

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 first annual report to be provided in compliance with Local Law 40 of 2019, covering the time period July 1, 2019 through June 30, 2020. This report provides an overview of responses from the Family Justice Center Client Satisfaction Survey. During this time period 483 surveys were collected, 188 in the Bronx, 91 in Brooklyn, 75 in Manhattan, 89 in Queens and 40 in Staten Island.

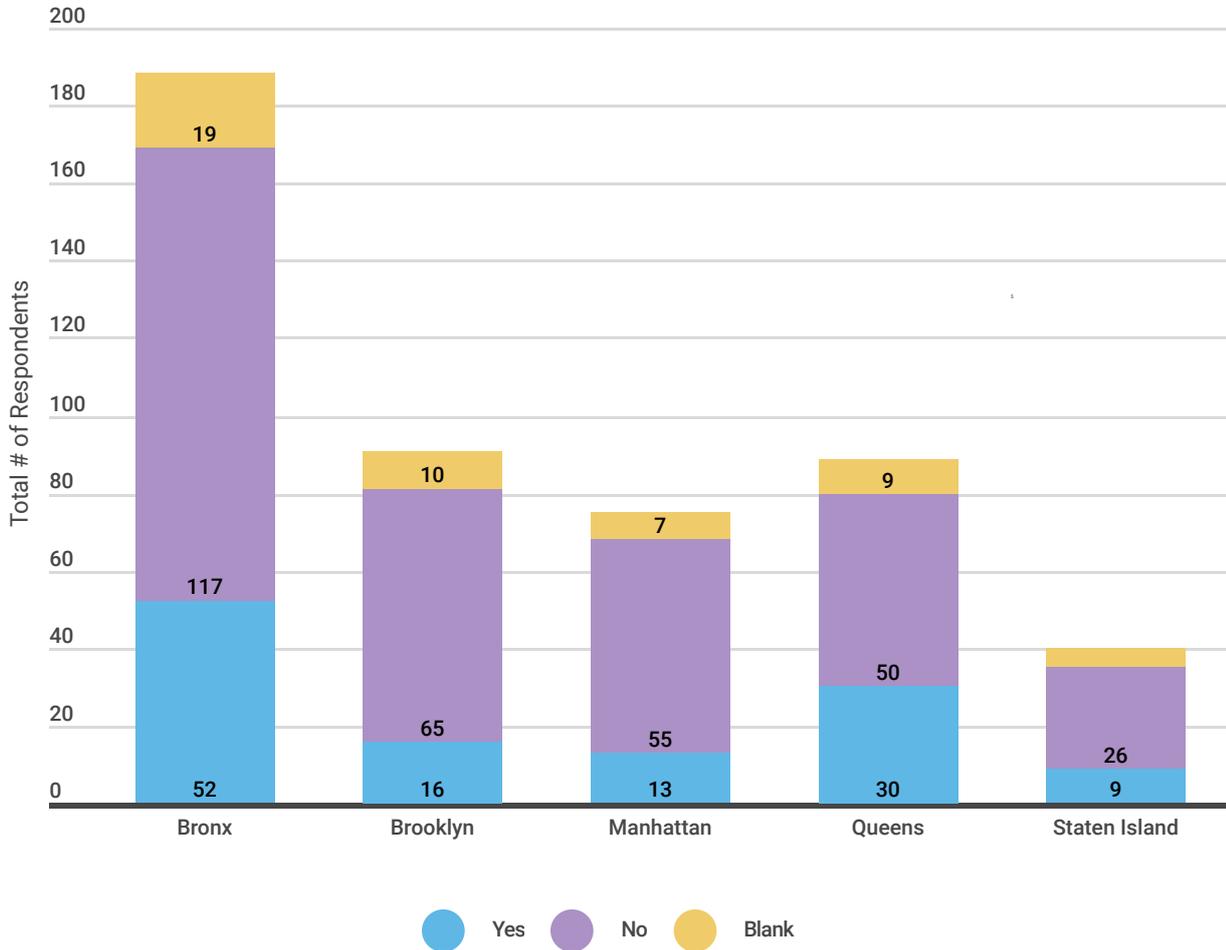
## 1. WHAT SERVICES DID YOU RECEIVE TODAY? (PLEASE SELECT ALL THAT APPLY) (N=476)

