



## LIFT

LEGAL INFORMATION FOR FAMILIES TODAY – *promoting access to justice for children & families*

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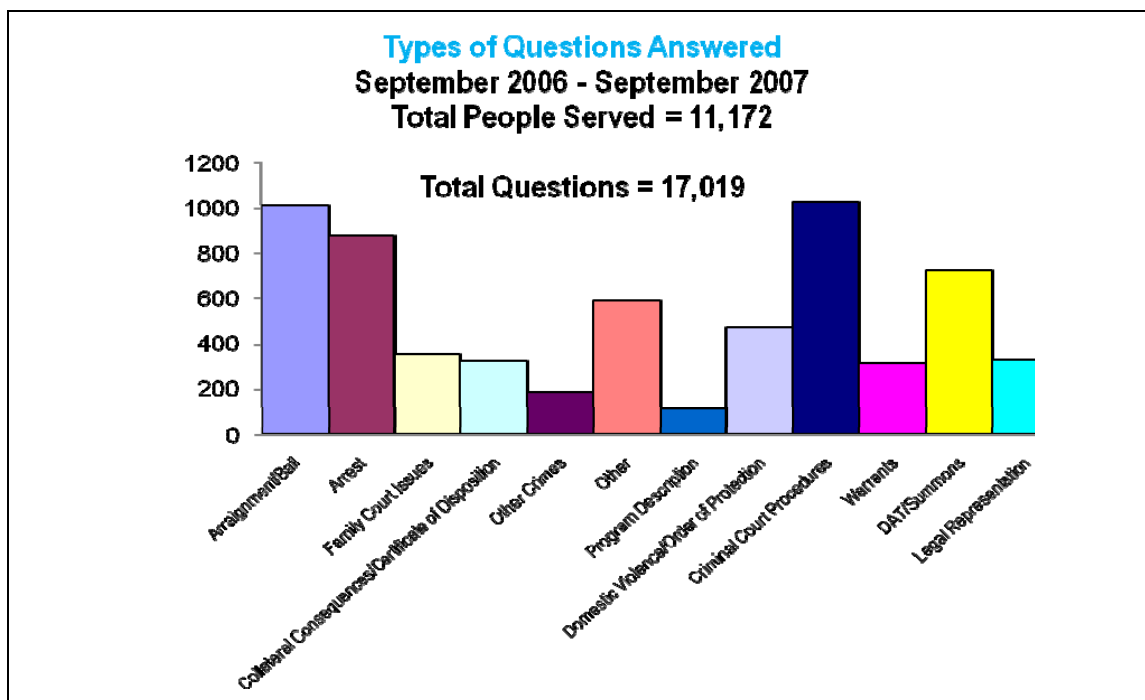
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Hotline (212) 343-1122

## Feedback from the Families LIFT Serves

### Brooklyn Criminal Court Education & Information Site (EI Site)

LIFT launched an EI Site in Brooklyn Criminal Court in September 2006, essentially replicating the nationally recognized best practice model we operate in Family Courts throughout the City. The Site is staffed by talented and compassionate bilingual Site Coordinators who provide information, support, and guidance to crime victims, those accused of crimes, and the family members of both. During the past year, Coordinators have served over 11,000 people at this Site. Answering questions like “Can I hug my child at arraignment?,” and providing referrals to helpful resources in families’ communities, the Brooklyn EI Site now stands as a cornerstone in accessing justice in the complex Criminal Court system.



In our ongoing attempt to garner feedback and gauge the impact of our work, LIFT conducted a client satisfaction survey at our Brooklyn Criminal Court EI Site in 2007. Of survey respondents:

- 100% reported that the LIFT Site was helpful.
- 100% felt that Site Coordinators cared about and listened to them.
- 100% would turn to LIFT again for guidance and support.
- 100% of those who received a referral reported that they would put the referral to use.
- 92% reported that after speaking to the EI Site Coordinator they knew what their next steps were going to be.

The voices of those we serve speak directly to the importance of the site. In answering “why is having LIFT available in Brooklyn Criminal Court important to you?” people wrote:

- LIFT has an understanding of the legal system and court procedure. They can answer questions for people who don't have an attorney.
- Because the justice system does not always answer your questions and concerns professionally and with care like LIFT does.
- Because it's very helpful talking to somebody that is neutral. LIFT staff are very helpful and supportive.