIONS
4/9	REVIEW OF DRAFT SURVEY
5/12	DISCUSSION OF STAKEHOLDERS
7/17	PROJECT UPDATE AND PROMOTION
9/29	DRAFT DATA SHARE AND INPUT

## SOUTH SIDE NEEDS ASSESSMENT STEERING COMMITTEE MEMBERS

- Alonzo Brown, Chicago Black Gay Men's Caucus
- Arick Buckles, Chicago House & Social Services
- Rae Chardonay & Nick Adler, Party Noire
- Will O. Cobbs, Jr., PhD, MPH, AC Research, Inc.
- Ka'Riel Gaiter, Youth Advocate
- Keith R. Green, PhD, MSW, Loyola

- University Chicago
- Roderick K. Hawkins, Northwestern University
- Phoenix Matthews, PhD, University of Illinois at Chicago
- Reyna Ortiz, Two Spirit Trans Activist
- Mario Pierce, EdD, Advocate, House of Balenciaga
- Ann Rowell, Affinity Community Services
- Kelly Suzanne Saulsberry, Chicago Commission on Human Relations
- Rev. Charles M. Straight, Faith United Methodist Church (Dolton)
- LaSaia Wade, Brave Space Alliance
- Megan Wickman, LYTE Collective



# EVALUATION DESIGN & METHODS



## EVALUATION METHODS

This evaluation took a mixed methods approach to assess the needs and opinions of members of Chicago's South Side LGBTQ+ community and other stakeholders. The quantitative portion of the assessment consisted of an online survey, which received responses from 233 community members (Appendix A). Qualtrics, an online survey platform, was used to program the survey and create a link for distribution. Information gained from the surveys included basic demographics, medical, behavioral health, and incarceration history, as well as information on respondent service needs and barriers. Members of the AFC research and evaluation team conducted descriptive and subgroup analyses to determine key trends and summarize findings from the survey. Thematic content analysis was conducted

using open text responses to the quantitative survey. The survey was in the field June 29 – September 7, 2020 and had a completion rate of 76%.

In addition to the survey, key stakeholder interviews (KSI) were conducted with community leaders and service providers to determine the opinions and attitudes of local organizations and groups toward the Howard Brown South Side LGBTQ+ center. Interview protocols were designed by the internal AFC evaluation team (Appendix B) and interview questions aligned with the overall objectives of the assessment. All interviews were conducted through video conferencing by members of the Pride Action Tank needs assessment staff, and a total of eight interviews of LGBTQ+ organization/ community leaders were conducted. Interviews were recorded and transcribed, and thematic content analysis was used to

identify important themes related to the South Side community and attitudes toward the center.

## DATA SOURCES AND DATA COLLECTION

Survey participants were recruited through email or posts on social media outlets such as Facebook, and participation was entirely voluntary. No identifying information was collected, and no eligibility requirements were used. Interviews were conducted with eight community stakeholders who lead LGBTQ+-focused organizations or groups that were recommended by the Steering Committee and/or other LGBTQ+ stakeholders. Interviews were scheduled based on the availability of the participant and the assessment staff. They took place August 24 – September 15, 2020 and were scheduled for 45 – 60 minutes each.

## DATA COLLECTION

The quantitative survey was conducted

using Qualtrics, an online survey platform. Links to the survey were distributed through community partners and online forums, and individuals who chose to participate were informed that participation was voluntary, and responses would be kept anonymous and reported on only in aggregate. No identifying information was collected, but survey respondents could choose to participate in a raffle for a \$100 gift certificate as an incentive for their participation.

Pride Action Tank needs assessment staff conducted interviews via the Zoom video conferencing platform. All responses were recorded. These responses were then transcribed by an external transcription service and returned to the assessment team for analysis. All respondents received a verbal explanation of the study prior to participating in the interview. At this time, participants were made aware that their participation is completely voluntary and given information about confidentiality and anonymity for all comments made during the interviews. Following these explanations, verbal consent was collected by the interviewer before any interview questions were asked.



# THINGS THAT MAKE YOU PROUD OF THE SOUTH SIDE



music don't background  
cultural friendly living  
things resilience don't  
chicago diversity great  
park culture. love born  
community  
people look center  
history side  
black south  
family  
neighborhood neighbor museum  
strong north  
beautiful  
identity business

# WHO TOOK THE SURVEY

This section summarizes demographic information for the 233 survey respondents. As with all the survey questions, wording for each demographic request was carefully reviewed by the full South Side Needs Assessment Steering Committee (SSNASC) and a subset of the SSNASC scrutinized each word during one-on-one review interviews with the AFC SSNA team. Data was also analyzed to highlight response nuances by age, gender identity, race and sexual orientation. Findings that are significantly different from overall averages are discussed.

## SUMMARY

Figures that further illustrate the following demographic data points provided in Appendix C.

- More than half of respondents identify as lesbian/gay/same gender loving (SGL) (53.7%). (Figure 1)
- 21.6% of respondents' gender identity fell under the transgender/gender nonbinary (TGNB) umbrella (incl. transgender, nonbinary, two-spirit and additional genders). (Figure 2)
- The average age of survey respondents was 40 years. (Figure 3)

- Respondents were predominately Black/African American (49.8%). (Figure 4)
- A little more than half reported that their income mostly or completely covered their needs (51.6%). (Appendix C, Figure 5)
- 15.3% of the survey respondents identified as bisexual, but they make up 26.7% of respondents who said their income covered "a little" of their expenses.
- 21.6% of survey respondents identified as a gender other than cisgender, but they make up 26.7% of respondents who said their income covered "a little" of their expenses.
- Almost three-fourths were paying part or all their cost for housing in a place that they either rent or own (74.9%). (Appendix C, Figure 6)
- Nearly three-fourths of respondents had at least an associate degree or other certification (74.9%). (Appendix C, Figure 7)
- Most respondents reported that they were employed full time (56.2%). (Appendix C, Figure 8)
- Respondents most frequently entered 60615 or 60637 when asked for the zip code where they most frequently live or stay. These correspond to the Grand Boulevard, Greater Grand Crossing, Hyde Park, Kenwood, Washington Park and Woodlawn community areas. (Figure 9)

FIGURE 1. RESPONDENT SEXUAL ORIENTATION

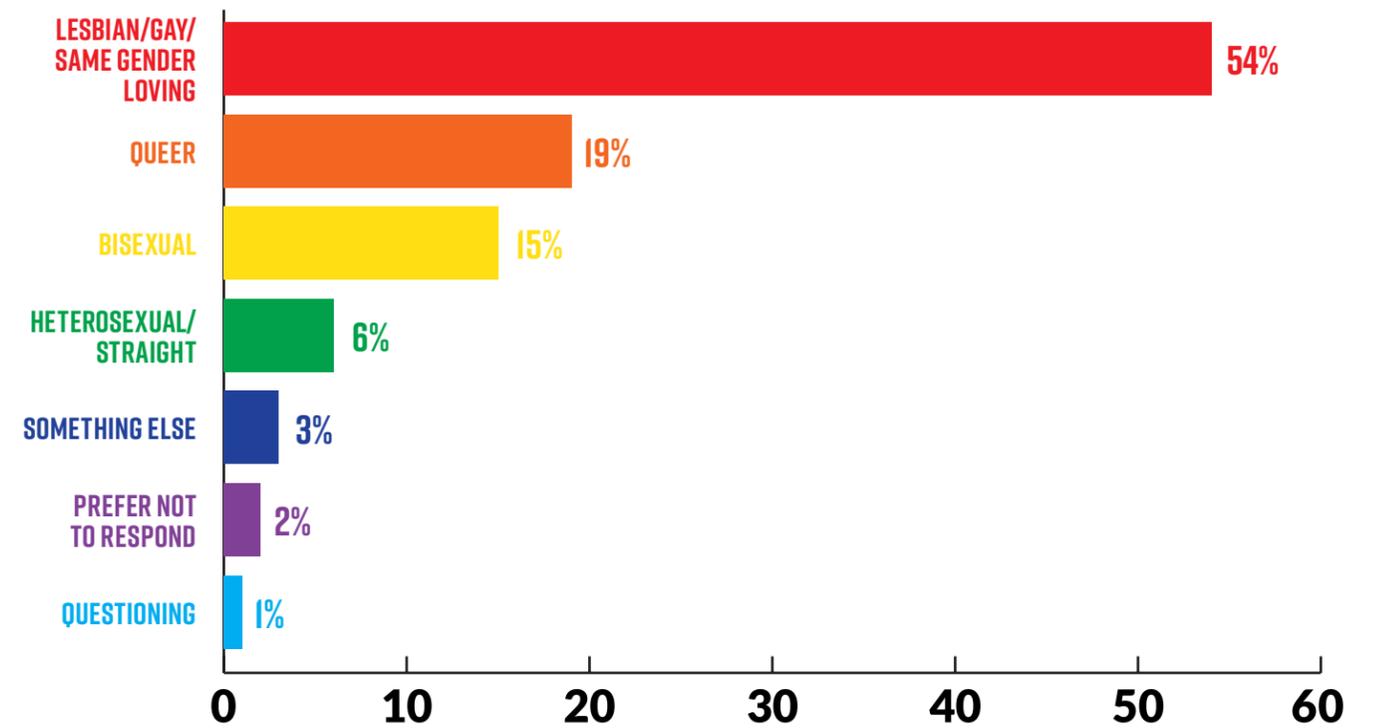
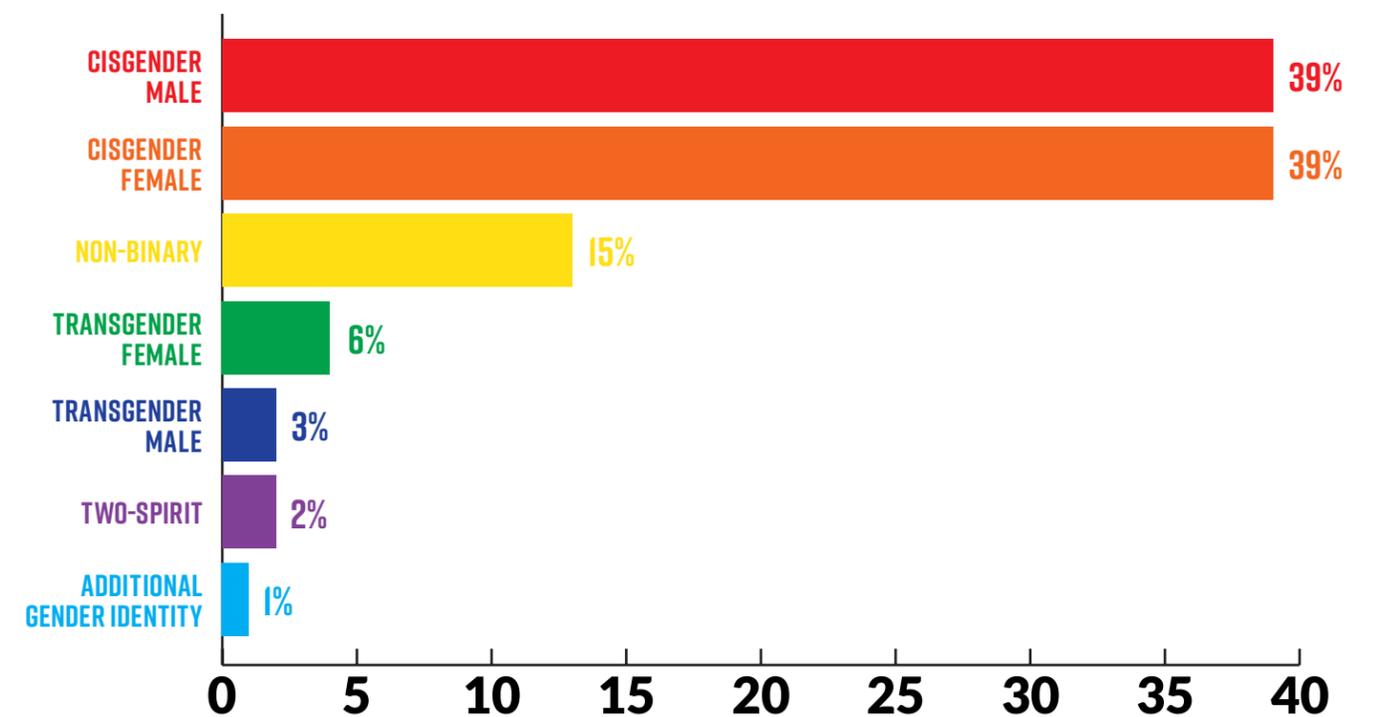
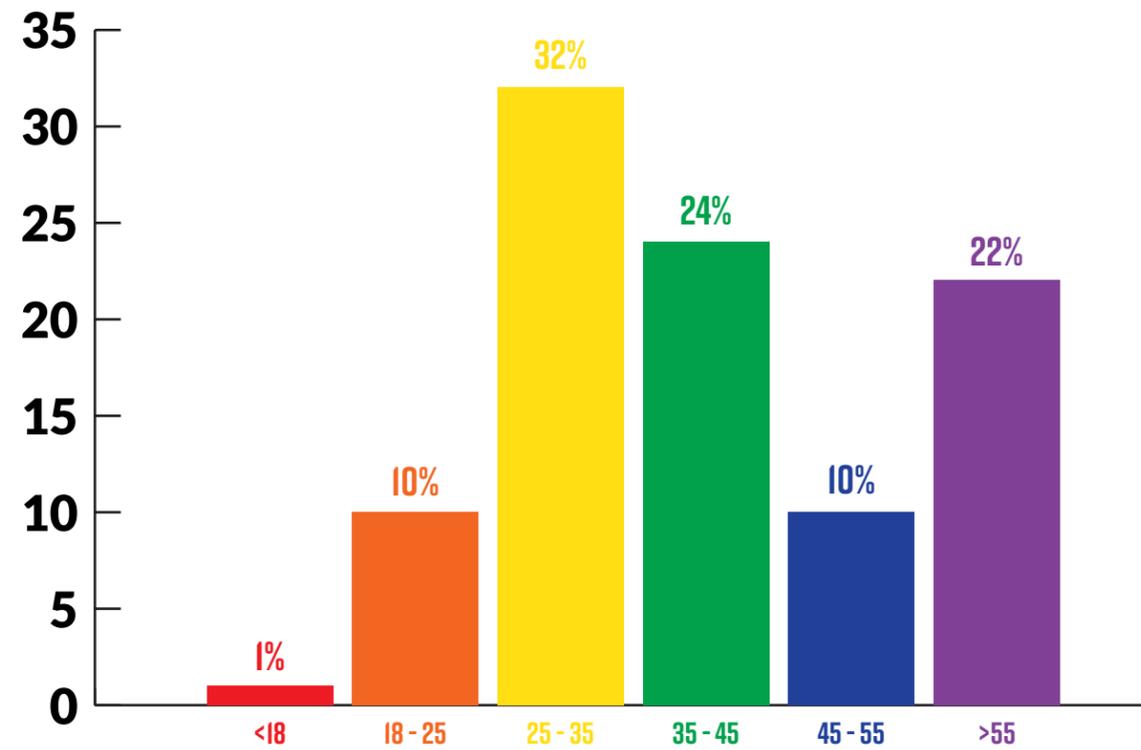


