

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 second annual report to be provided in compliance with Local Law 40 of 2019, covering the time period July 1, 2020 through June 30, 2021. This report provides an overview of responses from the Family Justice Center Client Satisfaction Survey. During this time period, 419* surveys were collected, 71 in the Bronx, 98 in Brooklyn, 43 in Manhattan, 65 in Queens and 141 in Staten Island.

1. WHAT SERVICES DID YOU RECEIVE TODAY? (PLEASE SELECT ALL THAT APPLY) (N=419)

Services	Bronx	Brooklyn	Manhattan	Queens	Staten Island	Total
Met with Case Manager	43	88	15	32	114	293**
Civil Legal Services	37	20	15	20	47	140**
Counseling Services	14	15	21	28	17	95
Housing Information/Advocacy	16	14	5	4	4	43
Safety Planning	30	22	8	13	4	77
Child Services	4	6	5	3	6	24
Shelter Information/Advocacy	5	2	2	2	3	14
Economic Empowerment Services	5	0	4	1	0	10
Public Benefits Information/Services	7	8	4	7	1	27
Practical Support	3	2	3	5	1	14
Spiritual Support Services	1	0	2	1	1	5
Criminal Justice/NYPD Services	5	7	4	8	2	26
Psychiatric Services	2	0	2	6	4	14
Other (please specify)	10	1	1	3	1	16

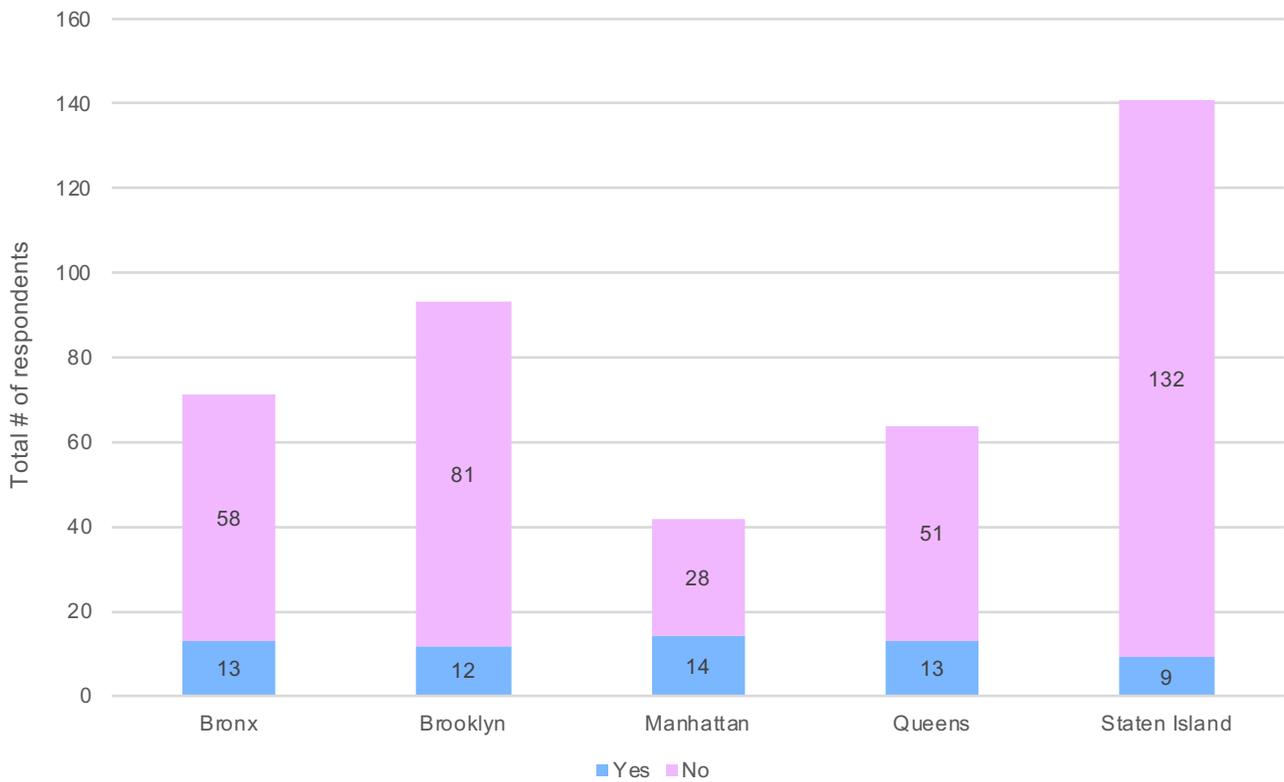
* This data reflects information provided by the respondent and may not reflect all services received.

