

2025 FJC Client Satisfaction Survey Results

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 sixth annual report to be provided in compliance with Local Law 40 of 2019, covering the period July 1, 2024 through June 30, 2025. This report provides an overview of responses from the Family Justice Center Client Satisfaction Survey. During this time-period, 1,198 surveys were collected, 77 in the Bronx, 226 in Brooklyn, 501 in Manhattan, 92 in Queens and 302 in Staten Island.

1. WHAT SERVICES DID YOU RECEIVE TODAY? (PLEASE SELECT ALL THAT APPLY) (N=1,198)1

Services	Bronx	Brooklyn	Manhattan	Queens	Staten Island	Total
Met with Case Manager	35	160	256	52	208	711
Counseling Services	16	34	119	38	54	261
Housing Information/Advocacy	10	41	115	23	40	229
Civil Legal Services	23	39	104	28	20	214
Safety Planning	13	26	64	26	63	192
Practical Support (clothing/food)	10	15	67	21	34	147
Criminal Justice/NYPD Services	14	9	49	17	12	101
Child Services (children's counseling/playroom)	4	18	32	9	37	100
Shelter Information/Advocacy	5	9	48	13	10	85
Public Benefits Information/Services	1	7	48	17	7	80
Family Court Help	2	7	29	3	3	44
Mental Health Services/Psychiatric Services	3	5	27	3	4	42
Economic Empowerment Services	0	0	30	7	0	37
Yoga/Wellness	0	0	2	0	0	2

2. DID YOU RECEIVE LANGUAGE INTERPRETATION SERVICES? (N=1,198)

Borough	Yes	No
Bronx	29	48
Brooklyn	56	170
Manhattan	210	291
Queens	46	46
Staten Island	40	262

Percentage of respondents who responded "Yes" to question 2 within each borough: Bronx: 38% (29 of 77), Brooklyn: 25% (56 of 226), Manhattan: 42% (210 of 501), Queens: 50% (46 of 92), and Staten Island: 13% (40 of 302).

2A. IF YES, IN WHAT LANGUAGE? (N=381)

Language	Bronx	Brooklyn	Manhattan	Queens	Staten Island	Total
Spanish	27	45	173	41	30	316
Arabic	0	1	0	1	4	6
Mandarin	0	2	2	2	0	6
Russian	0	3	3	0	0	6
Urdu	0	1	1	0	4	6
Cantonese	0	0	3	1	0	4
Bengali	0	0	1	1	0	2
Croatian	1	0	0	0	0	1
Finnish	0	0	0	0	1	1
Hungarian	0	0	1	0	0	1
Korean	1	0	0	0	0	1
Polish	0	0	1	0	0	1
Portuguese	0	0	1	0	0	1
Sinhala	0	0	1	0	0	1
Turkish	0	0	1	0	0	1
Language Not Identified	0	4	22	0	1	27

3. WHAT DID YOU FIND MOST HELPFUL ABOUT YOUR VISIT TODAY TO THE FJC? (N=761)



EXAMPLES OF WHAT RESPONDENTS FOUND MOST HELPFUL:

"I am grateful for the food pantry so me and my girls will have food. I am grateful for meeting with the lawyer to prepare for trial."

"They help with good information and give good help for housing."

"My case manager was Amazing she helped me to the best of their ability and made me feel very comfortable."

"I have received great help from them, with food supplies, gift cards, immigration or legal services, and mental health therapy."

"This was positive visit even though circumstance aren't the best. Thank you!"

"The Receptionist at (heart symbol) MFJC, is wonderful! (heart symbol) She is always Cheerful & makes me feel happy & welcome (happy face symbol)! (heart symbol)"

"My attorney is Always supportive of me and my child! Thank you for all yar team does! Thank you (heart symbol)"

"My lawyer was Amazing she explained my rights, made me feel safe and I grateful to God for her service. the Law student was also Amazing."

"My therapist from health and hospitals has been a steady support during one of the most stressful times in my life. Today, she helped me walk through the anxiety I was having about getting assistance from HRA for my broker's fee and security deposit. Her calm presence and the way she guided me through my fears made a big difference and right after our session, I got the call to pick up my checks. I truly believe having her in my corner helped me stay grounded and hopeful. I'm so grateful for her care, encouragement, and the safe space she creates every time we meet."

"Baby food, helped me and my daughter and grandchildren. A great support system."

"They helped me with resources, bed, food, and clothing."

"Really appreciate that I could get connected with all of the services that my family needed in one place during a time when I was stressed. The playroom attendant made my kids feel happy and very comfortable. Thank you!"

"I liked that I was served in my own language with a translator. I'm looking for help, and they're helping me."

4. WOULD YOU RECOMMEND THE FAMILY JUSTICE CENTER TO OTHERS? (N=1,150)

Borough	Respondents	Recommend? Yes	Percentage	
Bronx	73	71	97.3%	
Brooklyn	224	223	99.6%	
Manhattan	461	458	99.3%	
Queens	90	90	100%	
Staten Island	302	302	100%	

Note: 4% (48 of 1,198) of survey respondents did not respond to this question – Bronx: 5.2% (4 of 77), Brooklyn: 0.9% (2 of 226), Manhattan: 8.0% (40 of 501), Queens: 2.2% (2 of 92) and Staten Island: 0.0% (302 of 302). 99.5% (1,144 of 1,150) of FJC clients who responded to this question would recommend the FJC.

 $^{^{1}\}mbox{This}$ data reflects information provided by the respondent and may not reflect all services received.