

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

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.

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