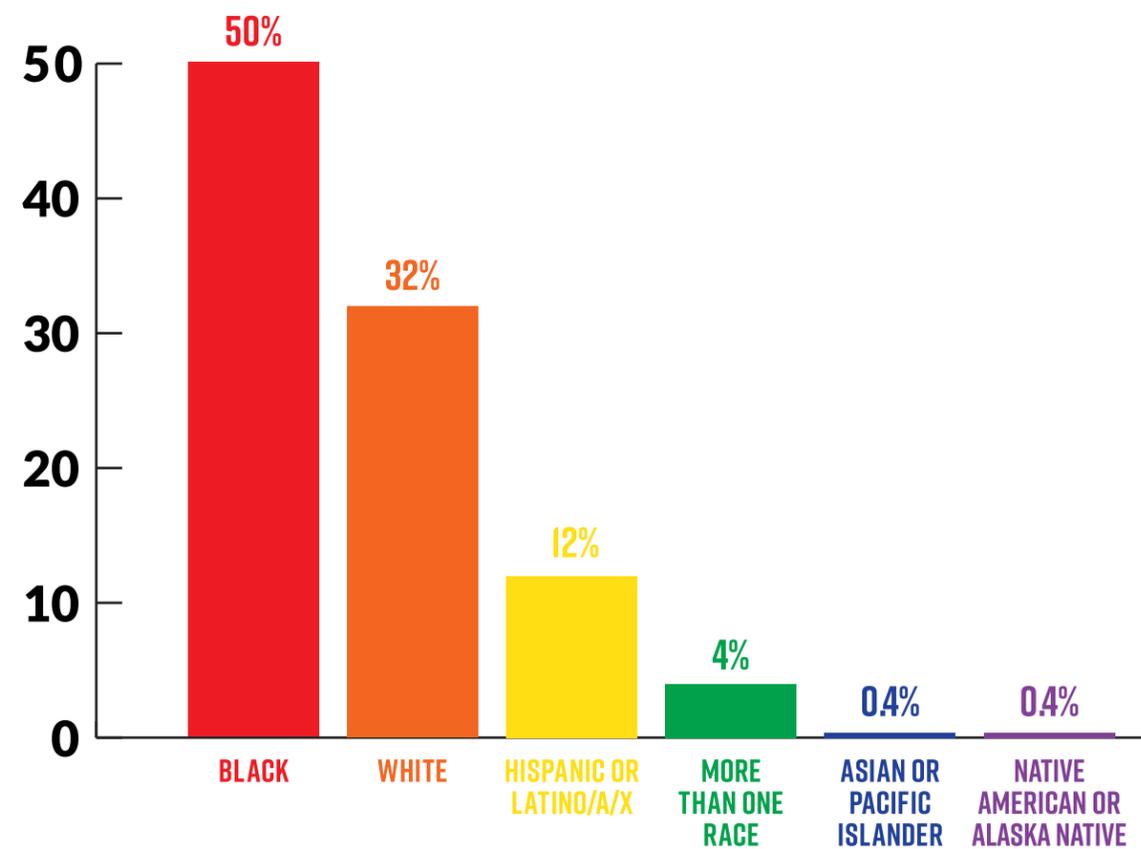
FIGURE 2. RESPONDENT GENDER IDENTITY



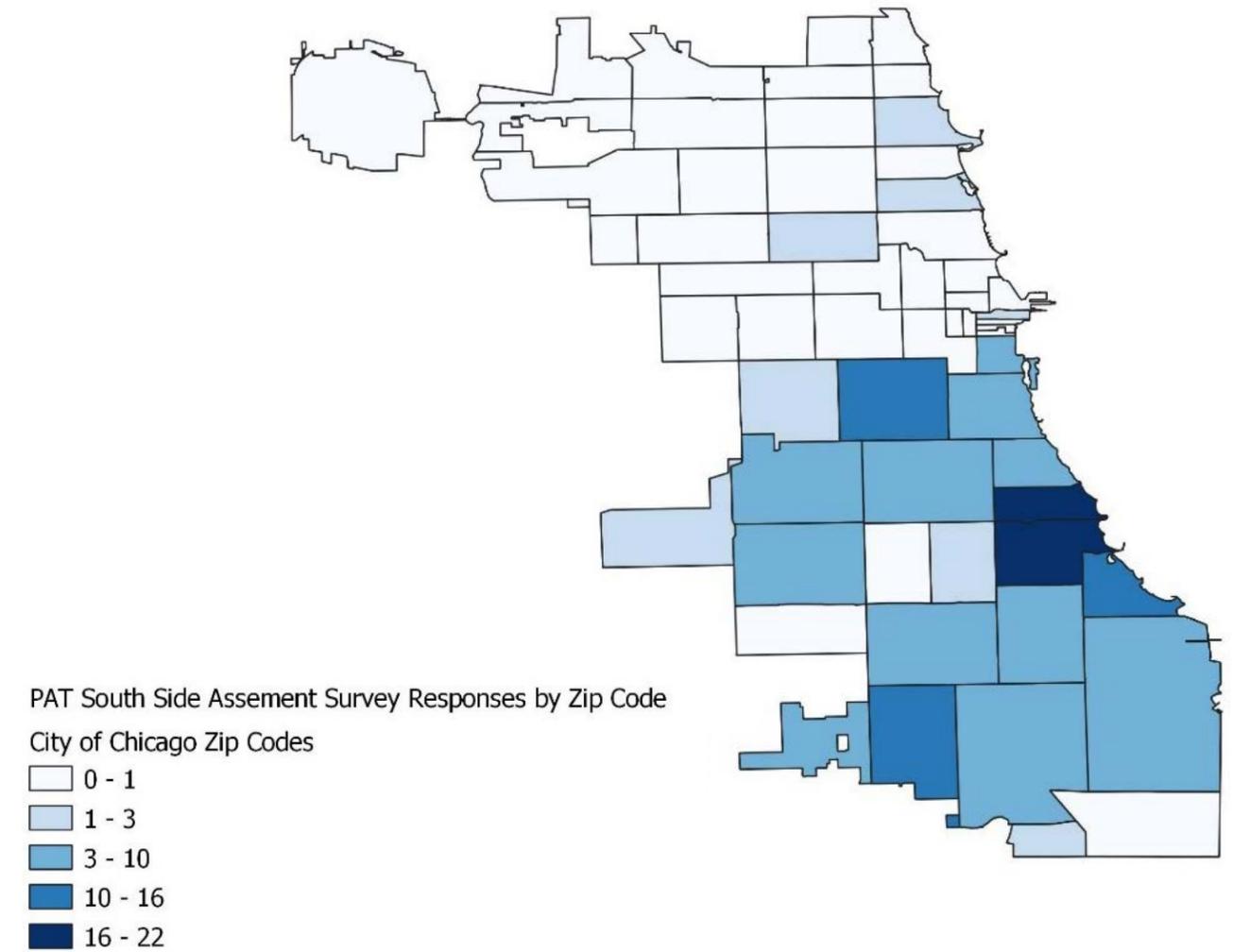
**FIGURE 3. RESPONDENT AGE CATEGORIES**



**FIGURE 4. RESPONDENT RACE AND ETHNICITY**



**FIGURE 9. MAP OF RESPONDENT ZIP CODES**



**TAKEAWAYS**

- Most respondents identify their sexual orientation as lesbian/gay/SGL and cisgender.
- The majority of respondents identified their race as African American or Black.
- The majority of respondents were in the 25-45 years of age.
- Slightly more than half of the survey

- takers indicated that they are able to meet at least most of their needs with their income.
- The vast majority of respondents are paying all of their housing costs.
- Despite the overall financial and housing stability of respondents, those who identify as bisexual and/or transgender, nonbinary or another gender are not faring as well.

# HOPES, DESIRES AND CONCERNS ABOUT THE NEW CENTER



This section of the report summarizes survey and interview data specifically related to the proposed center.

## SERVICES AND ATTRIBUTES

Survey respondents were offered a list of 16 types of physical spaces and conveniences and asked to rank each “very important,”

“somewhat important,” “neutral,” “somewhat unimportant” or “not at all important.” Very few respondents selected somewhat unimportant or not at all important for many of the options. Tables 2 and 3 show the top 5 options ranked very important and neutral, respectively, by percent of all respondents (n = 211). Chart 1 shows how each feature was ranked by number of respondents.

**TABLE 2. TOP 5 TYPES OF PHYSICAL SPACES AND CONVENIENCES RANKED “VERY IMPORTANT”**

%	PHYSICAL SPACE/CONVENIENCE
79.6%	FREE WIFI
73.9%	PROXIMITY TO PUBLIC TRANSPORTATION
70.1%	ALL GENDER RESTROOMS
68.2%	MEETING SPACES
57.3%	RECREATIONAL SPACE

**TABLE 3. TOP 5 TYPES OF PHYSICAL SPACES AND CONVENIENCES RANKED “NEUTRAL”**

%	PHYSICAL SPACE/CONVENIENCE
28.4%	STORAGE/LOCKERS
18.5%	FAMILY SPACE
17.5%	GYM
16.6%	SPACES FOR OTHER ORGANIZATIONS
16.1%	DROP-IN SPACE

**TABLE 4. TOP 5 TYPES OF PHYSICAL SPACES AND CONVENIENCES RANKED “ANY UNIMPORTANT”**

%	PHYSICAL SPACE/CONVENIENCE
21.8%	RETAIL SPACE
19.0%	STORAGE/LOCKER
16.6%	LAUNDRY
13.8%	SHOWERS
13.3%	GYM

It should be noted that there is some variation in ranking when comparing different demographics. For example, the top 5 “very important” features for respondents aged 25 and younger (n = 22) were: 1) all gender restrooms, free wifi and proximity to public transportation (tied), 2) showers, 3) recreational space and intentionally quiet spaces (tied), 4) computer lab and 5) meeting

space. For respondents who are 45 years of age and older (n = 68), the top 5 “very important” options were: 1) free wifi and proximity to public transportation (tied), 2) meeting space, 3) all gender restrooms, 4) computer lab and outdoor spaces (tied) and 5) intentionally quiet spaces. Both differ from rankings overall.

