

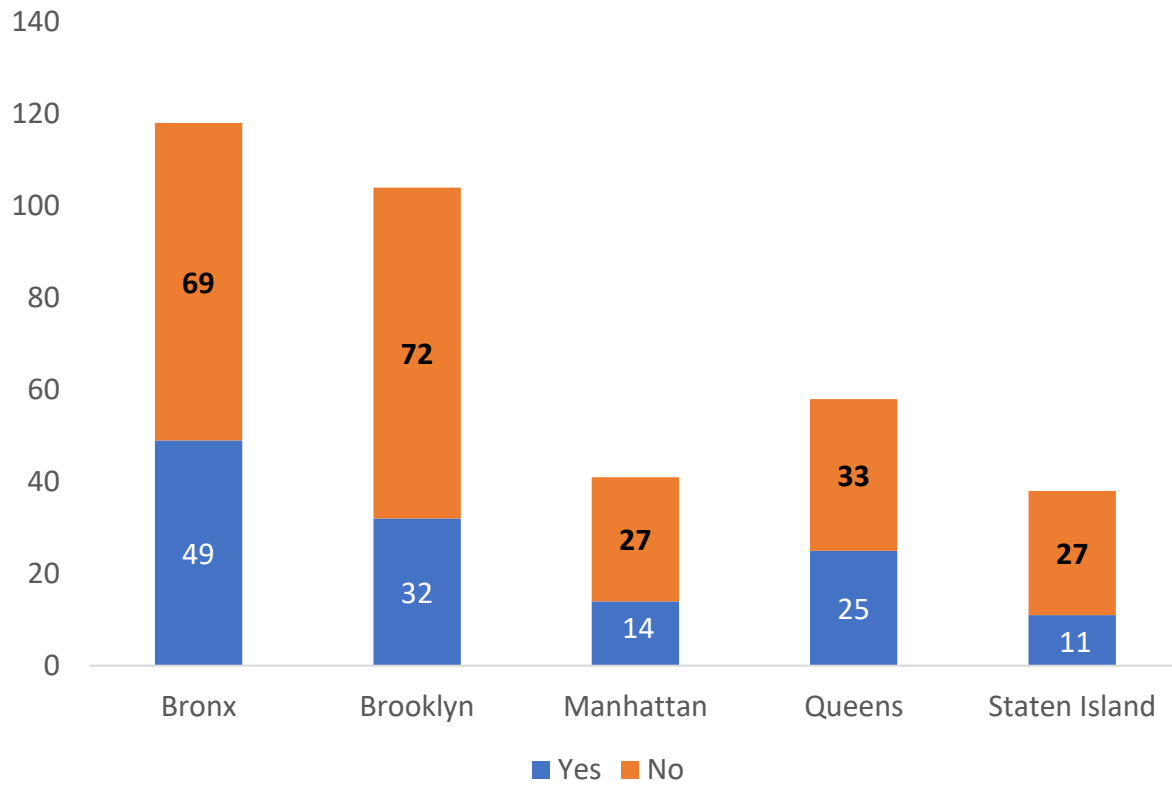
The Mayor's Office to End Domestic and Gender-Based Violence (ENDGBV) develops policies and programs, provides training and prevention education, conducts research and evaluations, performs community outreach, and operates the New York City Family Justice Centers. The NYC Family Justice Centers are co-located 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 fourth annual report to be provided in compliance with Local Law 40 of 2019, covering the time period July 1, 2022 through June 30, 2023. This report provides an overview of responses from the Family Justice Center Client Satisfaction Survey. During this time-period, 359 surveys were collected, 118 in the Bronx, 104 in Brooklyn, 41 in Manhattan, 58 in Queens and 38 in Staten Island.

