

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 first annual report to be provided in compliance of Local Law 40 of 2019, covering the time period July 1, 2019 through October 15, 2019. This report provides an overview of responses from the Family Justice Center Client Satisfaction Survey. During this time period 400 surveys were collected, 142 in the Bronx, 84 in Brooklyn, 58 in Manhattan, 89 in Queens and 27 in Staten Island.

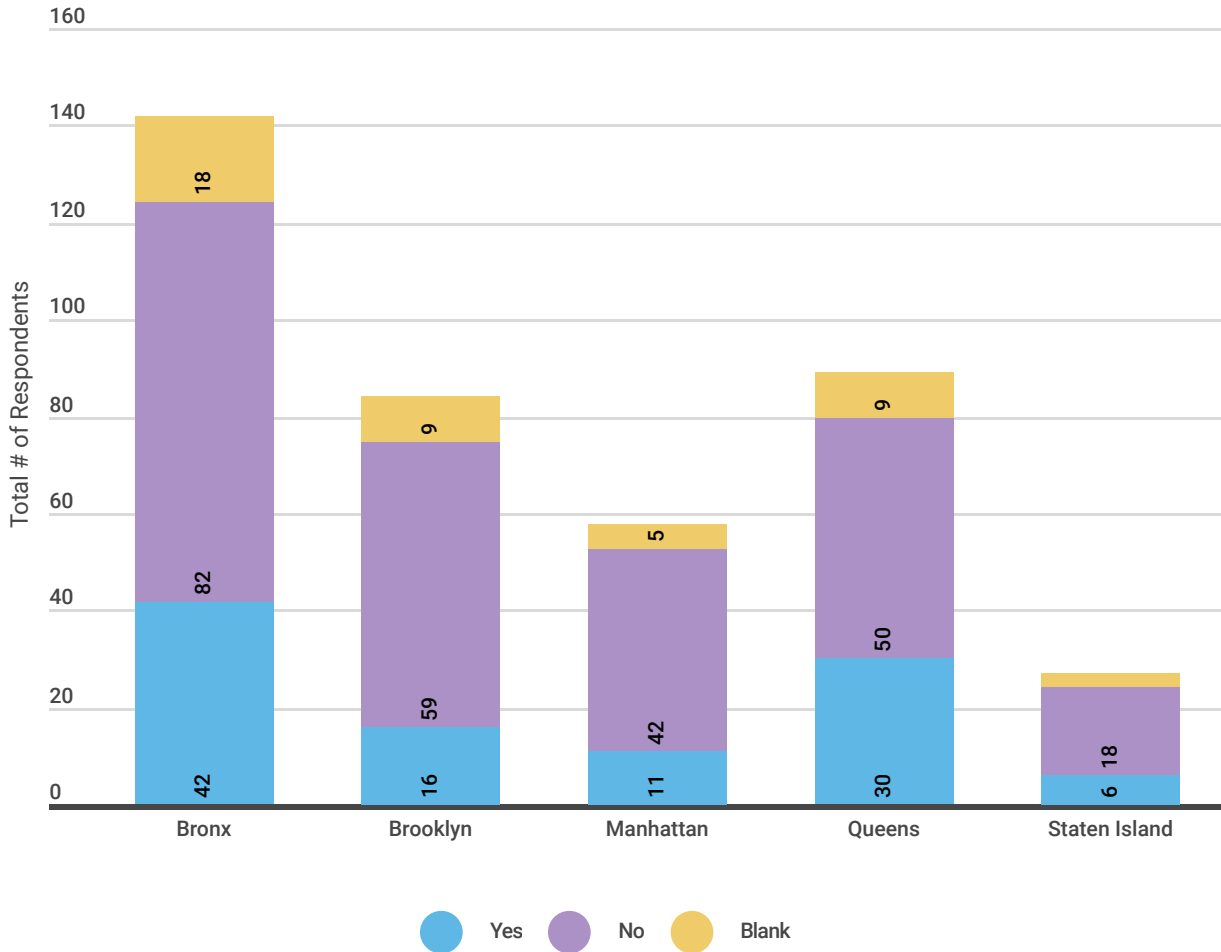
1. WHAT SERVICES DID YOU RECEIVE TODAY? (PLEASE SELECT ALL THAT APPLY) (N=395)

Service	Bronx	Brooklyn	Manhattan	Queens	Staten Island	Total
Met with Case Manager	83	60	19	47	17	226
Civil Legal Services	38	22	14	43	10	127
Counseling Services	46	27	19	17	8	117
Housing Information/Advocacy	37	17	5	11	4	74
Safety Planning	27	20	1	17	4	69
Child Services	11	5	7	7	7	37
Shelter Information/Advocacy	24	10	3	10	3	50
Economic Empowerment Services	7	7	7	6	2	29
Public Benefits Information/Services	13	9	3	10	4	39
Practical Support	14	12	1	10	2	39
Spiritual Support Services	7	2	3	8	2	22
Criminal Justice/NYPD Services	13	4	3	5	5	30
Psychiatric Services	7	3	0	3	4	17
Other (please specify)	12	6	7	3	3	31