**FIGURE 10. RANKING OF FEATURES OR AMENITIES BY LEVEL OF IMPORTANCE**



We also offered the opportunity for respondents to list other physical spaces, conveniences and services that were important to them. Responses generally fell into four broad categories: demographic-specific, mental health/health, programs & specialized spaces, and shared space.

## DEMOGRAPHIC-SPECIFIC

Some respondents called out specific groups for leadership roles as well as specialized services. There was mention of a desire for Black senior leadership and cultivating strong

relationships with Black-led organizations. Respondents also talked about including Black culture in the artwork and design of the building. There were respondents who also stressed a desire to ensure that Black contractors were used in the construction and design phases of the project.

*“Should have strong relationships with local community partners, black lead in terms of management and leadership.”*

Other groups specifically mentioned services, meeting space and programs for cisgender females, older adults, transgender people and

youth, specifically those who are experiencing homelessness.

*“[W]e need more convenient spaces that are inclusive of our physical health needs, presently there aren’t any for working-class, or economically disadvantaged southside LGBTQ persons in a safe or convenient space.”*

## MENTAL HEALTH/HEALTH

Having an LGBTQ+ affirming facility that includes health care, particularly for mental health services was important to quite a few respondents. Some respondents discussed trauma and PTSD as being a part of their LGBTQ+ and Black experiences. Many named a range of mental health services that would be needed for people with these and other experiences, including counseling, therapy, support groups and meditation rooms. There was also mention of the center supporting current and new LGBTQ+ therapists by providing space in the center. Many times, respondents referred to the need to feel safe in their communities as well as in the new facility.

*“Health, both mental and physical, access is sorely needed here. So many people are traumatized apart from their LGBTQ+ experience, it often feels like an entire population with PTSD and no access to hope or appropriate coping mechanisms or even simple solidarity.”*

## PROGRAMS & SPECIALIZED SPACES

Respondents talked about the new center as being a central hub for many activities and resources and had several ideas for programs that they would like to see in the

center. Most frequently mentioned were case management, cultural programs like art and performance, recreational activities for indoors and outside, programs for education, including tutoring, business development, financial literacy and political education, family and youth programs and programs that address spiritual needs. Some also talked about just wanting a space where they feel welcomed.

*“Just a place for support. A place where people can feel and gain confidence in themselves and their identity.”*

Some respondents discussed the desire for specialized program spaces like a creative arts space, kitchen for culinary classes and programs, event and meeting spaces that could be used by community and other organizations, a shelter or drop in space and food pantry.

## SHARED SPACE

Respondents had recommendations for how the center could be shared with other entities to offset operating costs, enhance services as well as to support organizations that are currently providing services to LGBTQ+ people on the South Side.

Suggestions for retail included a café, either run by the center as a workforce development opportunity or through a for profit business like a Panera Bread. Some references were also made to offering healthy food options by providing space for food trucks or a grocery store.

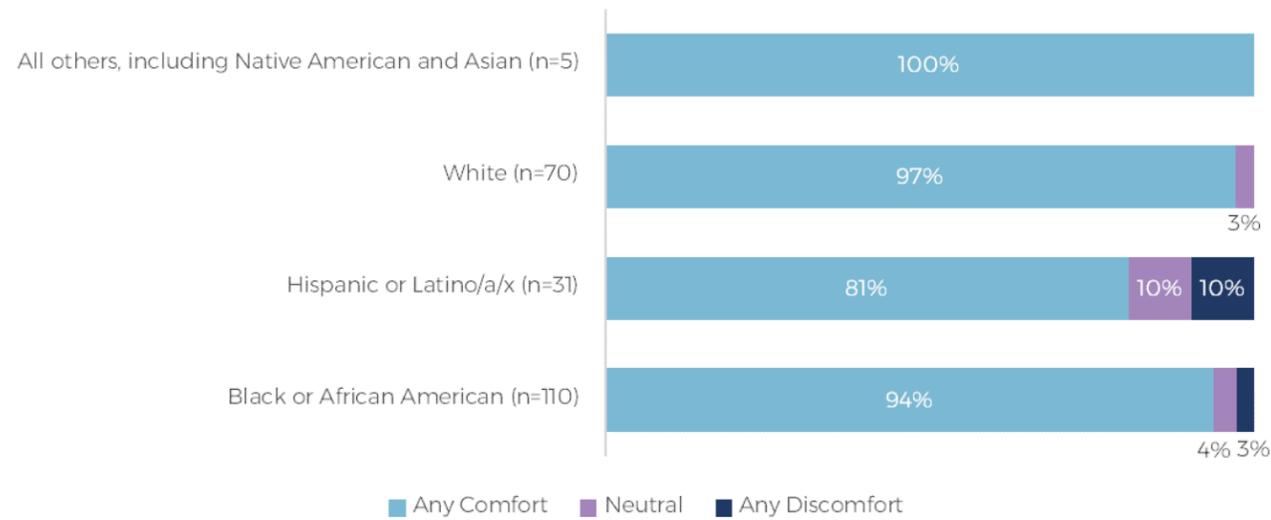
Several respondents talked about including cultural spaces like a theatre that could be operated by the center or a different entity and a library that could also offer quiet spaces as well as house an archive of the South Side’s LGBTQ+ history.

Finally, people thought it would be good to offer options for shared space arrangements for existing organizations that currently serve LGBTQ+ South Siders and/or want to do so through a South Side space.

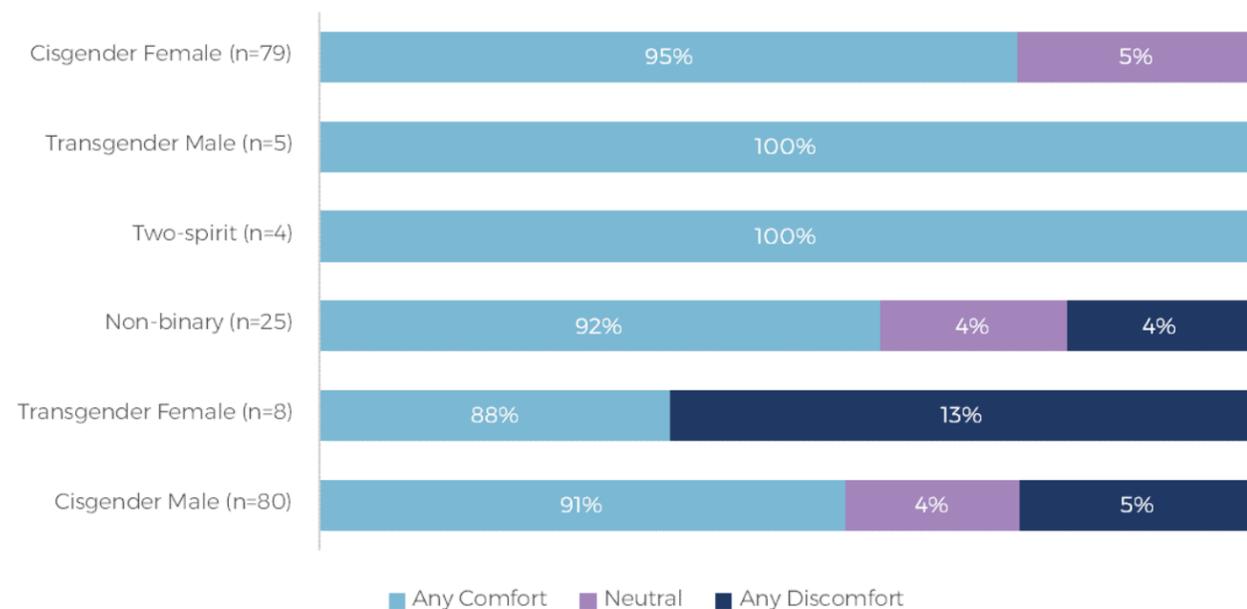
## COMFORT WITH LGBTQ+ IN THE NAME

Nearly 80% of all respondents selected “very comfortable” when asked how comfortable they would be getting services from/ attending programs at a facility with LGBTQ+ in the name. However, there is significant variation by identity as illustrated in figures 11 through 13.

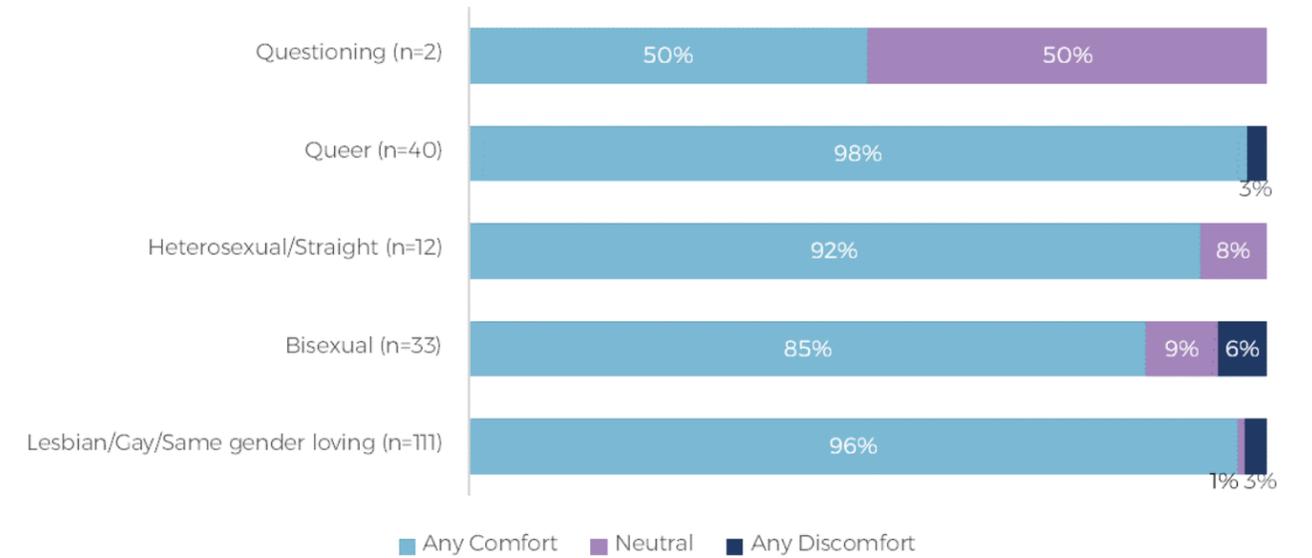
**FIGURE 11. RACE BY COMFORT LEVEL WITH LGBTQ+ FACILITY NAME**



**FIGURE 12. GENDER IDENTITY BY COMFORT LEVEL WITH LGBTQ+ FACILITY NAME**



**FIGURE 13. SEXUAL ORIENTATION BY COMFORT LEVEL WITH LGBTQ+ FACILITY NAME**



# KEY STAKEHOLDER INTERVIEWS



Key stakeholders were asked several questions about issues faced by LGBTQ+ people who live on the South Side and their organizations, their organizational expertise with, strengths of the South Side as well as their thoughts and attitudes about Howard Brown and a new LGBTQ+ center, likelihood of partnering with the Howard Brown center and the potential impact of a new center.

## ORGANIZATIONAL EXPERIENCES WITH SOUTH SIDE LGBTQ+ COMMUNITY

The key stakeholders who were interviewed lead organizations or groups that provide very targeted services and programs across LGBTQ+ identities as well as to people whose identities are underserved. Services include housing, community leadership training and

opportunities, counseling, food pantries, clothing give aways, health education, job training and placement, spiritual programs, social and racial justice and political education as well as services targeted to sub-groups within the broader LGBTQ+ community, such as BIPOC bisexuals, gay men, lesbians, transgender people, and people living with HIV and AIDS – and some of the leaders interviewed share the identities of the primary populations served by the organizations they lead. Some of these organizations have budgets that are quite small, yet they provide a significant range of services and programs. These organizations feel a lack of support by larger organizations and funders.

*“I think the agencies that live and breathe on the South Side aren’t necessarily supported by the systems that are in place as the other organizations.”*

## SUPPORTIVE FEELINGS ABOUT THE CENTER & HOWARD BROWN HEALTH

Overall, the leaders who were interviewed are supportive of the idea of a South Side LGBTQ+ center while holding concern about the impact on existing organizations. Those interviewed saw the importance of having a center, citing the need to recognize Black and Latinx leadership and culture on the South Side, the opportunity to foster a connection between LGBTQ+ people and the broader South Side community, including business and faith communities. Many also talked about the strength of relationships on the South Side, including the connection that many of their clients and constituents have to their families of origin as strengths to be considered in the programming of the center.

