

# Family Empowerment L4G Snapshot

## Family Empowerment Program

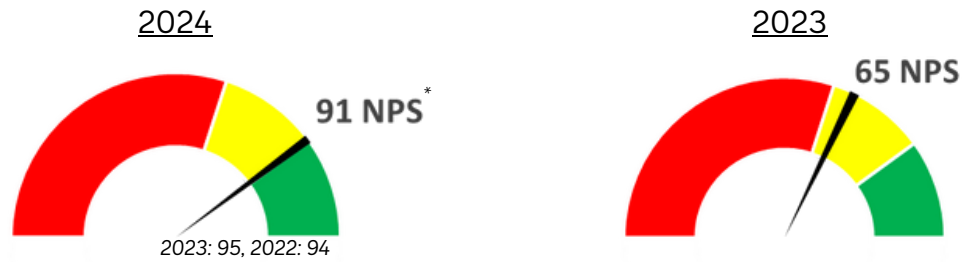
January 2024

The Family Empowerment program participated in two client satisfaction initiatives beginning in 2021 and ending in 2023. Client satisfaction is measured via NPS score and a high NPS score equates to clients being more likely to speak highly of CPLC and recommend it to friends and family.

In 2024, Family Empowerment's net promoter score (NPS) is 91/100 score, 26 percentage points more than the Benchmark, a significant increase. With clients reporting high satisfaction for a third year in a row, they are more likely to promote the Family Empowerment program to friends and family.

### NPS Scale

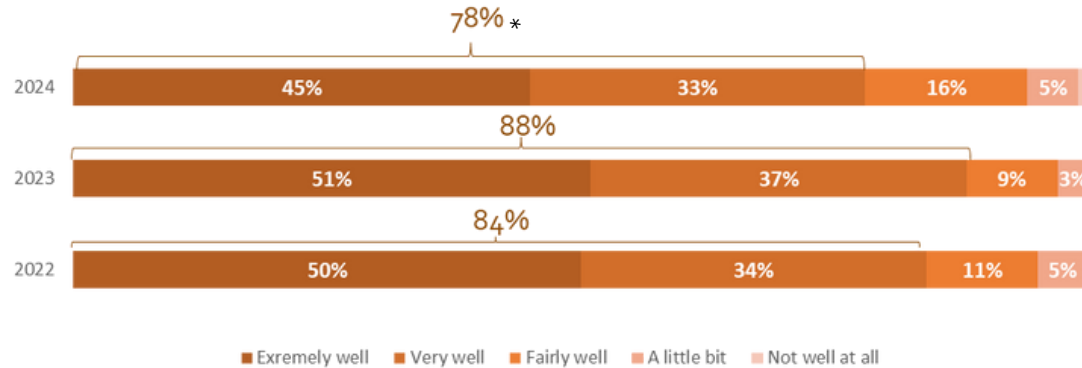
**CPLC's Family Empowerment program exceeded the Human Services benchmark by 26 percentage points**



Clients were asked, "How likely is it that you would recommend Chicanos Por La Causa (CPLC) to a friend or family member?"

### Client Needs

**For three consecutive years, almost 8/10 clients FE clients expressed high satisfaction with CPLC's ability to meet their needs**



Clients were asked, "Overall, how well has CPLC met your needs?"

\*: The Net Promoter Score is calculated by subtracting the detractors (0-6 satisfaction) from the promoters (9-10)

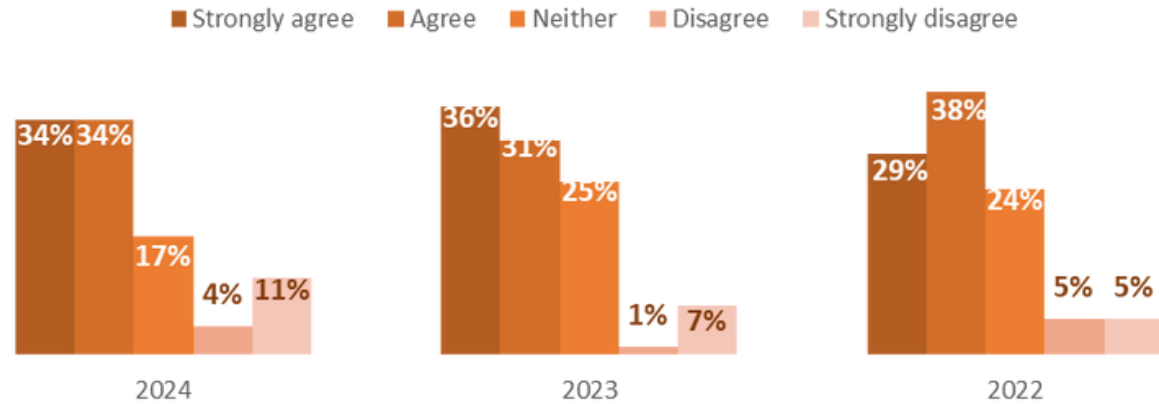


## Family Empowerment Program

During the survey, clients were questioned about the respect they received from staff as well as their access to basic necessities post programmatic intervention. An overwhelming 96% of clients reported that staff consistently treated them with respect. This high level of satisfaction with staff, mixed with the ability to reduce expenses, has been observed since 2022.

### Empowered clients

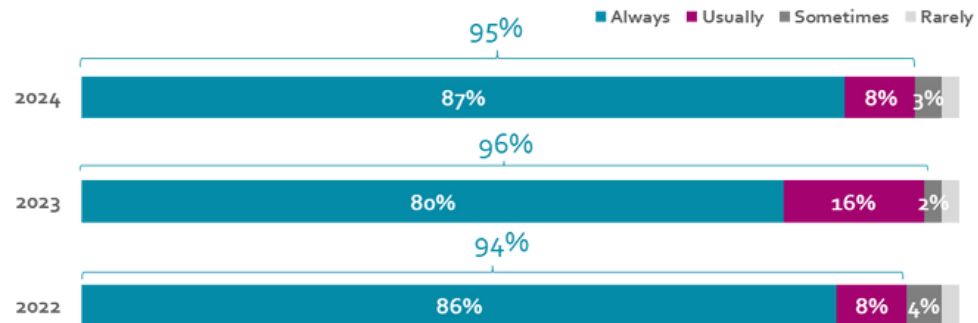
**Over 6 out of 10 FE clients agree that CPLC enables them to pay for other essential needs**



Clients were asked, "To what extent do you agree with the following statement: Receiving CPLC services increased my ability to pay for other basic needs expenses."

### Respect from CPLC Staff

**For a third year, clients agree that staff treat them with respect (96%)**



Clients were asked, "How often do staff at CPLC treat you with respect?"





RESEARCH AND EVALUATION

PRODUCED BY CPLC  
RESEARCH & EVALUATION DEPARTMENT

Data presented and created by Research & Evaluation in collaboration with the CPLC Family Empowerment staff.