



**LIFT- *promoting access to justice for children & families***  
LEGAL INFORMATION FOR FAMILIES TODAY  
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**LIFT (LEGAL INFORMATION FOR FAMILIES TODAY)  
OPERATES NEW YORK CITY'S ONLY FAMILY LAW INFORMATION HOTLINE**

New Yorkers benefit from LIFT's one-of-a-kind Hotline, launched in June 2005 thanks to the generous support of the New York City Council.

Callers report that the Hotline armed them with the tools to navigate the complex Family Court, find resources in their neighborhoods, and helped them to secure stability and safety for themselves and their families. Hotline staff speak Cantonese, English, and Spanish.

- 91% of all callers to LIFT's Hotline rate our services extremely helpful.

**Hotline callers have told us:**

- "Everyone who goes to Family Court should call the Hotline."
- "I'm glad there is someone always there to pick up the phone when I call."
- "You guys are great."
- "Very patient. Thank you for the information."
- "Extremely helpful and patient. Keep doing what you are doing."

In less than a year of operation, the Hotline has already served the needs of nearly 4,000 people – and calls are increasing steadily – from an average of 20 calls per day in June, to an average of 46 calls per day today. Addressing questions like, "ACS removed my children and left me with papers I don't understand, what do I do now?" "My wages are being garnished because the Support Collection Unit thinks I am someone else, how can I make this stop?" and "I need to know how I can get custody of my granddaughter?" the Family Law Information Hotline helps individuals advocate for themselves as they access justice.