

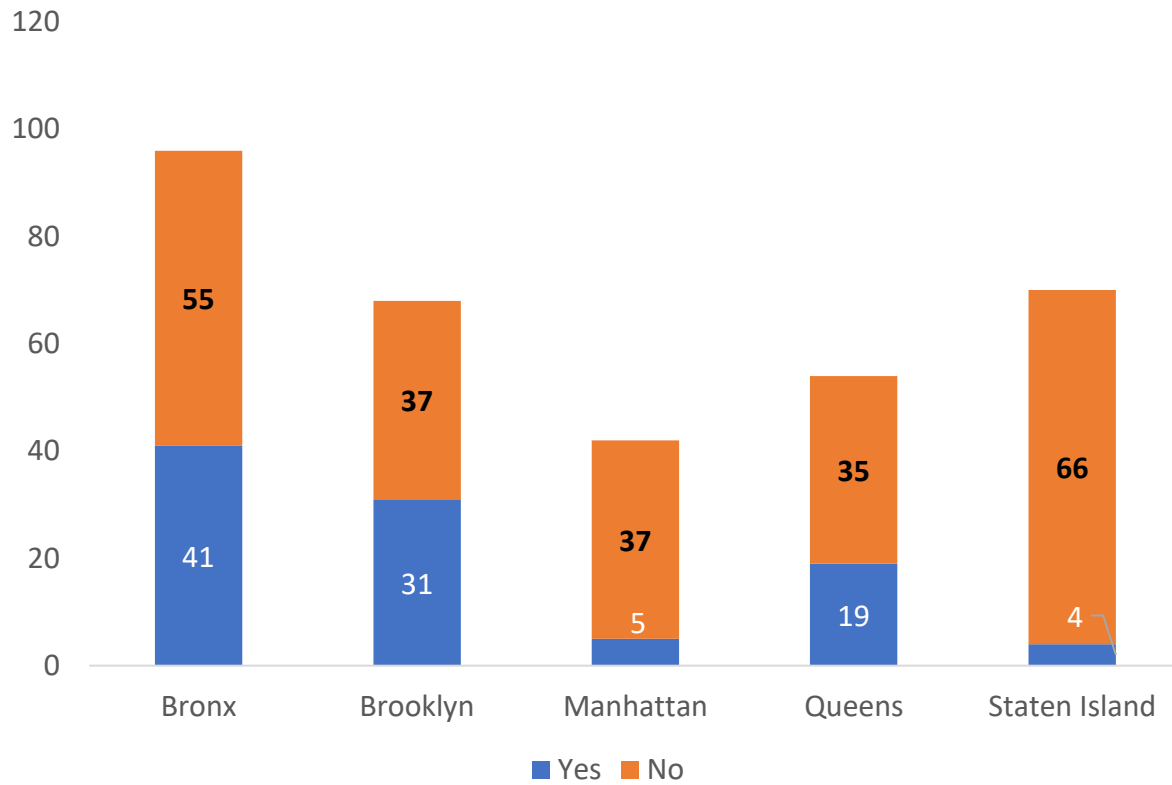
The Mayor's Office to End Domestic and Gender-Based Violence (ENDGBV) develops policies and programs, provides training and prevention education, conducts research and evaluations, performs community outreach, and operates the New York City Family Justice Centers. The NYC Family Justice Centers are co-located 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, 2021 through June 30, 2022. This report provides an overview of responses from the Family Justice Center Client Satisfaction Survey. During this time period, 330 surveys were collected, 96 in the Bronx, 68 in Brooklyn, 43 in Manhattan, 54 in Queens and 70 in Staten Island.¹