- Services listed under the category "other" that matched service categories above were recategorized as such. The 16 responses under the other category included the following: cyber security assistance, financial assistance, gifts for children, general information on FJCs, information on court date, information on de-escalation strategies, linkage to Alternative to Shelter program, legal services (not specific) and rental assistance.
- Due to remote service provision during the COVID19 pandemic, ENDGBV began to collect surveys using an online survey on July 1, 2020.

*One respondent did not list FJC borough.

**The respondent did not list borough of FJC received case management and civil legal services.

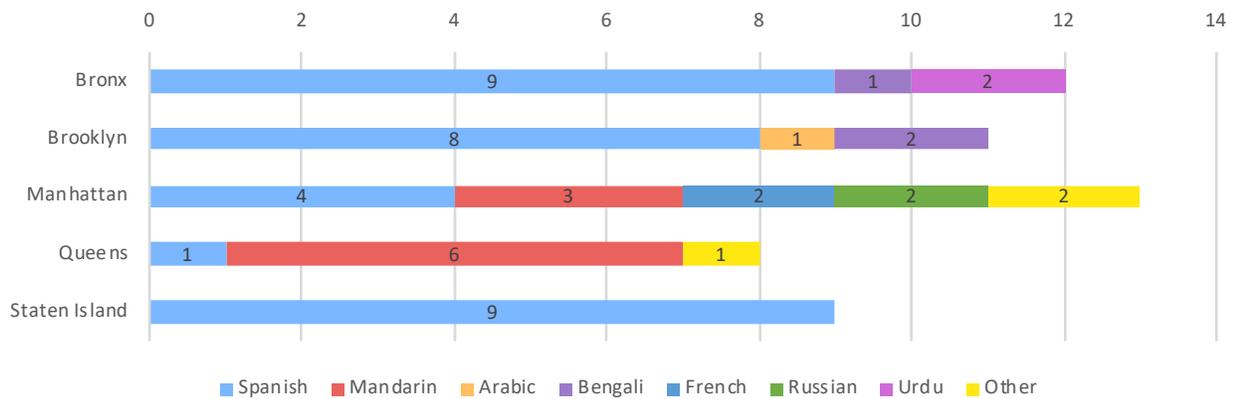
2. DID YOU RECEIVE LANGUAGE INTERPRETATION SERVICES? (N=411*)



Percentage of respondents who responded "Yes" to question 2 within each borough: 22% Bronx, 15% Brooklyn, 50% Manhattan, 25% Queens, and 7% Staten Island.

*The respondent that did not list borough of FJC responded "no" to this question.

2A. IF YES, IN WHAT LANGUAGE? (N=53)



3. WHAT DID YOU FIND MOST HELPFUL ABOUT YOUR VISIT TODAY TO THE FJC? (N=341)?



EXAMPLES OF WHAT RESPONDENTS FOUND MOST HELPFUL:

“My case manager helped me get the police record and the criminal court protection order, and also helped me arrange consultations with a divorce lawyer, and also gave me spiritual support, which made me feel there is hope in my life.”

“I truly appreciate being able to have my session via video. The pandemic has been a huge strain on my mental health. Being able to see my therapist regularly via telemedicine has been the driving factor in survival for me.”

“What is always helpful for me is: I can trust the FJC therapist and all staff. I feel secure and my daughter as well. My daughter also receives tutoring from an amazing woman. She meets with my daughter every Monday. I would never be able to afford this if it were not for the FJC. I am forever thankful for all the help and support we get from FJC.”

“I really liked how they resolved my immigration status in such a short time. The lawyer was very kind and very understandable. The aid I received was all excellent. I thank you for all the support many blessings for the entire department. 🙏🙏 God bless you.”

“The language, I can explain my situation in my language Hindi and Urdu. [The case manager] can understand why I am afraid to share my and daughter story, and she is giving me motivational advises regarding my career growth too during the other DV services.”

“This place is amazing. Going through a very hard time with people that care about your situation and do everything they can to help you make things a little bit easier.”

4. WOULD YOU RECOMMEND THE FAMILY JUSTICE CENTER TO OTHERS (N=418*)?

Borough	Respondents	Recommend?	%
Bronx	71	70	99%
Brooklyn	98	98	100%
Manhattan	42	42	100%
Queens	65	65	100%
Staten Island	141	119	84%

*The respondent that did not list borough of FJC responded "yes" to this question.