



LIFT

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

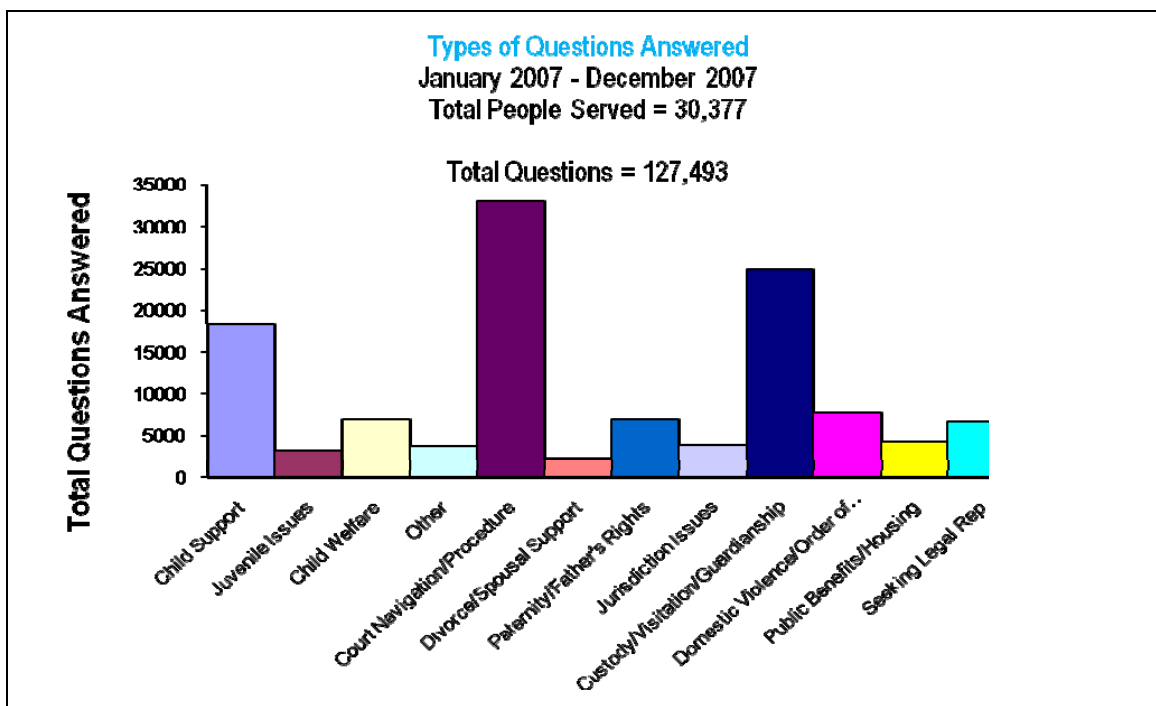
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Feedback from the Families LIFT Serves Family Court Education & Information Sites (EI Sites)

LIFT's EI Sites operate in Family Courts throughout the City as a resource for court-involved families who are diverse in background but united in being at a very stressful point in their lives. The Sites are staffed by talented and compassionate bilingual Site Coordinators who give families facing the intimidating and confusing Court system a chance to orient themselves with Court procedure, to learn about their rights and responsibilities in the cases they are involved in, and to access referrals to helpful services in their communities. Last year, our Sites served over 30,000 New Yorkers in need.



In our ongoing attempt to garner feedback and gauge the impact of our work, LIFT conducted a client satisfaction survey at our Bronx, Brooklyn, Manhattan and Queens Family Court EI Sites in 2007. The results demonstrate that LIFT plays an important role in ensuring access to justice. Of survey respondents:

- 100% felt the EI Site was helpful - 87% answering "extremely helpful" and 13% replied "very" or "somewhat helpful."
- 100% felt they had been treated with respect and the same number were willing to recommend LIFT to friends.
- 98% of those provided with a referral reported that they would contact the organization to which we referred them.
- 91% reported that, after speaking with a Site Coordinator, they had a better understanding of their case or situation.
- 89% reported that, after speaking with a Site Coordinator, they knew what steps to take next.

The words of those we serve demonstrate LIFT's invaluable role in the complex Family Courts:

- "LIFT makes what seems to be impossible seem possible and gives me a feeling that there is hope even though my situation seems hopeless."
- "LIFT informed me of the available resources I will otherwise not be aware of. Provides excellent guidance in a process that requires preparation."
- "Whenever I have a question or I need someone to talk to LIFT has always been available for me."
- "All information I got from LIFT is very important to my orientation through the system. Until now I didn't know where to go."