## 1. WHAT SERVICES DID YOU RECEIVE TODAY? (PLEASE SELECT ALL THAT APPLY) (N=359)<sup>1</sup>

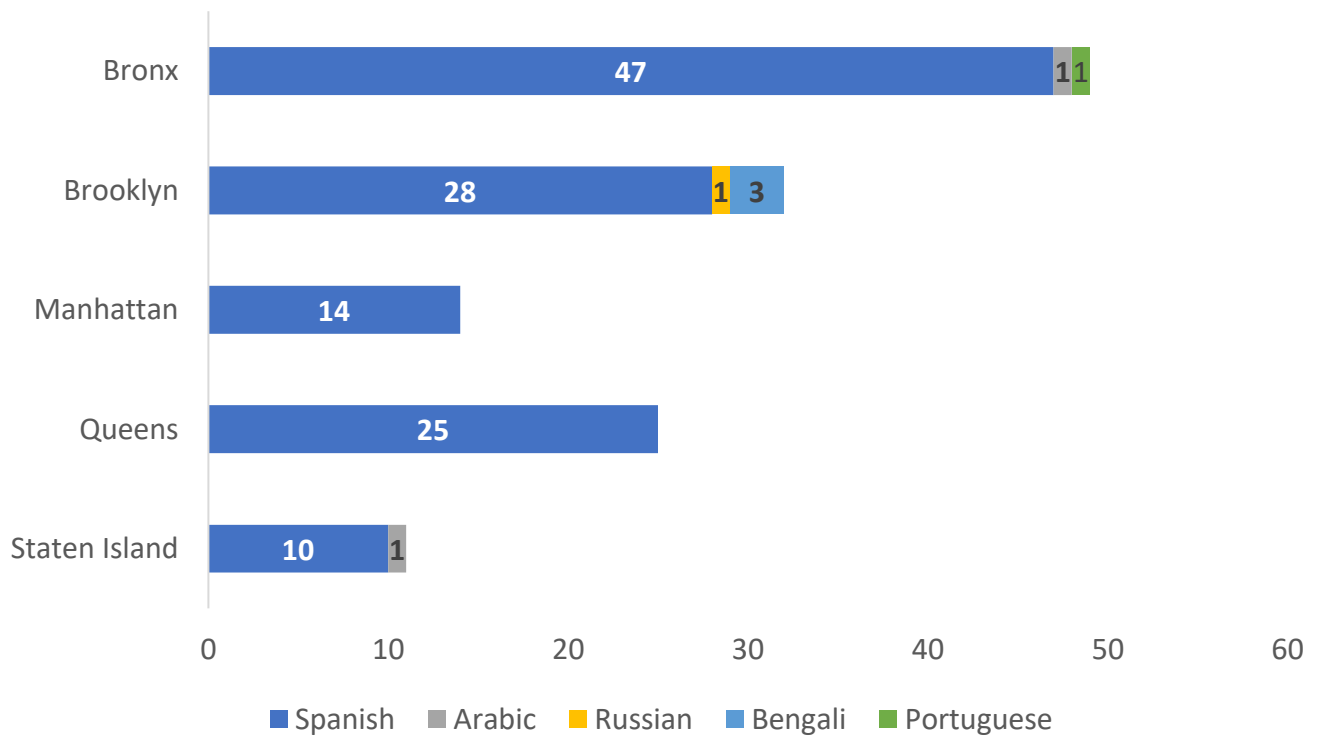
Services	Bronx	Brooklyn	Manhattan	Queens	Staten Island	Total
Met with Case Manager	81	74	24	24	14	217
Housing Information/Advocacy	32	36	7	9	4	88
Safety Planning	28	23	3	3	5	62
Counseling Services	31	19	11	10	5	76
Civil Legal Services	22	18	11	18	3	72
Practical Support	18	13	2	7	10	50
Child Services	4	9	8	18	8	47
Shelter Information/Advocacy	18	12	1	2	5	38
Public Benefits Information/Services	12	12	4	5	3	37
Criminal Justice/NYPD Services	13	11	1	5	1	31
Other Support Services <sup>2</sup>	4	2	2	5	3	16
Other (please specify)	3	3	2	3	4	15
Economic Empowerment Service	4	5	0	1	1	11
Mental Health Services <sup>3</sup>	6	1	0	2	1	10

## 2. DID YOU RECEIVE LANGUAGE INTERPRETATION SERVICES? (N=359\*)



Percentage of respondents who responded “Yes” to question 2 within each borough: 42% Bronx, 31% Brooklyn, 34% Manhattan, 43% Queens, and 29% Staten Island.

## 2A. IF YES, IN WHAT LANGUAGE? (N=131)



### 3. WHAT DID YOU FIND MOST HELPFUL ABOUT YOUR VISIT TODAY TO THE FJC? (N=325)?



#### EXAMPLES OF WHAT RESPONDENTS FOUND MOST HELPFUL:

“The staff in general are very professional and friendly. I thank the Almighty for having reached this place where I received emotional support, guidance regarding the case, and material to help me with the situation I am going through. [case managers] are excellent empathetic professionals and without realizing it they motivate you, that even though I am helpless now, I will get up and move forward so that in the not-too-distant future I can offer emotional and psychological support to women like me. Thank you.”

“The staff exude kindness. This is very comforting for people who are experiencing DV. I also appreciate the collection of children's books reflect the diversity of an inner-city community. Thank you for being culturally sensitive & inclusive!”

“The magnitude of humanity. They made me feel safe and comfortable. Also, I can honestly say they provided all the help and information and that make me feel safe. Thank you so much!!!”

“My case worker was very knowledgeable and helpful with information in regard to immigration/divorce.”

“Information provided by case manager and developing safety plan was helpful.”

“The most helpful thing I liked about my visit today at FJC, was that I got to get assistance in therapy, group therapy and needs that fit my problems today.”

“Everyone is so kind and the child center makes it so convenient so kids don't listen into uncomfortable convo, parents may have with case managers/workers. thank you!”

“Provided a workshop I can attend to help with housing”

“My case worker was very knowledgeable and helpful with information in regard to immigration/divorce.”

“Very good intentions, they explained everything relating to my immigration to me thoroughly.”

“They will help victims with counseling, legal, food, school supplies etc. They are great people.”

“Food for my baby, help for me about protection information and support for food from public benefits.”

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

<b>Borough</b>	<b>Respondents</b>	<b>Recommend?</b>	<b>%</b>
<b>Bronx</b>	111	110	99.1%
<b>Brooklyn</b>	100	99	99.0%
<b>Manhattan</b>	39	39	100%
<b>Queens</b>	51	51	100%
<b>Staten Island</b>	35	35	100.0%

Note: 23 (6.4%) of respondents did not respond to this question – Bronx (7), Brooklyn (4), Manhattan (2), Queens (7) and Staten Island (3).

<sup>1</sup>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.

<sup>2</sup>"Other supportive services" include special events, yoga and meditation classes. This category replaces "spiritual support services". The FJCs do not provide spiritual support services.

<sup>3</sup>In previous reports this was referred to as "psychiatric services".