*“I think that we should structure it in a way that uses the language of Black people and Latinx people, the universal language. And so I want to make sure that it is culturally specific and it uses language that honors the LGBTQ people on the South Side of Chicago and West Sides of Chicago, and Black people across, and Latinx people across the region that we can honor in that facility.”*

Key stakeholders talked about the importance of space and it being in short supply on the South Side for collaboration, community gatherings as well as meeting spaces for organizations.

*“I think places are important, and I think that is one of the great things about the opportunity to do this project, to have a place within your own neighborhood, within your own back yard that hopefully the community can call their own, the LGBTQ community who are residents of the South Side.”*

The leaders who were interviewed saw the center as a potential catalyst for change on the South Side and especially in the neighborhood where it is located. Thoughts about the change that is possible included bringing visibility to the presence and contributions of LGBTQ+ people on the South Side, providing support and stability for organizations that do not currently have a space of their own and spurring economic development.

*“I see it as a global center that is placed in a marginalized community that is anchored, that serves as an anchor within that community, that works with the people that are already living there to improve their homes, to increase their property values, and that it just is a pillar in the community.”*

Several key stakeholders noted that while there are organizations currently carrying out important and needed work with and for South Side LGBTQ+ communities and individuals, these organizations do not currently have the capacity, access to resources and experience that Howard Brown Health has to complete a multi-year, multi-million dollar construction project. Some also noted that this project creates opportunities to build capacity and sustainability of smaller organizations through meaningful, mutually beneficial partnerships with Howard Brown.

*“[Howard Brown is] an organization that is financially pretty stable, which is a good thing. In a process like this, you need some of that to really help move the project forward. I think on that level it’s extremely positive, and I think as long as there’s a collaborative approach to the planning and they’re not just kind of deciding what the plan will be; I think they have the ability to do it well.”*

## FEELINGS OF CONCERN ABOUT THE CENTER & HOWARD BROWN HEALTH

There is some wariness about the establishment of an LGBTQ+ center on the South Side and some of this feeling is related to Howard Brown Health leading this effort. Some of the concern is related to community tensions that may surface as a result of having such a visible LGBTQ+ footprint in the form of a center.

*“I don’t see, but I can see, some issues with some people having issues with the center, but those are the people that, if you will, don’t like gay people or don’t like lesbian people or don’t like trans people. So, in building the center, let’s make sure we have safeguards for all of those people.”*

There were also concerns about the sustainability of the LGBTQ+ infrastructure on the South Side – both in terms organizations that have worked on the South Side for many years as well as the new center. Fundraising impacts were especially concerning. Community buy-in was also raised as an issue.

*“The first concern that I have is creating something that may not be sustainable, and then, therefore, the end product struggles and the patrons and clients – community – ends up suffering because the sustainability of the model has not been thought through.”*

Several of the leaders interviewed expressed skepticism in Howard Brown’s ability to successfully add running an LGBTQ+ center and building relationships with BIPOC (Black, indigenous, people of color) South Side communities to its health care expertise. There was also the distrust people expressed

of what is perceived to be a “North Side organization” establishing an institution on the South Side and not engaging with existing organizations that have an LGBTQ+ focus.

*“My concern is like don’t throw us in it if you ain’t involving us in it. And it’s probably not in your best interest not to involve us in it because if you don’t, we ain’t signing off on it because we don’t know you like that. Knowing people who work at Howard Brown is one thing. Knowing the ethos of a huge center coming into the community’s a whole other thing. And it’s not just a Howard Brown thing. I would say this about anybody building anything like this on the South Side.”*

## WILLINGNESS TO WORK WITH HOWARD BROWN HEALTH

Although key stakeholders who were interviewed for this project expressed some concerns about the impact of a new LGBTQ+ center and/or Howard Brown building or operating the center, most are from organizations that are currently working in partnership with Howard Brown on various projects or have in the past. Interviewees overwhelmingly reported that their relationship with Howard Brown is positive and that they would partner again.

There are organizations, particularly, Lighthouse Church and its subsidiary, Lighthouse Foundation, that are very open about their desire to be housed in the new center. However, these organizations are looking for more than a space to rent. Some have an expectation that a partnership with the owner of the center is also one of capacity building and organizational viability.

*“If they would like to try to do an incubator space, I think they’d have to do*

*something like what 1871 does, which is to get us access to capital and to actual resources to really help us have a real presence. Just giving me an office and some space, that doesn’t do anything if I don’t have the staff, people or ability to do the work. So, just like a startup, you give a startup capital so that they can build the infrastructure for them to bring their product to market.”*

## BLACK AND LATINX REPRESENTATION

Finally, there were several comments about Black and Latinx representation across the leadership of the center as well as among the organizations it partners with. Key stakeholders talked about this theme in relation to the prevalence of these populations on the South Side and the necessity to incorporate the lens of those identities in the operations, policies and services of the facility as well as the lack of BIPOC leadership in well-resourced LGBTQ+ organizations in Chicago.

*“I think Howard Brown has some people who have trust within the community, and I think that it’s also gonna be interesting to see who they decide to lead that center, and that’s gonna be incredibly important, right? That person is going to have to already have some trust built within the community in order for anyone to trust any big box anything coming on the South Side.”*

## TAKEAWAYS

- Many respondents expressed the desire for the center to be a space where they feel safe and welcomed and that is also inclusive of everyone in the community. A variety of programs and activities were suggested but there was an emphasis on mental healthcare to address trauma and PTSD, as well as centering Black leaders and culture in the development of the new center.
- Stakeholders were overall supportive of the center but expressed concerns about community support for an LGBTQ+ center as well as Howard Brown being seen as a North Side organization. However, they were also willing to work with Howard Brown on the development of the center and reported their relationship with Howard Brown as positive. Stakeholders also emphasized the importance of BIPOC leadership.
- Key stakeholders are generally supportive of an LGBTQ center, but are concerned about the details – collaborations, financial sustainability for the new center and existing organizations, etc.
- Howard Brown, while respected, will be seen as “the enemy” if relationship building, transparency and shared power are not prioritized and demonstrated.
- Centering the cultural heritage of Black and Latinx people on the South Side is very important to stakeholders.
- Stakeholders see an opportunity to create an institution that can bring more visibility to LGBTQ people on the South Side and encourage economic development in the neighborhood where the center is located.



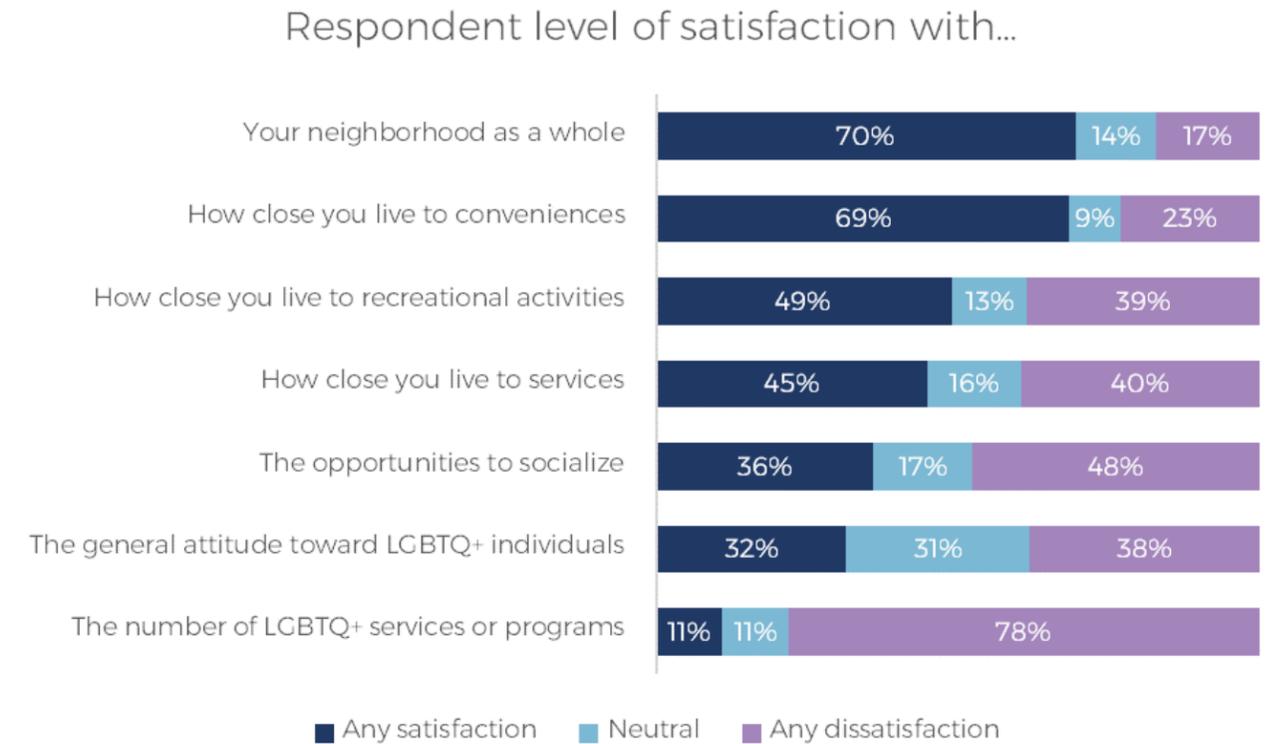
# THOUGHTS ABOUT THE SOUTH SIDE & THEIR NEIGHBORHOODS



Participants were asked to share about the important issues facing LGBTQ+ people on Chicago's South Side, as well as what the strengths and positive aspects of the South Side community are.

Figure 14 illustrates the level of satisfaction that survey respondents reported with each of the neighborhood attributes listed. As indicated, respondents are most dissatisfied with the number of LGBTQ+ services or programs in their neighborhoods.

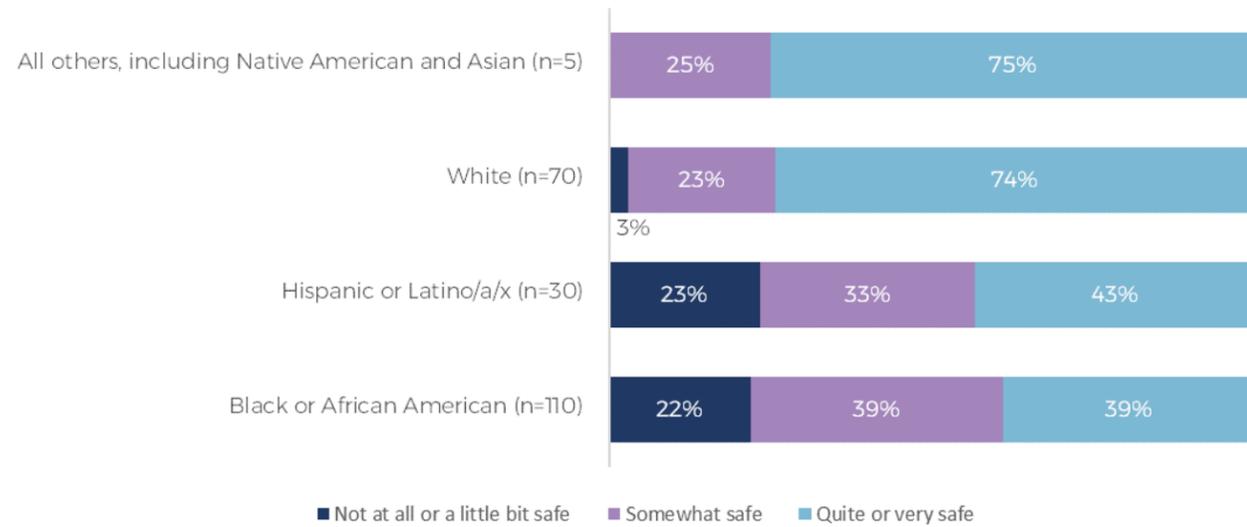
**FIGURE 14. RESPONDENT LEVEL OF SATISFACTION WITH THEIR NEIGHBORHOODS**



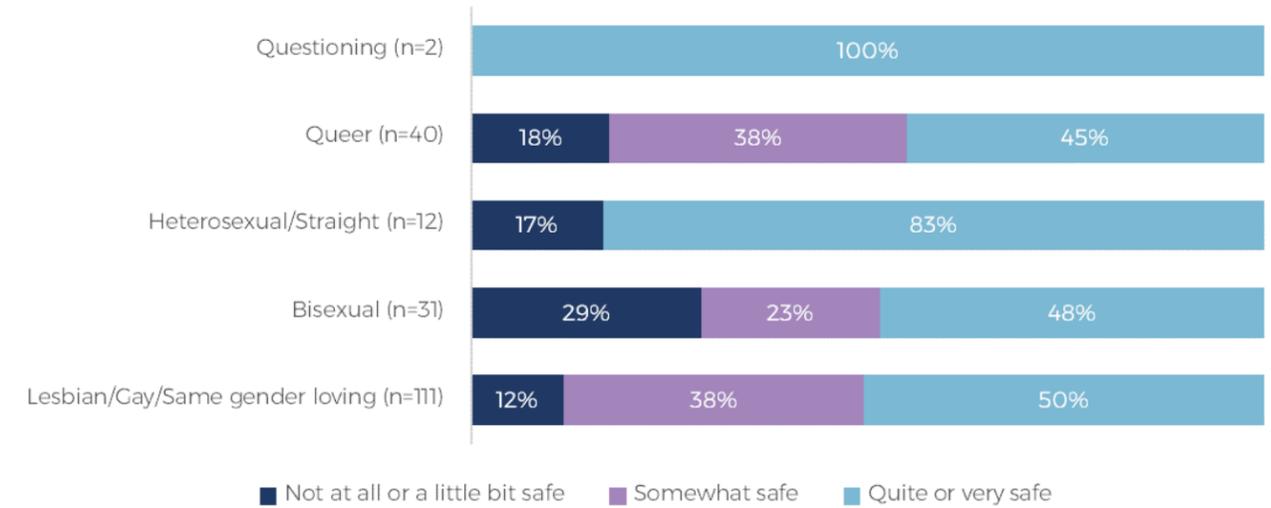
When asked how safe people feel in their neighborhood or the place where they live, responses were as follows.

