

BELONGING IN ACTION:

2025 EVALUATION & LEARNING SUMMARY

In 2024-2025, the SF LGBT Center partnered with [Intention 2 Impact](#) to design a Monitoring, Evaluation, and Learning (MEL) Framework and conduct a center-wide evaluation.

The goal: to better understand the Center's impact, uplift community voices, and guide strategy for the future.

Here's how we did it:

- **Built a Roadmap:** Co-created a shared Theory of Change and learning plan.
- **Listened Deeply:** Heard from 248 community members through surveys, focus groups, and interviews.
- **Made Sense Together:** Worked with staff to interpret findings and set priorities for action.

This report shares what we learned about the Center's unique role and the difference it makes at three levels: **individuals, programs, and community.**



THE CENTER'S UNIQUE VALUE

What We Heard Loud and Clear

Community members called the Center both a lifeline and a lighthouse - a place that meets urgent needs while shining a light toward a more connected future.

- **Safe, Welcoming, and Inclusive:** A trusted place to be yourself and know you'll be respected.
- **Self-Discovery & Affirmation:** A space to explore identity, grow in confidence, and belong authentically.
- **People-Powered:** Staff and volunteers are known for their warmth, care, and cultural competence.
- **Cultural Hub:** Programs and events foster joy, pride, and intergenerational connection.



This was the first place I went when I arrived in San Francisco. They helped me get a shower, food, and even a city ID. Before I knew anyone, I could just come here every day and feel supported. —Evaluation participant

OUTCOMES FOR INDIVIDUALS & COMMUNITY

Individual-level outcomes:

Changing Lives One Person at a Time

- **Safety & Belonging:** Over 80% of survey respondents said they feel more connected, safe, and supported after coming to the Center.
- **Mental Health & Crisis Support:** Many credited the Center with preventing crisis and sometimes, saving their lives. Drop-in counseling, referrals, and caring staff were described as “critical lifelines.”
- **Housing Stability:** 100% of those seeking housing were connected to safe, affirming options which was a life-changing outcome for many.
- **Career & Financial Growth:** Job seekers reported improved skills and confidence, with some hired on the spot at Center career fairs. Financial Services participants reported higher financial literacy, business growth, and economic stability.
- **Joy & Quality of Life:** The majority of respondents said the Center improved their quality of life — increasing hope, confidence, and opportunities to build friendships that sustain them.

“There’ve been times I came in suicidal — and they saved me.

Just having a place to go where someone will listen without judgment makes all the difference.”

—Evaluation participant

Community-level outcomes:

Building a Stronger Ecosystem

- **Safe Haven in a Hostile Climate:** A refuge for TGNB (transgender and nonbinary) people and others fleeing unsafe environments.
- **Visibility & Advocacy:** A public voice for the community - showing up in the media, at vigils, and on the frontlines.
- **Intergenerational Belonging:** A place where youth, adults, and elders share wisdom and build community together.



As long as this building is standing, it’s a big message to the ones in power trying to erase us.”

—Evaluation participant



I was going through a lot, and usually I don’t like asking for help. But when I came here, they made me feel at home. They treated me like it was okay to ask for help, like it wasn’t a burden. That’s what made me feel like I belonged here.”

—Evaluation participant

OPPORTUNITIES

What We Can Do Even Better

Community members shared where the Center could grow stronger:

- **Broaden Access:** Make the Center a gathering place for all LGBTQ+ people — not just those in crisis — to find belonging, affirmation, and connection.
- **Build Community:** Expand mutual aid, peer learning, and organic spaces for TGNB youth and adults to connect.
- **Increase Inclusion:** Offer consistent programs for TGNB adults, elevate trans-masculine, nonbinary, and asexual visibility, and ensure staff reflect community diversity.
- **Simplify & Engage:** Be a trusted hub for legal and policy updates while making internal services easier to navigate.
- **Boost Economic Mobility:** Strengthen job pipelines and host more accessible, affirming career fairs year-round.

LOOKING AHEAD

The evaluation confirmed what the community already knows:

the SF LGBT Center is more than a building.

It is a community anchor, cultural hub, and catalyst for change.

Going forward, the Center will:

- **Keep Learning:** Collect and share outcome data regularly.
- **Lift Up Voices:** Continue centering TGNB and youth perspectives in decision-making.
- **Grow Stronger:** Double down on partnerships and programs to meet evolving needs.



“If the Center disappeared, it would feel like San Francisco failed us.”
—Evaluation participant

For more details about the evaluation results or process, reach out to info@sfccenter.org.