2023
CONSUMER SATISFACTION REPORT

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Disabled Resource Services
Consumer Survey 2023

When receiving services from DRS, did you feel like you were in control over the goals you included in your ILP?

- Yes: 91.23%
- Somewhat: 5.85%
- No: 2.92%

Was it easy to access DRS services?

- Yes: 92.40%
- Somewhat: 5.85%
- No: 1.75%

Would you recommend Disabled Resource Services to someone you know?

- Yes: 92.98%
- Somewhat: 5.85%
- No: 1.75%
Disabled Resource Services
Consumer Survey 2023

Overall, how satisfied are you with the services that you received at Disabled Resource Services?

- Very Satisfied: 3.51%
- Somewhat Satisfied: 20.47%
- Dissatisfied: 76.02%

Do you feel that your community has become more inclusive for people with disabilities since working with Disabled Resource Services?

- Yes: 47.37%
- Somewhat: 40.35%
- No: 12.28%

Has working with Disabled Resource Services helped you to be more independent?

- Yes: 60.82%
- Somewhat: 18.71%
- No: 20.47%
Combined Fort Collins and Loveland - 171 Completed Surveys

When receiving service from Disabled Resource Services, did you feel like you were in control over the goals you included in your Independent Living Plan?

Yes—91.23%, Somewhat—2.92%, No—5.85%

Was it easy to access services at Disabled Resource Services (hours of operation, location, interpreters available, wheelchair access, transportation access)?

Yes—92.40%, Somewhat—1.75%, No—5.85%

Would you recommend Disabled Resource Services to others?

Yes—92.98%, Somewhat/Maybe—1.75%, No—5.26%

Has working with Disabled Resource Services helped you to be more independent?

Yes—60.82%, Somewhat—18.71%, No—20.47%

After working with Disabled Resource Services, do you feel like your community is more inclusive for people with disabilities?

Yes—40.35%, Somewhat—47.37%, No—12.28%

Do you feel like you are making a difference in changing the way others view disabilities?

Yes—66.08%, Somewhat—7.6%, No—26.32%

Are you able to live more independently since working with DRS?

Yes—61.99%, Somewhat—13.45%, No—24.56%
Have you become more self-reliant since working with DRS?

Yes-63.16%, Somewhat-10.53%, No-26.32%

Are you better equipped to be your own self-advocate after working with DRS?

Yes-71.93%, Somewhat-8.19%, No-19.88%

Overall, how satisfied are you with the services that you received at Disabled Resource Services?

Very Satisfied-76.02%
Somewhat Satisfied-20.47%
Dissatisfied-3.51%
Fort Collins - 132 Completed Surveys

When receiving service from Disabled Resource Services, did you feel like you were in control over the goals you included in your Independent Living Plan?

Yes-92.42%, Somewhat-2.27%, No-5.3%

Was it easy to access services at Disabled Resource Services (hours of operation, location, interpreters available, wheelchair access, transportation access)?

Yes-90.91%, Somewhat-2.27%, No-6.82%

Would you recommend Disabled Resource Services to others?

Yes-91.67%, Somewhat/Maybe-2.27%, No-6.06%

Has working with Disabled Resource Services helped you to be more independent?

Yes-62.88%, Somewhat-17.42%, No-19.7%

After working with Disabled Resource Services, do you feel like your community is more inclusive for people with disabilities?

Yes-42.42%, Somewhat 45.45%, No-12.12%

Do you feel like you are making a difference in changing the way others view disabilities?

Yes-63.16%, Somewhat-10.53%, No-26.32%
Are you able to live more independently since working with DRS?

Yes-64.39%, Somewhat-12.88%, No-22.73%

Have you become more self-reliant since working with Disabled Resource Services?

Yes-61.36%, Somewhat-11.36%, No-27.27%

Are you better equipped to be your own self-advocate after working with DRS?

Yes-71.97%, Somewhat-7.58%, No-20.45%

Overall, how satisfied are you with the services you received from Disabled Resource Services?

Very Satisfied-75.76%
Somewhat Satisfied-19.5%
Unsatisfied-4.55%
Loveland - 39 Completed Surveys

When receiving service from Disabled Resource Services, did you feel like you were in control over the goals you included in your Independent Living Plan?

Yes-87.18%, Somewhat-5.13%, No-7.69%

Was it easy to access services at Disabled Resource Services (hours of operation, location, interpreters available, wheelchair access, transportation access)?

Yes-97.44%, Somewhat-0%, No-2.56%

Would you recommend Disabled Resource Services to others?

Yes-97.44%, Somewhat/Maybe-0%, No-2.56%

Has working with Disabled Resource Services helped you to be more independent?

Yes-53.85%, Somewhat-23.08%, No-23.08%

After working with Disabled Resource Services, do you feel like your community is more inclusive for people with disabilities?

Yes-33.33%, Somewhat-53.85%, No-12.82%

Do you feel like you are making a difference in changing the way others view disabilities?

Yes-61.54%, Somewhat-10.26%, No-28.21%
Are you able to live more independently since working with DRS?

Yes-53.85%, Somewhat-15.38%, No-30.77%

Have you become more self-reliant since working with Disabled Resource Services?

Yes-69.23%, Somewhat-7.69%, No-23.08%

Are you better equipped to be your own self-advocate after working with DRS?

Yes-71.79%, Somewhat-10.26%, No-17.95%

Overall, how satisfied are you with the services you received from Disabled Resource Services?

Very Satisfied-76.92%
Somewhat Satisfied-23.08%
Unsatisfied-0%
Great services and easy to work with.

The staff is always helpful but couldn't do anything about the lack of housing.

DRS helped me get a CCT viewer.

Staff taught me to use a cane and that changed my life.

DRS got me a power chair and a ramp. They are awesome.

I came across DRS by accident. You need to be "out there more".

I am thankful for the help getting housing.

More outreach/updates from DRS after the first meeting would be nice.

My case manager was a good listener and very helpful and caring.