- 52.2% overall reported feeling “very safe” or “quite safe” with 32.4% feeling somewhat safe.
  - By race/ethnicity: 96% of whites, 43.3% of Latinx and 39.1% of Blacks/ African Americans felt very safe or quite safe
  - By gender identity: 54.5% of trans and other identities, 53.5% of cisgender men and 53.1% of cisgender women felt very safe or quite safe
  - By sexual orientation: 83.3% of heterosexuals, 50.1% of lesbian/ gay/ same gender loving, 48.4% of bisexuals and 45% of queers felt very safe or quite safe

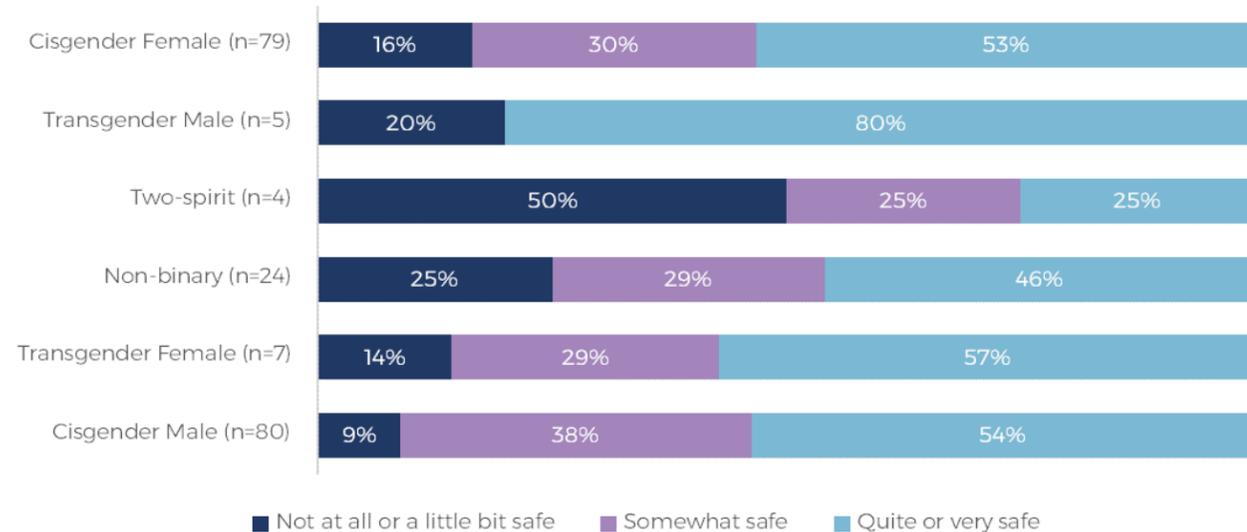
**FIGURE 15. RACE BY NEIGHBORHOOD SAFETY**



**FIGURE 17. SEXUAL ORIENTATION BY NEIGHBORHOOD SAFETY**



**FIGURE 16. GENDER IDENTITY BY NEIGHBORHOOD SAFETY**



What follows is discussion based on open-ended responses to questions about the South Side. Responses are summarized by key domains.

## RESOURCES AND SERVICES IN COMMUNITY

Participants discussed the economic disinvestment in the South Side, and how this has led to lack of employment, lack of affordable housing and homelessness, substance abuse issues and a general lack of access to the services and resources that are needed.

*“The most impactful issues that face the LGBTQ people on Chicago’s southside are the economic disinvestment public policies that for the past 40 years have diverted public resource monies from southside wards, into northside wards, this systemic racism, and classism, continues to adversely affect how many live regardless of sexual orientation! LGBTQ people living*

*on the South Side, have a shorter life-span because of the lack of ‘Safety Net’ hospitals on the South Side, the lack of economic investment on the South Side, the lack of employment among LGBTQ people residing on the South Side.”*

The resources and services that respondents were most likely to say were inadequate included: health care, mental health care, transportation, education, and food. The physical presence of health care providers is not enough; it is important that the health care offered be sensitive and respectful of the LGBTQ+ community. People generally saw Howard Brown as a helpful health care resource in the Southside.

*“Outside of Howard Brown clinics, I’ve never once been to a doctor who I felt was competent with gender care, from reception to treatment.”*

A few others highlighted some positives, such as closeness to the CTA and relatively affordable housing compared to other parts of the city.

## SAFETY

Respondents talked of a desire for safe socializing and safe gathering places to foster a more visible and vibrant LGBTQ+ community.

*“Having a place to go to where you can be comfortable being around those that are more relatable to your life experience. There are no places for youth to go and explore whom they are or even seek advice from others that are like them. It helps to have an outlet and judge free zone.”*

While acknowledging that they generally had “good neighbors,” respondents viewed the general South Side community as lacking in acceptance of LGBTQ+ people and described discrimination of all kinds. Homophobia and transphobia within Black communities were highlighted as especially worrisome, such as violence against Black trans women.

*“The black community has this type of stigma towards LGBTQ+ people, or better explained homophobia/transphobia/biphobia/every other phobia towards the community. It would probably decrease minority LGBTQ homelessness because if these families were more supportive, they wouldn't be forced to relocated to a more comfortable environment.”*

Other threats to personal and public safety included racism, threatening police presence, and police brutality.

## LGBTQ+ VISIBILITY/ REPRESENTATION IN COMMUNITY

Repeatedly, respondents brought up how they and other LGBTQ+ people feel as though

they have to go to the North Side of the city to access resources and community. LGBTQ+ people on the South Side often feel neglected and invisible; representation is poor, especially when compared to the North Side.

*“Almost all queer spaces and activities are located on the North Side. But there are plenty of LGBTQ+ people in the rest of the city including the South Side. We have to add the expense and time of traveling to the North Side that North Siders do not.”*

There are not a lot of queer specific businesses, but respondents expressed their desire to patron such small businesses, especially Black-owned businesses. Lighthouse Church of Chicago was praised for being a queer affirming and safe religious space. Other helpful LGBTQ+ spaces mentioned were Affinity Community Services, Adodi, and Brave Space Alliance.

## POSITIVE COMMUNITY CHARACTERISTICS

Respondents described their LGBTQ+ communities as being close, inclusive and accepting of everyone and diverse. Many others responded that they had not yet found an LGBTQ+ community on the South Side, but that their neighbors were generally welcoming, friendly, and family-oriented. Respondents emphasized how since the community has been under resourced and marginalized, its members were hardworking, strong, and resilient in the face of hardship.

*“The diversity and community spirit. Many people I truly respect as hard-working people and giving people are south siders. Being able to thrive under the worst circumstances but also being able to welcome strangers but protect their community from ignorance.”*

This legacy of endurance made some participants feel proud of their community. Others mentioned how the community is authentic and creative.

*“Our perseverance and resolve to live, and build, and worship, and dance, and just be who we are in the face of a culture and community that's not always warm and kind.”*

## COMMUNITY ACTIONS

Given the community's history of marginalization, many respondents described self-sufficiency within the community and the prominence of mutual aid.

*“The mutual aid. People are constantly adding more water to the soup to make sure there's enough for everyone, and I love that about us. There are two grassroots food pantries just on my block.”*

There is a solidarity among community members to be there for one another in crisis, in need, and in celebration. A subset of the community participates in active and vibrant engagement with political issues, social justice concerns, and other activism that would benefit the South Side community.

*“Resilience, unapologetic, accessible for organizing, and eager for change and improvements in their lives and community.”*

## COMMUNITY CULTURE

A great number of participants discussed the richness of culture and history found in the South Side communities. A particular emphasis was placed on Black culture of the South Side.

*“The closeness of the community, the richness of the culture, the flawless incorporation of Blackness and queerness because it's a space that we have occupied simultaneously forever; there is an authenticity of both Black and queer experiences that doesn't exist anywhere else.”*

The culinary delights, the beauty of its architecture, the music, the art; the joy of creating and participating in the unique South Side culture was very apparent in the responses and is a deep source of pride for the South Side community.

*“Our history in Pullman Park, Hyde Park, and most of all Bronzeville. Our contributions to the Black and Queer culture under appreciated. Our uniqueness from language, food, and music. Our ability to redefine and take ownership of our own identity geographically, sexually, artistically and beyond.”*

## NEIGHBORHOOD

Many respondents described the importance of nature, and how the physical location of Southside neighborhoods – proximity to the lake, beaches, and parks – can be an asset. Respondents also described their neighborhood as being familiar and being home, often where the participants grew up.

*“I feel most proud of our diversity, and the fact that most of the south side is very down to earth. I was born and raised here and I'll never live anywhere else. On the Northside everyone seems the same, even down to how they dress - and they never talk to each other, people walk around like other people are an annoyance. Here on SS we take the time to talk to each other and know our neighbors.”*

The neighborhoods were also described as being more affordable than the rest of Chicago, and somewhat resistant to conformity and gentrification.

## FUTURE & POTENTIAL OF COMMUNITY

Some respondents seemed somewhat optimistic about the future of the Southside LGBTQ+ community. They described that since there are so many empty lots and undeveloped spaces in the South Side, that there is potential for new centers and resource hubs to be built.

*“There is plenty of commercial space to develop on. However, we don’t necessarily have the support from our local officials or a voice from the community to challenge the authority to claim the space we need.” A few respondents also praised some new progressive community leaders, and the recent progress of more programs and resources starting to be funneled to the area.*

*“The up and coming areas. The rise of black owned businesses. The amount of programs that are available for our youth.”*

## TAKEAWAYS

- The majority of respondents expressed general satisfaction with their neighborhood. However, there was an overwhelming dissatisfaction with the number of LGBTQ+ services and programs, suggesting the need for a space dedicated to LGBTQ+ members of the community.
- Respondents take pride in their community members always being there for each other and the rich culture of the South Side, which underscores the importance of including Black culture in the development of the new center as mentioned above.
- Overall, most respondents are very comfortable getting services from or attending programs at a facility with LGBTQ in the name. However, a much lower number of bisexual people feel this way.
- Although most respondents feel their neighborhood is pretty safe, Blacks/ African Americans were least likely to feel this way.
- While most respondents are at least somewhat satisfied with their neighborhood, they are dissatisfied with the number of LGBTQ+ services or programs in the neighborhood or area where they live.

# HEALTH AND SERVICES

Respondents were asked several questions about their health and service needs, including how their needs have changed, if at all, during Illinois’ shelter in place decree.

## HEALTH

When asked how they would rate their overall health right now, just over four in ten (44.5%) selected “very good” or “good”.

- When looking at race: 49.0% of Blacks, 40.7% of Latinx, and 39.3% of whites rated their overall health this way.
- For sexual orientation: 50.0% of heterosexuals, 42.9% of queer, 44.4% of lesbian, gay and SGL and 40.1% of bisexuals rated their overall health as good or very good.
- For gender identity: 50.0% of

transgender/gender nonbinary people, 47.1% of cisgender females and 41.1% of cisgender males selected these ratings.

When asked if they’d experienced cancer, COVID-19, diabetes, heart disease or high blood pressure in the past year, well over half (56.2%) selected high blood pressure. Diabetes was a distant second with 20.6%.

Most responded that they were HIV negative (77.6%), under 1 in 5 (16.4%) reported that they were living with HIV, while just under 1 in 20 selected “prefer not to say”. Under 2% selected “not sure”.