1. WHAT SERVICES DID YOU RECEIVE TODAY? (PLEASE SELECT ALL THAT APPLY) (N=330)²

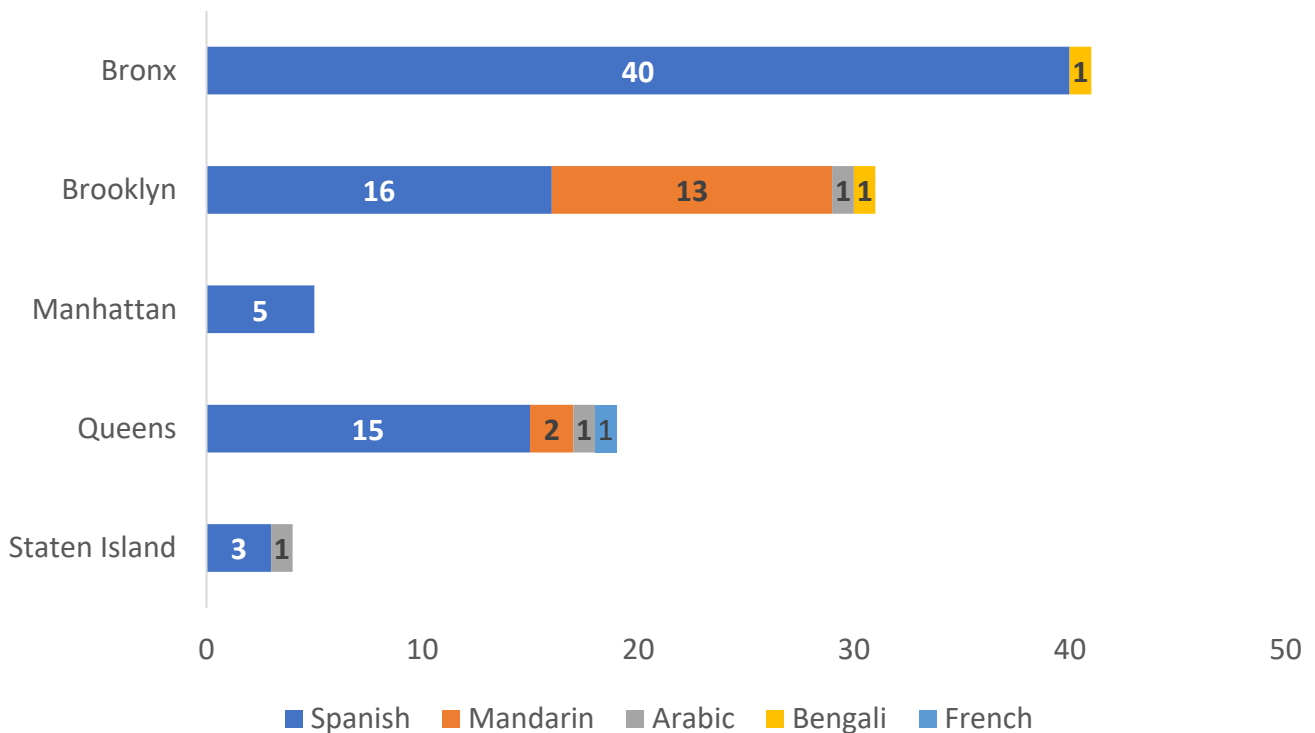
Services	Bronx	Brooklyn	Manhattan	Queens	Staten Island	Total
Met with Case Manager	66	40	25	23	54	208
Housing Information/Advocacy	35	23	14	9	14	95
Safety Planning	39	18	7	6	22	92
Civil Legal Services	24	12	14	15	13	78
Counseling Services	27	14	11	15	10	77
Public Benefits Information/Services	17	15	7	9	6	54
Shelter Information/Advocacy	21	5	5	3	7	41
Practical Support	11	9	6	10	5	41
Child Services	3	10	5	5	8	31
Other (please specify)	7	4	7	3	9	30
Criminal Justice/NYPD Services	9	5	2	5	5	26
Spiritual Support Services	5	3	4	3	2	17
Economic Empowerment Service	6	5	1	1	1	14
Psychiatric Services	6	0	1	1	0	8

2. DID YOU RECEIVE LANGUAGE INTERPRETATION SERVICES? (N=330*)



Percentage of respondents who responded “Yes” to question 2 within each borough: 43% Bronx, 46% Brooklyn, 12% Manhattan, 35% Queens, and 6% Staten Island.

2A. IF YES, IN WHAT LANGUAGE? (N=100)



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



EXAMPLES OF WHAT RESPONDENTS FOUND MOST HELPFUL:

"I was referred to the SAVI program by a previous therapist and started meeting weekly over zoom calls. Not only is she an exceptional counselor, but having the option/ability to work together remotely is extremely helpful. Pandemic or not, I feel having access to these services from the comfort of my home makes something like trauma therapy much easier and more honest and productive. I'm very grateful to have been matched with [my case manager] and I would highly recommend her and SAVI to others."

"My child seeing his wonderful counselor who has helped him with his trauma."

"The [case manager] is extremely knowledgeable and helpful to my sons and I in our time of need. She is resourceful and efficient with resources to help. I am so thankful to her. The staff was also very helpful and efficient."

"I was able to receive comprehensive legal help based on my situation. They introduced me to 2 different lawyers - with NYLAG and SFC for my child custody case. They saved my and my child's sanity."

"Being connected with counselor is central to the aid I receive from these services. Specifically, the most helpful aspect is how we connect is through the use of Zoom video platform. Using Zoom allows me the freedom and feeling of safety to join from home, which means the world to me in this post-trauma space. I am sure if our sessions were in-person, I would have canceled or been a no-show, especially during the earlier stages of counseling. Even now, I am grateful for the chance to speak with [my counselor] reliably and sincerely online. Thanks to everyone for this opportunity. Counseling has changed my recovery process, and I feel capable to continue healing provided continued help."

"Everything was helpful. I got all the help I needed for now. I think you guys are doing a great service here."

"In truth, in 2016 I came here, brokenhearted, and today, you have helped me smile again, for all your help I say THANK YOU. Today, thanks to you."

"I felt heard by the case manager, felt comfortable speaking with her, and did not feel judged. I feel lighter and more hopeful."

"Being able to talk in my language, in Spanish."

4. WOULD YOU RECOMMEND THE FAMILY JUSTICE CENTER TO OTHERS (N=330)?

Borough	Respondents	Recommend?	%
Bronx	88	86	97.7%
Brooklyn	64	64	100%
Manhattan	41	41	100%
Queens	50	50	100%
Staten Island	70	69	98.6%

Note: 15 (4.5%) of respondents did not respond to this question – Bronx (6), Brooklyn (4), Manhattan (1), Queens (4).

¹Due to remote service provision during the COVID19 pandemic, ENDGBV began to collect surveys using an online survey on July 1, 2020. While the Family Justice Centers transitioned to a hybrid service model, allowing for in-person and remote services in January 2022, surveys were conducted online and on paper.

²This 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.