



## LIFT

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

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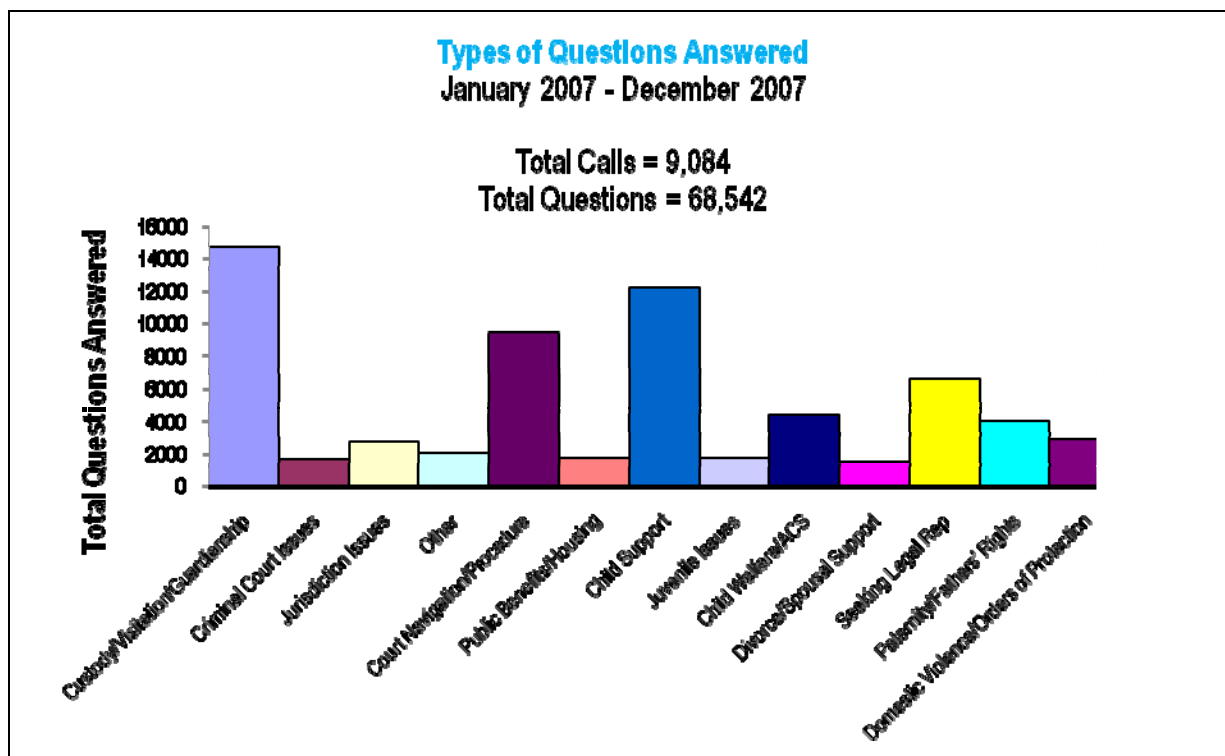
## Feedback from the Families LIFT Serves Legal Information Hotline

LIFT operates a one-of-a-kind Legal Information Hotline, which families involved in Family and Criminal Court rely on for information and compassionate guidance with their cases. Hotline staff are available during normal business hours and return messages left after hours. They currently speak English, Russian, and Spanish and are highly trained in court procedure and family and criminal law.

During the past year, the Hotline has served the needs of nearly 10,000 people. Addressing questions like, “ACS removed my children and left me with papers I don’t understand - what do I do now?” and “Can I hug my child at arraignment?,” the Legal Information Hotline provides individuals with an opportunity to “brainstorm” between Court appearances and helps them arrive to Court prepared, informed, and ready to advocate for themselves.

Outcome evaluation demonstrates that the Hotline gives court-involved families the tools to successfully navigate the complex legal system and secure helpful resources and programs in their neighborhoods.

- 94% of all callers to LIFT’s Hotline rate our services extremely helpful.



The words of those we serve convey the importance of our unique Hotline:

- “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.”
- “LIFT staff is helpful and patient. Keep doing what you are doing.”