Service	Bronx	Brooklyn	Manhattan	Queens	Staten Island	Total
Met with Case Manager	115	65	27	47	25	279
Civil Legal Services	49	22	18	40	13	142
Counseling Services	63	28	23	17	10	141
Housing Information/Advocacy	50	19	10	11	6	96
Safety Planning	36	21	2	17	7	83
Child Services	16	5	7	7	8	43
Shelter Information/Advocacy	34	10	4	10	4	62
Economic Empowerment Services	8	7	3	6	2	26
Public Benefits Information/Services	19	10	4	10	3	46
Practical Support	20	12	3	10	4	49
Spiritual Support Services	7	2	4	8	2	23
Criminal Justice/NYPD Services	15	4	5	5	9	38
Psychiatric Services	10	3	0	3	4	20
Other (please specify)	18	9	16	6	4	53

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

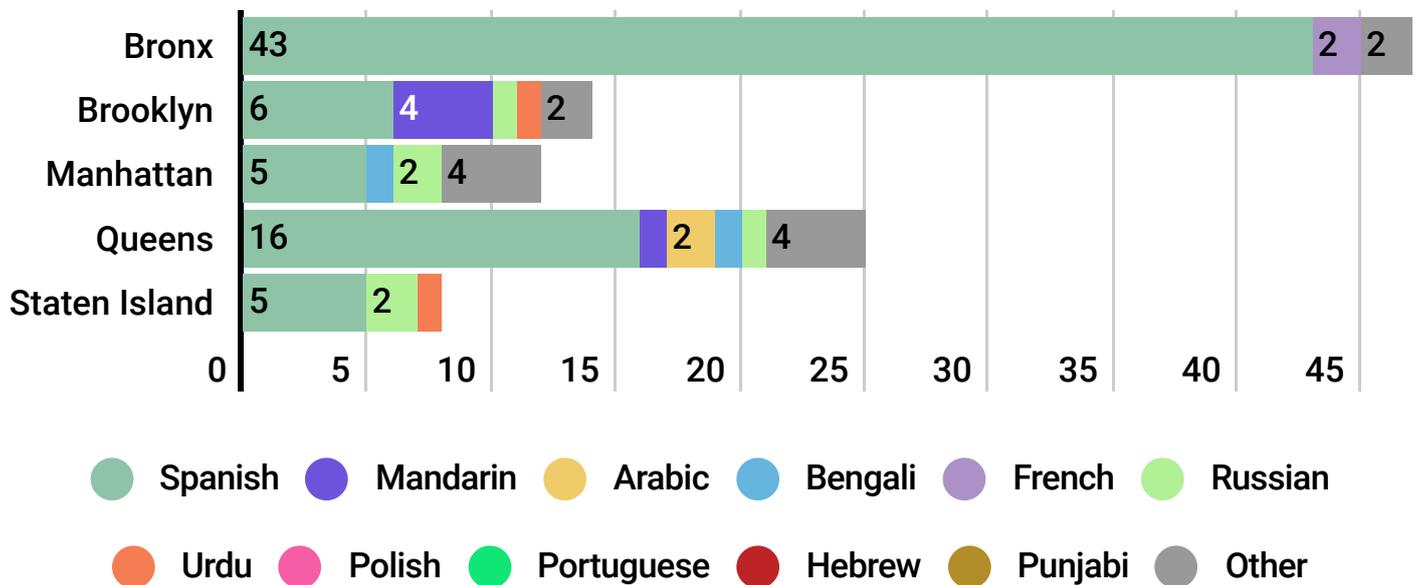
\* Services listed under the category "other" that matched service categories above were recategorized as such.

## 2. DID YOU RECEIVE LANGUAGE INTERPRETATION SERVICES? (N=433)



\* Percentage of respondents who answered "Yes" to question 2 within each borough: 28% Bronx, 18% Brooklyn, 18% Manhattan, 35% Queens, and 24% Staten Island.

## 2A. IF YES, IN WHAT LANGUAGE? (N=106)



\*18 respondents indicated that they received interpretation services and did not select a language.



#### 4. WOULD YOU RECOMMEND THE FAMILY JUSTICE CENTER TO OTHERS? (N=454)

Borough	Respondents	Recommend?	%
Bronx	179	177	99%
Brooklyn	84	83	99%
Manhattan	70	68	97%
Queens	87	87	100%
Staten Island	34	33	97%
Total	454	448	99%