

**DISABLED
RESOURCE
Services**
A CENTER PROMOTING INDEPENDENT LIVING

2023 CONSUMER SATISFACTION REPORT

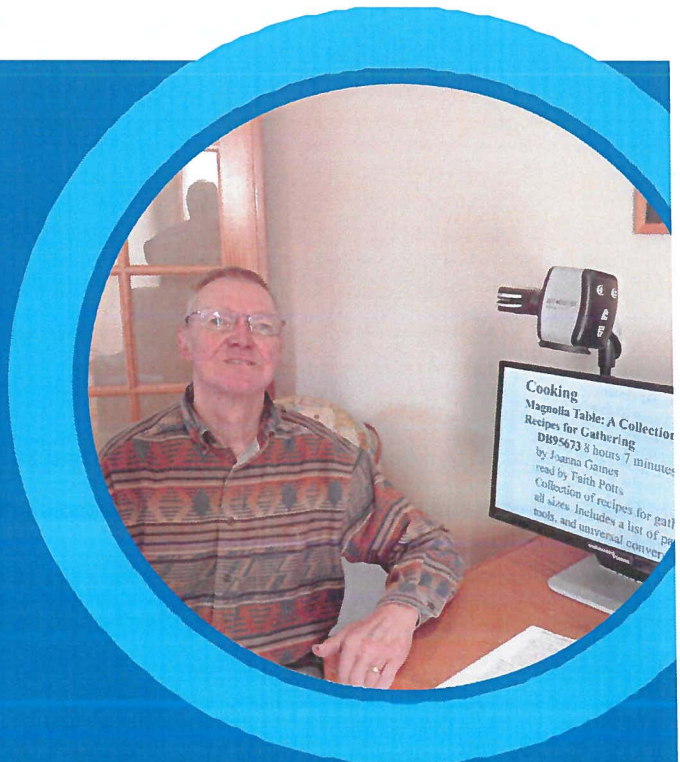
Loveland Office

2154 W. Eisenhower Blvd. Loveland, CO 80537
970-667-0816

Fort Collins Office

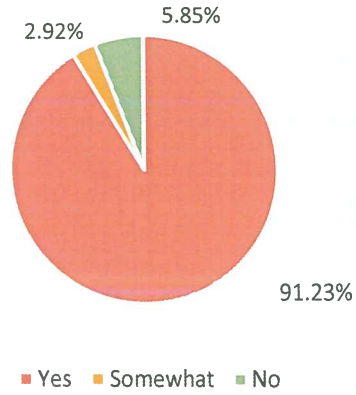
1017 Robertson Street, Unit B Fort Collins, CO 80524
970-482-2700

drsnoco.org | info@drsnoco.org

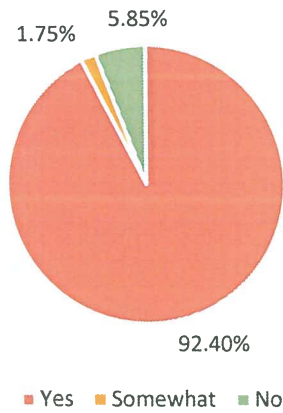


Disabled Resource Services Consumer Survey 2023

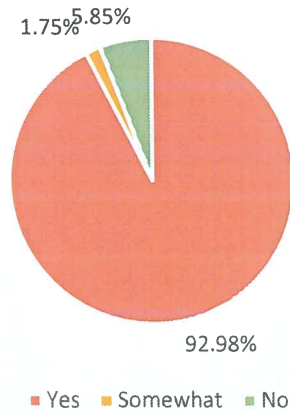
When receiving services from DRS, did you feel like you were in control over the goals you included in your ILP?



Was it easy to access DRS services?

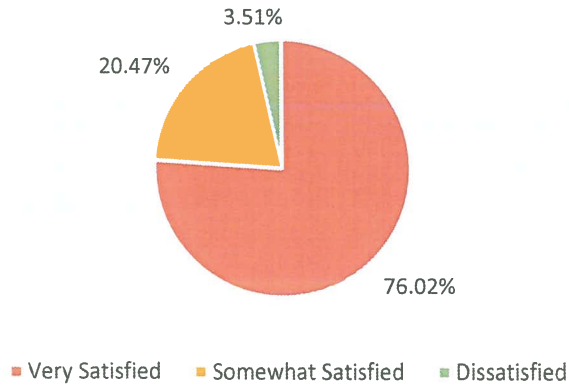


Would you recommend Disabled Resource Services to someone you know?

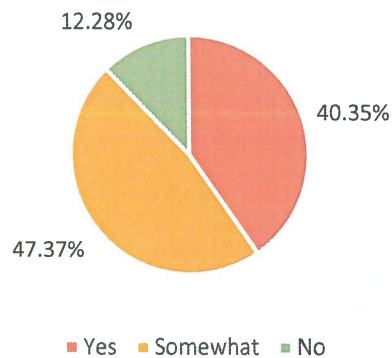


Disabled Resource Services Consumer Survey 2023

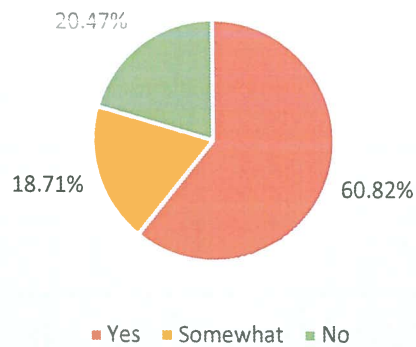
Overall, how satisfied are you with the services that you received at Disabled Resource Services?



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



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



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%

Consumer Feedback

Great services
and easy to
work with.

Everyone is
excellent!
Thanks for the
help with the
Workenders.

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.