Table 5 summarizes responses when survey takers were asked if they had used any of the following substances. Respondents were asked to check all that apply.

**TABLE 5. REPORTED SUBSTANCE USE**

SUBSTANCE	YES, HAVE USED AT SOME POINT IN MY LIFE	YES, HAVE USED IN THE PAST THREE MONTHS
TOBACCO PRODUCTS (CIGARETTES, CHEWING TOBACCO, CIGARS, ETC.)	76.3%	23.7%
ALCOHOLIC BEVERAGES (BEER, WINE, LIQUOR, ETC.)	37.8%	62.2%
CANNABIS (MARIJUANA, POT, GRASS, HASH, ETC.)	56.6%	43.5%
COCAINE (COKE, CRACK, ETC.)	89.7%	10.3%
METHAMPHETAMINE (SPEED, CRYSTAL METH, ICE, ETC.)	68.4%	31.6%
AMPHETAMINES (STIMULANTS SUCH AS ADERALL)	63.2%	36.9%
INHALANTS (NITROUS OXIDE, GLUE, GAS, PAINT THINNER, ETC.)	70.8%	29.2%
SEDATIVES OR SLEEPING PILLS (VALIUM, SEREPAX, ATIVAN, LIBRIUM, XANAX, ROHYPNOL, GHB, ETC.)	64.1%	35.9%
HALLUCINOGENS (LSD, ACID, MUSHROOMS, PCP, SPECIAL K, ECSTASY, ETC.)	79.1%	20.9%
STREET OPIOIDS (HEROIN, OPIUM, ETC.)	50.0%	50.0%
PRESCRIPTION OPIOIDS (FENTANYL, OXYCODONE [OXYCONTIN, PERCOGET], HYDROCODONE [VICODIN], METHADONE, BUPRENORPHINE, ETC.)	71.4%	28.6%
OTHER SUBSTANCE	42.9%	57.1%

**SERVICES**

12 months and what percentage of them indicated that they were able to get the service.

Table 6 shows the top five services that people said they needed during the last

**TABLE 6. TOP 5 SERVICES NEEDED**

SERVICE AND RANKING	% RECEIVED
1. ASSISTANCE W/ MENTAL HEALTH TREATMENT/COUNSELING	59.5%
2. LGBTQ-SPECIFIC SERVICES	47.1%
3. FINANCIAL ASSISTANCE	51.0%
4. ASSISTANCE WITH DENTAL CARE	35.7%
5. FOOD ASSISTANCE	72.7%

LGBTQ+-specific services received or needed included gender affirming care, culturally competent health care, including mental health and HIV prevention and treatment, as well as social programs activities, including

faith-centered services.

Table 7 lists organizations and groups respondents named that they received LGBTQ+ services from.

**TABLE 7. PLACES WHERE LGBTQ+ SERVICES WERE RECEIVED**

ADODI CHICAGO CHAPTER	HEARTLAND ALLIANCE
AFFINITY COMMUNITY SERVICES	HOWARD BROWN HEALTH
AIDS FOUNDATION CHICAGO	IN DEMAND ENTERTAINMENT
AUGUSTINE FAMILY SERVICES	INTRASPECTRUM COUNSELING
BRAVE SPACE ALLIANCE	LIGHTHOUSE CHURCH OF CHICAGO
BROADWAY YOUTH CENTER	LURIE CHILDREN'S HOSPITAL
CENTER ON ADDISON	PLANNED PARENTHOOD
CHICAGO STATE UNIVERSITY	SOUTH SIDE HELP CENTER*
HAROLD WASHINGTON LIBRARY*	TRANSFORMING RE-ENTRY SERVICES

\*HOSTED AN LGBTQ+-RELATED CONFERENCE.

Services that respondents said they needed during the last 12 months but had difficulty accessing included culturally competent health care and services, general health needs like vision and dental care, family and family planning services, economic assistance and

social and spiritual services.

Table 8 lists the top five reasons respondents selected for not being able to get some of the services they needed.

**TABLE 8. TOP 5 REASONS SELECTED FOR NOT GETTING SERVICES NEEDED**

REASON	SELECTED
YOU DON'T KNOW WHERE TO GET THE SERVICES	85.7%
YOU DON'T THINK YOU ARE ELIGIBLE TO GET THE SERVICES FOR FREE	78.4%
YOU WOULD HAVE TO WAIT TOO LONG TO GET THE SERVICES	75.0%
THE SERVICES COST TOO MUCH FOR YOU TO AFFORD	74.2%
YOU DON'T THINK THE SERVICES EXIST AROUND HERE	66.7%
THE PROCESS OF GETTING SERVICES IS TOO CONFUSING OR DIFFICULT	66.7%

When offered the opportunity to comment on the difficulties they experienced when trying to access services, several respondents talked about the lack of LGBTQ+ culturally competent services in their communities, including social activities, health care and mental health.

*“Providers tend to treat people who take hormones on the south side strangely. Also, the assumptions providers make are frustrating and infuriating. Services are month long waits, and telehealth visits I make are often missed by my providers. Pharmacies make it difficult to fill prescriptions.”*

Relatedly, respondents also discussed both the fear and inconvenience of public transit and other transportation options to get needed services.

*“I live in a food desert so I have to take Pace or Public Transportation to access fruits and vegetables. I feel I need a medical clinic that's gay tolerant and as I mature I want more support for home services. I Don't Want To Live in A Nursing Home! I want more home services support for Gay seniors! And I believe the Lighthouse Church of Chicago would help me with support for home services.”*

## THE IMPACT OF THE PANDEMIC

The survey went into the field at the end of June 2020, about three months into the shelter in place required because of the new coronavirus pandemic. When asked if their needs had changed since the March 21st (2020) shelter in place order, over one-third of respondents (34.5%) indicated that they had. Additionally, over 45% responded that their ability to access services they needed had changed since the order.

Respondents cited isolation and lack of opportunities to socialize, the fear and inconvenience of riding public transportation, limitations of their service or health care providers as well as fear of being exposed to COVID in these settings and reduced income or job loss as ways their service needs have changed since the shelter in place order.

Real and perceived limitations of service and/or health care providers were mentioned by respondents. In some cases, survey takers discussed delaying their health care because they assumed that people who tested positive for COVID-19 were the priority or they feared contracting the virus if they entered a health care facility. Of course, there are consequences to delaying services and some of those consequences look different for people who are part of LGBTQ+ communities.

*“Pre covid I was able to see my doctor more frequently and wanted to make appointments to check my health, there's a time schedule for being on testosterone with check ups and checking on hormone levels that since covid it's all severely delayed my transition.”*

Several respondents also talked about the impact of some of the protests on their ability to obtain services in their communities, at least for part of the summer.

*“[S]ervices have been closed down. [W]algreens was vandalized during the civil unrest experienced by protests of George Floyd's death. [L]eaving my community completely helpless for RX medications.”*

Oftentimes respondents cited a cascade of difficulties that may have been present before the shelter in place order and worsened afterwards.

*“My insurance changed right before shelter in place, and I have had to switch pharmacies and work with providers. I also have some medical provider needs that I had not filled beforehand that are now harder to handle.”*

## TAKEAWAYS

- The lack of culturally competent LGBTQ+ services was cited by many respondents as an issue they face when trying to access care. About half of respondents reported needing LGBTQ-specific services, emphasizing the importance of a center focused on LGBTQ+ needs.
- Respondents who identify as queer, bisexual, other sexual orientations, cis gender men and/or nonbinary, transgender and people with other identities are less likely to rate their health as at least good compared to respondents as a whole and other subgroups.
- While LGBTQ+-specific services, mental health treatment/counseling, and financial assistance were most often selected as needed during the last 12 months, there are a significant number of services that they did not have the ability to get.
- As expected, the corona virus pandemic has had an impact on respondents. Over 1/3 said their service needs have changed while just under half said their ability to access these services had changed as well.

# APPENDIX A: SOUTH SIDE NEEDS ASSESSMENT SURVEY FORM



## INTRODUCTION:

**Who we are:** Pride Action Tank (PAT) is focused on improving outcomes and opportunities for LGBTQ+ communities in the Chicago region. A project of AIDS Foundation Chicago, PAT's mission is to improve the health, safety and progress of individuals and groups within the LGBTQ+ community by inspiring, supporting and leading collaborative action that improves policy, service, access and community dynamics in the core areas of housing, health, safety, financial security, youth and aging.

**What this is for:** We will use this information to better understand the service and program needs and desires of the members of Chicago's South Side diverse LGBTQ+ communities as well as the preferred attributes of a community center on the South Side.

**Why participate:** This survey will take you about 15 minutes, and we will use this information to better understand the needs and desires of the diverse LGBTQ+ communities on Chicago's South Side. We will explore program needs, as well as the preferred attributes of a community center located on the South Side. To thank you for your contribution to the research project, you can enter your name in a drawing to win a \$100 Target gift card. Your email will be requested only if you choose to participate in the drawing and will not be linked to your survey response. The drawing link will appear at the end of the survey on our thank you page, and you are not required to share your email if you choose not to participate.

**Protecting your confidentiality:** This survey is anonymous, and we do not ask for your name or contact information. Members of the Pride Action Tank and the South Side LGBTQ+ Community Needs Assessment Steering Committee will see the results of the survey but will not know who you are or be able to connect your name with your answers. Results will also be summarized in a final report; however when survey results are reported, they are always aggregated - this means that individual survey results are combined together and presented as a group.

Some of the questions ask about very personal information. If there are questions you do not want to answer, you do not have to. You can stop taking the survey at any time.

If you have any questions about the survey, you may contact Kim L. Hunt at: [prideactiontank@aidschicago.org](mailto:prideactiontank@aidschicago.org)



**SECTION 1 – DEMOGRAPHICS:** Please begin by giving us a little information about your background. This information will help us gain a better understanding of Chicago's South Side community and its needs.

1. **What year were you born (yyyy)?** \_\_\_\_\_
2. **What is your sexual orientation?**
  - Lesbian/Gay/Same gender loving
  - Bisexual
  - Heterosexual/Straight
  - Queer
  - Questioning
  - Something else, please specify **OPEN ENDED** \_\_\_\_\_
  - Prefer not to respond
3. **Do you consider yourself to be...? (Choose all that apply)**
  - Black or African American
  - Hispanic or Latino/a/x
  - White
  - Native American or Alaska Native
  - Asian or Pacific Islander
  - Another race, please specify **OPEN ENDED** \_\_\_\_\_
4. **What is the highest degree or level of school you have completed? Mark ONE box. If you are currently enrolled, please mark the previous grade or highest degree received.**
  - Elementary and/or junior high
  - Some high school to 12th grade
  - High school graduate equivalent (e.g. GED)
  - Some college credit, but less than 1 year
  - Technical school degree
  - One or more years of college, no degree
  - Associate degree (e.g. AA, AS)
  - Bachelor's degree (e.g. BA, AB, BS)
  - Master's degree (e.g. MA, MS, MSW, MBA)
  - Professional degree (e.g. MD, DDS, DVM, LLB, JD)
  - Doctorate degree (e.g. PhD, EdD)
  - Other, please specify
5. **What is the sex listed on your birth certificate?**
  - Male
  - Female
  - Prefer not to respond



6. What is your primary gender identity?<sup>1</sup>

- Male/Man
- Female/Woman
- Non-binary
- Two-spirit
- Additional Gender Identity, please specify **[OPEN ENDED]** \_\_\_\_\_

7. **[OPEN NUMERIC TEXT; OPTIONAL]** What is the zip code where you currently live or stay?  
\_\_\_\_\_

8. Is your income enough to meet all of your needs?

- Not at All
- A Little
- Moderately
- Mostly Completely

9. **[OPEN NUMERIC TEXT]** How many people live in the household where you currently live or stay? \_\_\_\_\_

10. What is your current living situation?<sup>2</sup>

- Experiencing homelessness
- Living in a shelter
- Living in a group home
- Living in a nursing/adult care facility
- Living in campus/university housing
- Living with parents or family I grew up with
- Staying with friends or family temporarily
- Living with a partner, spouse, or other person who pays for the housing
- Living in a house/apartment/condo that I rent, alone or with others
- Living in a house/apartment/condo that I own, alone or with others
- Other, please specify **[OPEN ENDED]** \_\_\_\_\_

11. What is your current employment status?

- Employed, full time (including contract work, gig economy jobs like Uber driving, etc.)

<sup>1,2</sup> Grant, Jaime M., Lisa A. Mottet, Justin Tanis, Jack Harrison, Jody L. Herman, and Mara Keisling. Injustice at Every Turn: A Report of the National Transgender Discrimination Survey. Washington: National Center for Transgender Equality and National Gay and Lesbian Task Force, 2011.



