

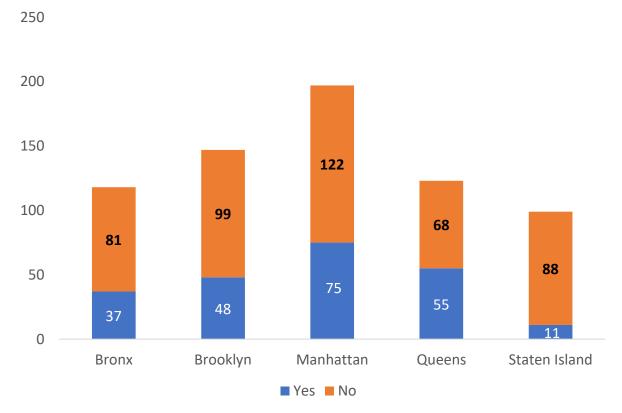
The Mayor's Office to End Domestic and Gender-Based Violence (ENDGBV) develops policies and programs, provides training and prevention education, conducts research and evaluations, performs community outreach, and operates the New York City Family Justice Centers. The NYC Family Justice Centers are co-located multidisciplinary service centers providing vital social services, civil legal, and criminal justice assistance for survivors of domestic and gender-based violence and their children—all under one roof.

This is the fifth annual report to be provided in compliance with Local Law 40 of 2019, covering the time period July 1, 2023 through June 30, 2024. This report provides an overview of responses from the Family Justice Center Client Satisfaction Survey. During this time-period, 684 surveys were collected, 118 in the Bronx, 147 in Brooklyn, 197 in Manhattan, 123 in Queens and 99 in Staten Island[.]

1. WHAT SERVICES DID YOU RECEIVE TODAY? (PLEASE SELECT ALL THAT APPLY) (N=684)¹

Services	Bronx	Brooklyn	Manhattan	Queens	Staten Island	Total
Met with Case Manager	34	106	95	69	51	355
Housing Information/Advocacy	20	29	43	33	16	141
Civil Legal Services	23	29	46	30	10	138
Safety Planning	30	23	28	31	25	137
Counseling Services	16	21	46	27	8	118
Practical Support	15	9	34	19	9	86
Child Services	7	8	22	15	11	63
Public Benefits Information/Services	12	6	20	18	3	59
Shelter Information/Advocacy	7	12	16	13	7	55
Other Support Services ²	4	4	16	14	7	45
Criminal Justice/NYPD Services	11	6	15	14	6	52
Economic Empowerment Services	20	2	13	8	1	44
Mental Health Services ³	0	1	12	5	0	18

2. DID YOU RECEIVE LANGUAGE INTERPRETATION SERVICES? (N=684)



Percentage of respondents who responded "Yes" to question 2 within each borough: Bronx: 31%, Brooklyn: 33%, Manhattan: 38%, Queens: 45%, and Staten Island: 11%.

Language	Bronx	Brooklyn	Manhattan	Queens	Staten Island	Total
Spanish	32	43	63	47	6	191
Urdu	2	0	1	0	2	5
Russian	0	1	2	1	1	5
Cantonese	0	0	2	1	0	3
Arabic	2	0	0	1	0	3
Bengali	0	0	0	0	1	1
French	0	0	1	0	0	1
Croatian	1	0	0	0	0	1
Finnish	0	0	0	0	1	1
Haitian- Creole	0	1	0	0	0	1
Unknown	2	1	6	5	0	14

2A. IF YES, IN WHAT LANGUAGE? (N=226)⁴

3. WHAT DID YOU FIND MOST HELPFUL ABOUT YOUR VISIT TODAY TO THE FJC? (N=604)?



EXAMPLES OF WHAT RESPONDENTS FOUND MOST HELPFUL:

"Others close the door on me, I come here and people in the SIFJC listen to me."

"Everyone is so kind and nice, safe place. food was provided. everything is great."

"The FJC has provided me with so many resources, the staff are amazing."

"Case worker was extremely helpful and offered Emergency Housing assistance that has been needed as well as a public Attorney."

"Informative, kindness of case manager -Gave practical solutions and referrals and follow up steps, (name of staff omitted) felt supported and hopeful -Most definitely -Excellent program I'm very happy this exists!!"

"My lawyer is wonderful and has helped me out so much in this process."

"The ladies at the front are welcoming and knowledgeable. I felt safe and was able to express myself and my situation."

"Every time I have my session with my counselor (name of staff omitted) I feel like I'm one step closer to getting my life back in track. Not only as a counselor but a mentor . She is my center to any and every source I may need during these hard and difficult times while battling in court. She always guides me to my next step and reminding me of my weekly tasks . Thanks for all the wonderful help."

"My son receives counseling here, I have found this place very beneficial for the both of us. The worker is amazing."

"Stated that both the Frontline Advocates and Client Navigators were friendly and helpful."

"The friendly accessible staff, no waiting in line, beautiful facilities helped me feel hopeful that things will get better! (happy face) Food. Thanks!"

"Lots of great info on helpful services (Section 8, Safe Horizons, etc) I even got a copy of my birth certificate."

"Screener was very helpful."

"Comfortability, hospitality, a well clean, sanitized and cool safe environment. Everyone was kind gentle and did their jobs very well!"

4. WOULD YOU RECOMMEND THE FAMILY JUSTICE CENTER TO OTHERS (N=336)?

Borough	Respondents	Recommend?	%
Bronx	118	118	100%
Brooklyn	147	147	100%
Manhattan	197	194	98.5%
Queens	123	123	100%
Staten Island	98	96	98.0%

Note: 1 (0.1%) respondent in Staten Island did not respond to this question.

¹This data reflects information provided by the respondent and may not reflect all services received.

- ²"Other supportive services" include special events, yoga and meditation classes. This category replaces "spiritual support services". The FJCs do not provide spiritual support services.
- ³In previous reports this was referred to as "psychiatric services".

⁴One client indicated that they received services in four languages (Bengali, French, Mandarin, Spanish and Urdu. Since the language services was provided in could not be determined this survey was reflected in the "unknown" category.