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ADMINISTRATION FOR CHILDREN'S SERVICES RELEASES KEY FINDINGS FROM ITS ANNUAL FAMILY EXPERIENCE SURVEY, SHOWING PREVENTION SERVICES ARE HELPING FAMILIES ACHIEVE GOALS

Over 90 Percent of Those Surveyed are Happy with the ACS Services Their Families Receive and Would Recommend Them to a Friend and/or Family Member

New York: Today, the NYC Administration for Children's Services (ACS) released key findings from the annual, [“ACS Prevention Family Experience Survey”](#), showing families' strong satisfaction with the services they were receiving through ACS contracted providers. Services range from family counseling and domestic violence interventions to food, furniture, clothing and much more. With over 2,400 caregivers participating in the survey, 94 percent said the services were helping them achieve their goals; 95 percent said they are happy with the services their families received; 92 percent said they would recommend the services to a family member and/or a friend; and 92 percent said they would go to their service provider for help again in the future. This high level of satisfaction is consistent with findings from prior years, dating back to the first survey in 2019. An overwhelming majority, 97 percent, were satisfied with the work of their case planners.

“ACS is committed to supporting families and making sure they have access to a wide range of services that will help their children thrive. I am so pleased that the results of our annual survey show that, once again, families are overwhelmingly satisfied with the services and supports they are receiving from our community-based providers,” **said ACS Commissioner Jess Dannhauser.**

“The survey also shows that caregivers trust their case planners and feel listened to, which is a testament to the dedication of those who are on the frontlines of this crucial work. We will continue to work towards strengthening our work and, in particular, will take into account the feedback we received from families who completed the survey asking for more concrete resources and help with navigating complex systems. As always, we encourage parents in need of a helpful hand to reach out to our Support Line at (212) 676-7667 or to the Connect Mailbox connect@acs.nyc.gov to get connected to a free and voluntary program or other community resources.”

“Making sure families have the services and support to keep their children safe and well: that is the heart and soul of what we do at ACS. While I am thrilled to see families telling us that these services have been helpful to them, our work is not yet done. We will continue to listen to families and incorporate their feedback so that families have the services and supports they tell us they need to thrive,” **said ACS Deputy Commissioner of the Family Services Division, Luisa Linares.**

ACS's continuum of prevention services is designed to support families in their efforts to keep their children safe. Through a network of community-based provider programs across NYC, nearly 30,000 children from 15,000 families receive prevention services each year. These services are free and voluntary, equipping parents with problem-solving skills and resilience, connecting them to community resources, and fostering a safer and more supportive environment for their children.

ACS operates a Support Line that directly connects families to services, including our continuum of prevention services and other community-based programs, and helps to address concrete needs (such as food and cribs.) The ACS Support Line now receives nearly 400 calls per month from families and staff who are working with families. The Support Line can be reached at (212) 676-7667 or connect@acs.nyc.gov. Parents can also visit www.nyc.gov/ForFamilies for more information on the services offered to families.

In collaboration with provider agencies, the annual "ACS Prevention Family Experience Survey" was offered to families receiving prevention services. The survey was offered in English and the 10 additional designated citywide languages. Thirty-five percent of families receiving prevention services during the point in time of survey administration chose to participate in the survey. The survey included questions about household demographics, the type and quality of services received, interactions with case planners, and provided an opportunity for participants to give suggestions for future improvements. Findings from the survey will continue to inform further program and practice improvements.

- The vast majority of survey participants were satisfied with the quality of services they received. For example, 95 percent of participants agree that they are happy with the prevention services their families received; 94 percent of participants agree services are helping them achieve their goals; 92 percent of survey participants agree that they would go to their prevention provider for help in the future; and 92 percent of participants agree that they would recommend services to a friend and/or family member.

- Approximately 97 percent of survey participants were satisfied with the work of their case planners. Case planners are the primary staff members at the ACS-contracted prevention provider agencies with whom service recipients interact. They are crucial to the work as they deliver services directly to parents/caregivers, children, young people, and families. 97 percent of participants reported that they trust their case planner; 97 percent felt safe telling their case planner about their families; and 97 percent felt listened to when setting goals for their families as part of their work with the case planner.

Findings from this year's Prevention Family Experience Survey will continue to inform further program and practice improvements. Families have shared what they want from ACS, mainly: concrete support, flexible services, and assistance navigating complex systems. The [Family Service Division's \(FSD\) strategic priorities](#) seek to address these requests from families. This year's reinvestment initiative is just one example of the Division's work towards innovative and flexible solutions. With \$8 million redirected towards families' concrete needs and provider workforce support, families will be able to receive additional material support, such as food, clothes, and diapers. Some providers also created new positions to help families navigate the resources available to them.

To read the full Prevention Family Experience Survey report, [click here](#).