- Employed, part time (including contract work, gig economy jobs like Uber driving, etc.)
- Unemployed, looking for work
- Unemployed, not looking for work
- Unemployed, on disability
- Unemployed, retired
- Other, please specify \_\_\_\_\_

**[SECTION 2 – SOUTH SIDE LGBTQ+ CENTER QUESTIONS]** In this section we will ask you a few questions about the conveniences, and services you would like to see in a South Side LGBTQ+ center.

12. Thinking of the types of physical spaces, and conveniences that you would like to see in an LGBTQ+ center on the South Side, how important are each of the following to you?

	Very important	Somewhat important	Neutral	Somewhat unimportant	Not at all important
Recreational space					
Meeting space					
Drop-in Space					
Storage/Lockers					
Computer Lab					
Family Space					
Spaces for other Organizations					
Proximity to public transportation					
Outdoor space					
Gym					
Laundry					
Intentionally quiet spaces					
Showers					
Retail space					
All gender restrooms					
Free wifi					

13. **[OPEN ENDED]** Are there any other types of spaces, or conveniences that you think are important for an LGBTQ+ center to include?  
\_\_\_\_\_  
\_\_\_\_\_

14. How comfortable would you be getting services from or attending programs at a facility with LGBTQ+ in the name?

- Very comfortable



- Somewhat comfortable
- Neither comfortable nor uncomfortable
- Somewhat uncomfortable
- Very uncomfortable

15. Do you have any additional comments or thoughts about a prospective LGBTQ+ center located on Chicago's South Side?

**SECTION 3 – ATTITUDES AND FEELINGS TOWARDS COMMUNITY** In this section we will ask you to tell us a little about your attitudes toward and feelings about your community.

16. How safe do you feel in your neighborhood or the area where you live?<sup>3</sup>

- Not at all safe
- A little bit safe
- Somewhat safe
- Quite safe
- Very safe

17. We now have a few questions about your level of satisfaction with your neighborhood or the area where you live .

17a. How satisfied are you with...	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Your neighborhood as a whole					
How close you live to agencies where services are available (e.g. health, mental health, etc.)					
How close you live to shopping, public transportation, post office, etc.					
How close you live to recreational activities (e.g. movies, social clubs, places of worship, etc.)					
The opportunities to socialize in the neighborhood or area where you live					
The number of LGBTQ+ services or programs in your neighborhood or area where you live					

<sup>3</sup> Desmond, M. (2016) "Milwaukee Area Renters Study (MARS). Available at: <https://dataverse.harvard.edu/dataset.xhtml?persistentId=doi:10.7910/DVN/BLUU3U>



The general attitude of your neighborhood or area where you live toward LGBTQ+ individuals					
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18. **[OPEN ENDED]** In your opinion, what are the most important issues facing LGBTQ+ people on Chicago's South Side?

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19. **[OPEN ENDED]** In your opinion, what are some strengths of the Chicago South Side LGBTQ+ community?

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20. **[OPEN ENDED]** What are some things that make you proud of Chicago's South Side?

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**SECTION 4 – SERVICES NEEDED, HEALTH, AND BEHAVIORAL HEALTH QUESTIONS** In this section we will be asking questions related to your health, services needed, and services obtained. This information will help us better understand your community's service needs.

21. Have you ever been sent to a juvenile detention center for any reason, as a minor?

- Yes
- No
- Prefer not to say

22. Have you ever been sent to jail or prison for any reason, as an adult?

- Yes
- No
- Prefer not to say

23. **[SHOW IF Q22=YES]** Do you have a criminal record?

- Yes
- No
- Prefer not to say



24. How would you rate your overall health right now?<sup>4</sup>

- Excellent
- Very Good
- Good
- Fair
- Poor
- Prefer not to say

25. Have you experienced any of the following health problems in the past year? (check all that apply)

- Diabetes
- Heart disease
- COVID-19
- High blood pressure
- Cancer
- None of the above

26. What is your HIV status?

- Positive
- Negative
- Not sure
- Prefer not to say

27. Now we will be asking you a few questions about your experience with alcohol, cigarettes, and other substances. Some of these substances are prescribed by a doctor, but only select the ones you have taken for reasons or in doses other than prescribed.<sup>5</sup>

Have you used any of the following substances? Check all that apply.	Yes, have used at some point in my life	Yes, have used in the past three months
a. tobacco products (cigarettes, chewing tobacco, cigars, etc.)		
b. alcoholic beverages (beer, wine, liquor, etc.)		
c. cannabis (marijuana, pot, grass, hash, etc.)		
d. cocaine (coke, crack, etc.)		
e. methamphetamine (speed, crystal meth, ice, etc.)		
f. Amphetamines (stimulants such as Adderall)		

<sup>4</sup> Substance Abuse and Mental Health Services Administration (SAMHSA). (2019). National Outcomes Measures (NOM). Substance Abuse and Mental Health Services Administration (SAMHSA), U.S. Department of Health and Human Services. [https://spars.samhsa.gov/sites/default/files/CMHSAAdultClientLvlSvcsMeasQxQ\\_3.17.2020.pdf](https://spars.samhsa.gov/sites/default/files/CMHSAAdultClientLvlSvcsMeasQxQ_3.17.2020.pdf)  
<sup>5</sup> WHO | The ASSIST screening test version 3.0 and feedback card. (n.d.). WHO. Retrieved May 7, 2021, from [https://www.who.int/substance\\_abuse/activities/assist\\_test/en/](https://www.who.int/substance_abuse/activities/assist_test/en/)



g. inhalants (nitrous oxide, glue, gas, paint thinner, etc.)		
h. sedatives or sleeping pills (Valium, Serepax, Ativan, Librium, Xanax, Rohypnol, GHB, etc.)		
i. hallucinogens (LSD, acid, mushrooms, PCP, Special K, ecstasy, etc.)		
j. street opioids (heroin, opium, etc.)		
k. prescription opioids (fentanyl, oxycodone [OxyContin, Percocet], hydrocodone [Vicodin], methadone, buprenorphine, etc.)		
l. Other, please specify [IF YES, OPEN TEXT]		

28. Now we are going to ask you about services you may have needed in the last 12 months. First we will ask if you needed the service and then if you got that service.

	Did you need this service at any time over the last 12 months?		Were you able to get this service in the last 12 months? [SKIP IF NOT SELECTED AS SERVICE NEEDED]		
	No	Yes	No	Yes	N/A
a. Food assistance					
b. Housing assistance (e.g. permanent, temporary, emergency shelter, residential treatment facilities)					
c. Clothing assistance					
d. Transportation assistance					
e. Financial assistance					
f. Interpreter/translation					
g. Assistance with Substance abuse treatment					
h. Assistance with mental health treatment/counseling					
i. Legal assistance					
j. Medication assistance					
k. Job training/employment assistance					
l. Assistance with dental care					



m. LGBTQ-specific services

29. **[OPEN ENDED]** What other services, if any, did you need in the last 12 months?

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30. Have your service needs changed since the March 21<sup>st</sup> COVID-19 shelter in place order?

- Yes
- No
- Prefer not to respond

31. Has your ability to access services you need changed since the March 21<sup>st</sup> COVID-19 shelter in place order?

- Yes
- No
- Prefer not to respond

32. **[OPEN ENDED; SHOW ONLY IF SELECTED YES IN Q30]** How have your service needs changed since the March 21<sup>st</sup> COVID-19 shelter in place order?

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33. **[OPEN ENDED; SHOW ONLY IF SELECTED YES IN Q31]** How has your ability to get services changed since the March 21<sup>st</sup> COVID-19 shelter in place order?

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34. **[OPEN ENDED; SHOW ONLY IF SELECTED IN Q28 OPTION M]** You indicated that you needed or had received LGBTQ+ services. What LGBTQ+ services did you need or receive?

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35. **[SHOW ONLY IF Q28 OPTION M WAS SELECTED UNDER SERVICE RECEIVED; OPEN ENDED]** Where did you receive LGBTQ+ services?

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36. **[OPEN ENDED; SHOW ONLY IF LGBTQ+ SERVICES NOT SELECTED]** You indicated that you did not need any LGBTQ+ services in the past 6 months. What are some reasons why you felt services were not needed?

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37. **[IF Q28B=ANY NO]** You indicated that you needed some services that you were unable to get. Please tell us whether or not you have had the following problems when trying to access services.<sup>6</sup>

	Yes	No	Not Applicable
You don't think the services exist around here.			
You don't know where to get the services.			
You would have to wait too long to get the services.			
The services cost too much for you to afford.			
You don't think you are eligible to get the services for free.			
The people who run the services don't like people like you.			
It's hard for you to get there (transportation).			
You don't know what to do with your kids when you're there.			
Somebody might find out about your HIV status if you go there.			
It's hard for you to make or keep appointments.			
The people at the agency don't speak the same language as you.			
You have trouble telling the people at the agency what you need.			
You worry that your family/friends would be against the services.			
You have to take care of other people.			
The people at the agency are not helpful or don't seem motivated to help.			
The process of getting services is too confusing or difficult.			
You don't know where to get access to hormone therapy or transwomen services.			
You have access to your provider, but he/she/they doesn't provide follow up appointments.			

<sup>6</sup> Karpiak, S.E., Shippy, R.A. & Cantor, M.H. Research on Older Adults with HIV. New York: AIDS Community Research Initiative of America, 2006.



38. **[OPEN ENDED]** Please add any additional comments about difficulties you experienced when trying to access services?

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**[CLOSING STATEMENT]** Thank you for your participation in this survey! Your responses will help us better support your communities. If you would like to enter a raffle for a \$100 Target gift card, please click on the drawing link below. This raffle is completely optional, and you do not have to participate if you would prefer not to. The link is separate from the survey and your email address will not be stored with your survey responses. Only members of the research team will have access to this information, and your email address will only be used for the purpose of the raffle.

## APPENDIX B: KEY STAKEHOLDER INTERVIEW FORM

### South Side Needs Assessment Stakeholder Interview Guide

Thank you very much for talking with me today. The purpose of this conversation is to discover any gaps in services and resources across the South Side LGBTQ+ community, as well as to learn what leaders of community organizations are thinking and feeling about the Howard Brown Health plan to build a new facility that will include healthcare and other essential services affirming the lives of LGBTQ+ people and allies on the South Side of Chicago. We are also looking to determine potential areas of collaboration, conflict or competition.

There are no right or wrong answers to any of the questions I will ask you. Please answer honestly. Any information will be very helpful to Howard Brown in making decisions about the planned project on the South Side.

This interview will be audio recorded. However, no one outside of our research team will have access to the notes or recordings from this interview. Your responses will be kept confidential, and we will not identify anyone by name in our reporting. Your participation is completely voluntary, and you are able to stop the interview at any time or decline to answer specific questions.

Do we have your verbal consent to participate in this interview? [Interviewer to sign if yes; if no, do not continue]

Interviewer signature: \_\_\_\_\_

Do we have your verbal consent to record this interview? [Interviewer to sign if yes; if no, do not record]

Interviewer signature: \_\_\_\_\_

Do you have any questions before we get started?

### **Overall thoughts and perceptions on Chicago's South Side LGBTQ+ community**

"First, I would like to learn more about your general perceptions of Chicago's South Side LGBTQ+ community."

- 1) In your opinion, what are the most important issues facing LGBTQ+ people on Chicago's South Side?
  - a. What do you think can or should be done to address these issues?
- 2) In your opinion, what are some strengths of the Chicago South Side LGBTQ+ community?
  - a. What can be done to best support and increase the existing strengths of this community?

### **Service gaps and resources needed amongst the South Side LGBTQ+ community**

"Thinking about the LGBTQ+ community on Chicago's South Side..."

- 3) What concerns, if any, do you have for the South Side’s LGBTQ+ community and their service needs?
  - a. What do you think could be done to address these concerns?
  - b. If you don’t currently have any concerns, please talk a little about some of the strengths of systems or resources currently in place to support the needs of this community.
- 4) What is your perception of the services and resources available to the LGBTQ+ population on Chicago’s South Side?
  - a. In your opinion, are these resources or services sufficient? Why or why not?
  - b. In your opinion, are these resources or services accessible to members of this community? Why or why not?
  - c. Do you think the available resources or services are accommodating to the LGBTQ+ population? Why or why not?
  - d. If insufficient or inaccessible, what do you think are the biggest barriers to obtaining the services or resources needed for this population?
- 5) In an ideal world, what kinds of services or resources would you include in a comprehensive support system for the South Side LGBTQ+ community?
  - a. What is your rationale for including these resources or services?
- 6) Who would you invite to the conversation to discuss the needs of the LGBTQ+ community on Chicago’s South Side? This can be specific stakeholders, organizations, or community members, as well as more general groups or categories of people you think should be included.
  - a. What would each of these individuals or organizations bring to the discussion?