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

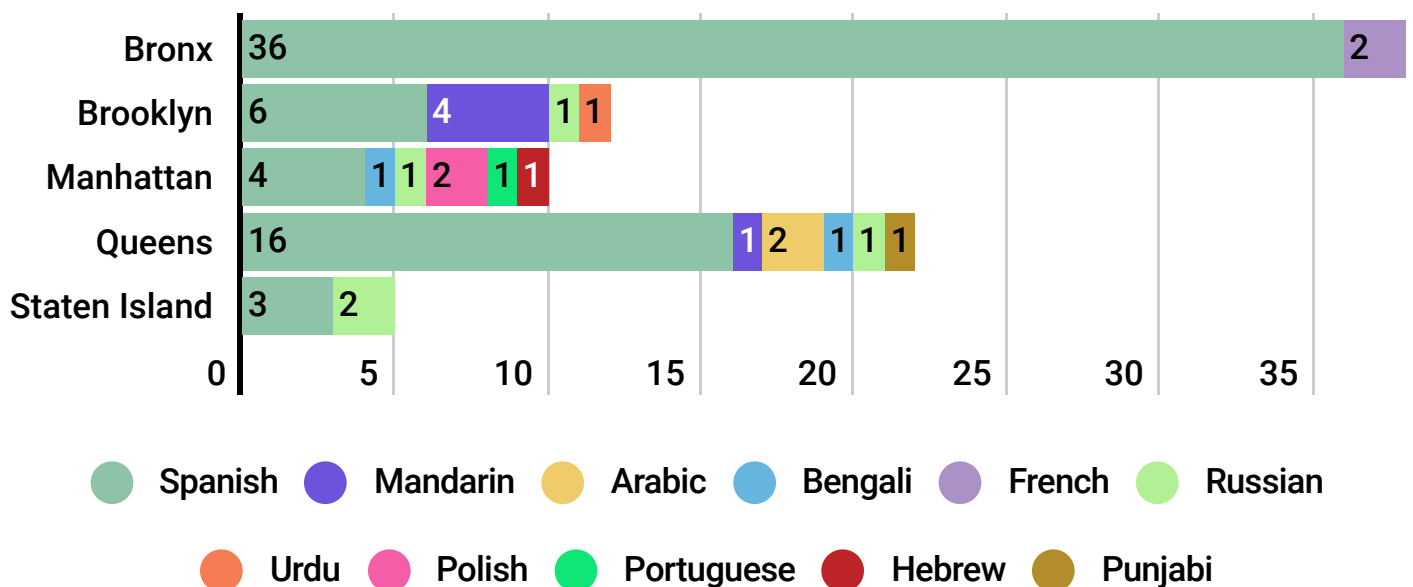
* Services listed under the category "other" that matched service categories above were recategorized as such.

2. DID YOU RECEIVE LANGUAGE INTERPRETATION SERVICES? (N=400)



* Percentage of respondents who answered "Yes" to question 2 within each borough: 30% Bronx, 19% Brooklyn, 19% Manhattan, 34% Queens, and 22% Staten Island.

2A. IF YES, IN WHAT LANGUAGE? (N=105)



*18 respondents indicated that they received interpretation services and did not select a language.

3. WHAT DID YOU FIND MOST HELPFUL ABOUT YOUR VISIT TODAY TO THE FJC? (N=347)

This word cloud reflects the most frequently used words in the comments provided by clients. The larger the text the more often the word was used.



* For reference, "Helpful" was used 51 times. For an interactive version of the report please visit nyc.gov/endgbv.

Here are some examples of the statements that clients provided on the survey:

"The thorough information and patience and sincerity of the staff and attorney. Made me feel safe & have hope."

"The staff was extremely helpful, gave me answers to all my questions. Above all they listened. Thank you."

"I was pointed in the right direction with family court and help with information about [New] Destiny housing."

"I got info about how I can file my divorce letter safely."

"Very helpful in every aspect. Felt safe, felt taken care of, wonderful experience."

"Friendly environment and very supportive staff made my appointment easy."

4. WOULD YOU RECOMMEND THE FAMILY JUSTICE CENTER TO OTHERS? (N=378)

Borough	Respondents	Recommend?	%
Bronx	136	134	99%
Brooklyn	77	76	99%
Manhattan	54	54	100%
Queens	87	87	100%
Staten Island	24	23	96%
Total	378	374	99%