**Services and programming provided by their organization to the South Side LGBTQ+ community**

“Now I will be asking you a few questions about the work that your organization does with the South Side LGBTQ+ organizations or individuals.”

- 7) Tell me a little about the people with which your organization primarily works.
  - a. Please describe the demographics of these individuals. What about the geographic location where they live?
- 8) Tell us a little about the type of work that your organization does with/for this community.
  - b. *[If not specifically mentioned]* How is your work supporting the LGBTQ+ community specifically?
- 9) Previously you mentioned some important issues facing Chicago’s South Side LGBTQ+ community. Is your organization currently working to address these issues? [If yes] How so?
  - a. What other kinds of issues is your organization addressing through its work?
  - c. What support(s) (e.g. grants, volunteers, community partnerships) do you receive in order to address these issues?
  - d. What barriers, if any, do you face in addressing these issues?

**Attitudes toward and opinions on the Howard Brown Health Center project**

“Finally, I would like to ask you a few questions related specifically to Howard Brown Health and the proposed project on the South Side. Howard Brown Health is planning to build a new healthcare and social services facility on the South Side of Chicago that includes essential services affirming the lives of

LGBTQ people and allies. Again, just a reminder, nothing you say will be attributed to you, and this recording or transcript will not be shared with Howard Brown.”

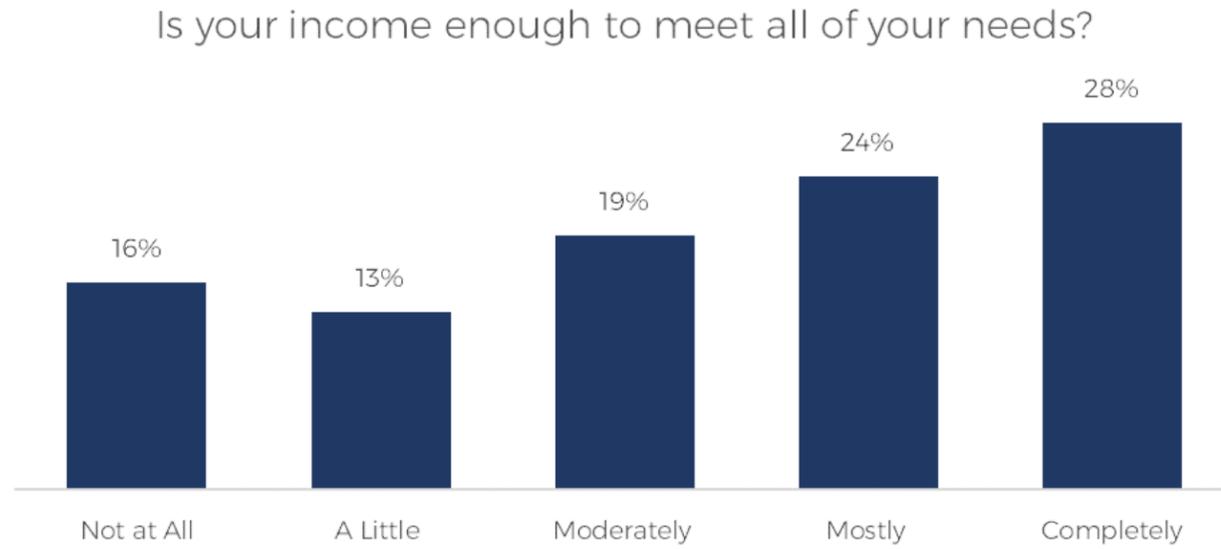
- 10) What are your initial thoughts about a new LGBTQ+ center coming to the South Side? Keep in mind that we are not asking about the Howard Brown center specifically, but about this type of center, generally.
  - a. How do you foresee this affecting the community?
  - b. How do you foresee this affecting your organization’s work?
  - c. What (other) concerns, if any, do you have about this kind of center?
- 11) What are your feelings about Howard Brown creating an LGBTQ+ center in the South Side?
  - a. What makes you feel this way?
  - b. What feedback or concerns from the community, if any, are you hearing regarding the (HBH) center?
- 12) What impact, if any, do you think this Howard Brown center will have on the work that your organization does?
  - a. What leads you to believe that?
- 13) Thinking generally, how can Howard Brown best work with existing community organizations on Chicago’s South Side?
  - a. If Howard Brown were to include space for other organizations in their South Side center, how should this look [e.g. shared office space, making meeting/event space available potential arrangements]? What would be important to include?
  - b. What would you like Howard Brown to know about the work that your organization does, in particular?
- 14) Under what conditions, if any, would your organization, specifically, consider working with Howard Brown?
  - a. If you would not consider partnering with Howard Brown, why is this the case? Would anything change this answer?
  - b. If you would consider potentially partnering with Howard Brown, what might be some benefits and challenges of this partnership?

“Those are all the questions I have for you. Thank you for your participation!”

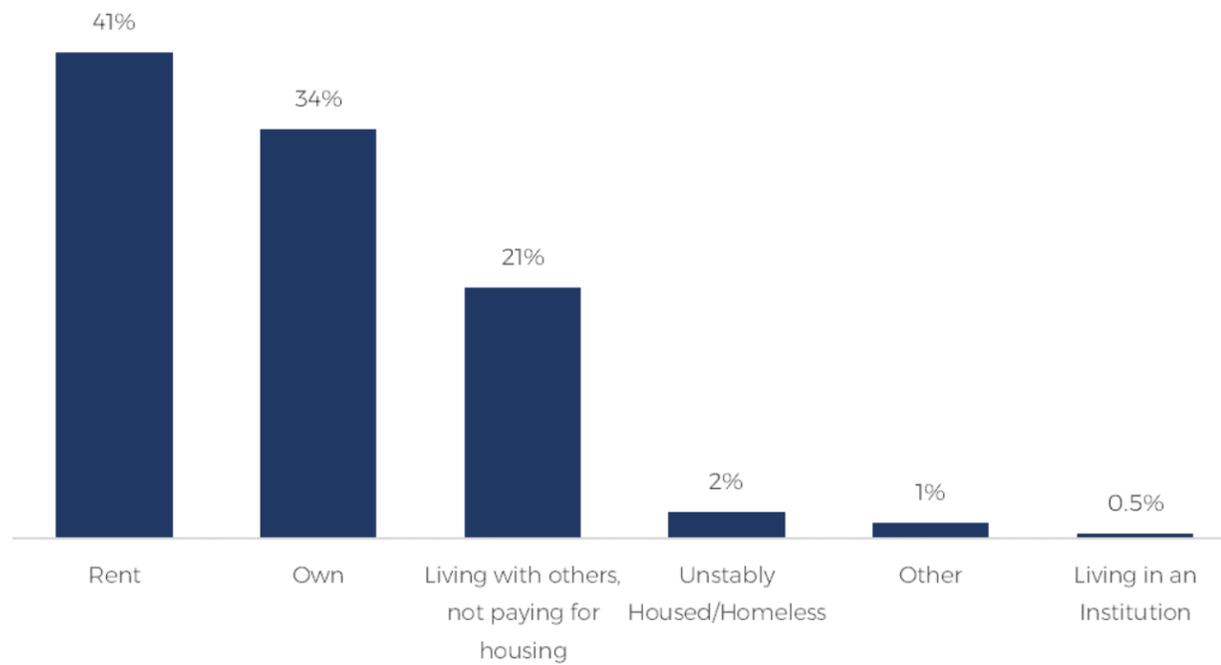
- 15) Is there anything else you would like to share with me today? Anything you haven’t had a chance to say yet?

## APPENDIX C: DEMOGRAPHIC DATA FIGURES

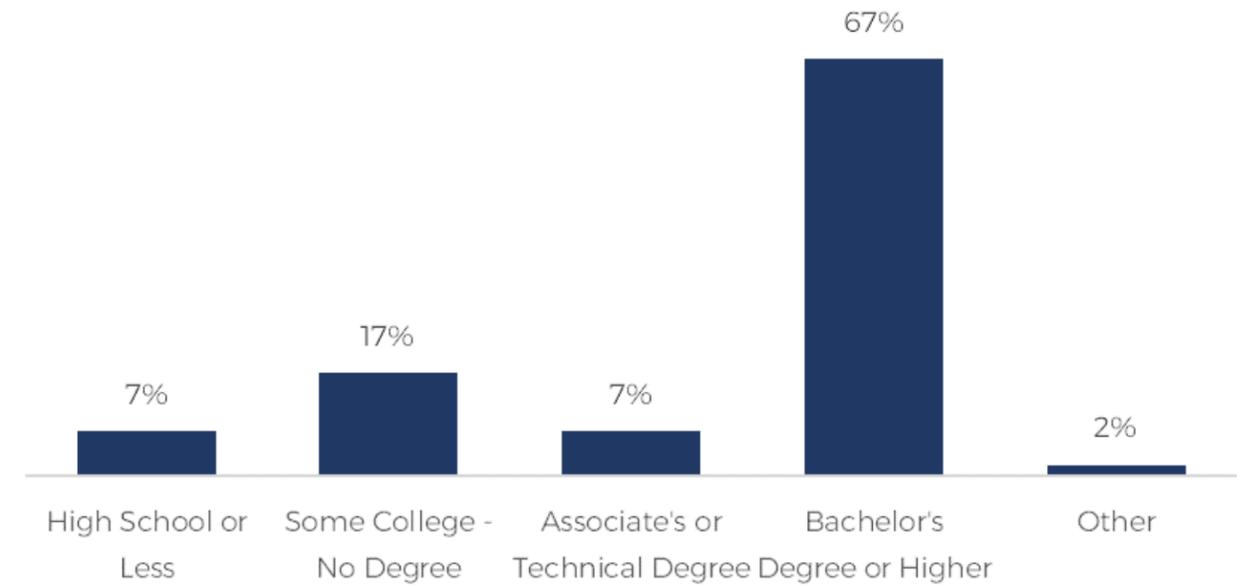
### FIGURE 5. RESPONDENT INCOME



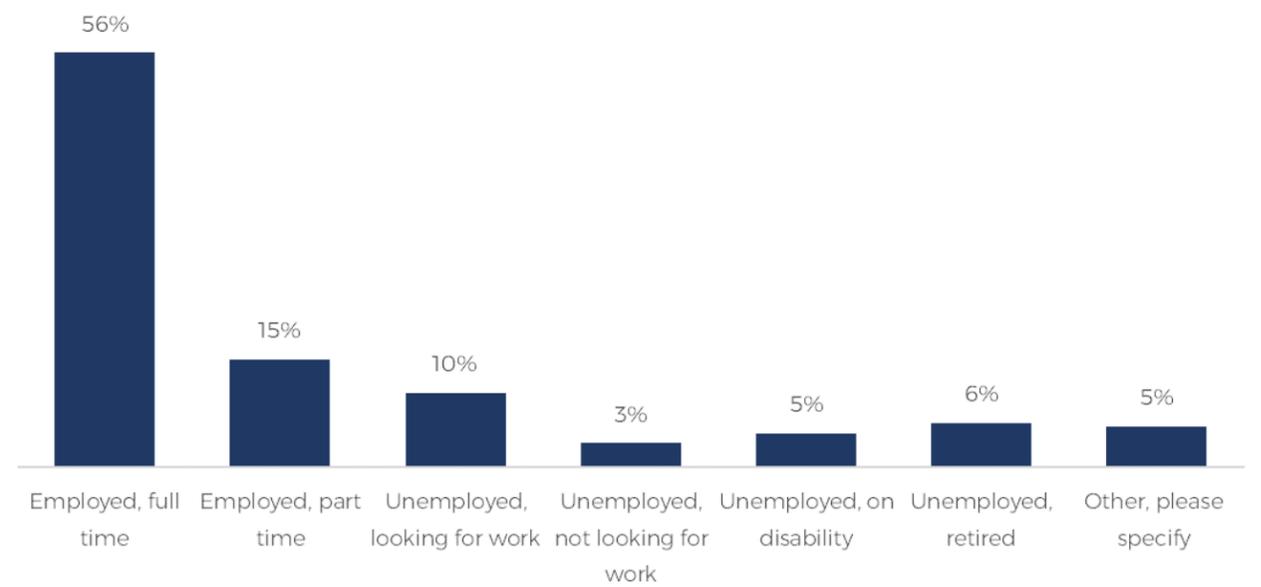
### FIGURE 6. RESPONDENT LIVING SITUATION



### FIGURE 7. RESPONDENT EDUCATION LEVEL



### FIGURE 8. RESPONDENT EMPLOYMENT STATUS



pride  **ction**  
Celebrating 5 Years **tank**