



# 2025 CONSUMER SATISFACTION REPORT

A total of 129 consumers elected to participate in the consumer survey. These consumers received services from 01/01/2025 to 06/30/2025. Please note that a significant number of consumers indicated "No response" to certain questions when still working on their initial goals. We found it interesting that most consumers who elected to not give a response to question 6 indicated that it was due to social isolation and not leaving their house often.

## Consumer Comments

"Very Helpful, opened my eyes to new things"

"Thank God for DRS they helped me through a really rough time"

"Appreciate the help I'm getting"

"Sheana was really helpful. She was awesome. Liked working with her"

"It went smooth"

"Would have been satisfied if they stayed in Fort Collins"

"Denise is invaluable"

"Company is great"

"We love Cammy"

"Would like to see DRS go back to how they use to be"

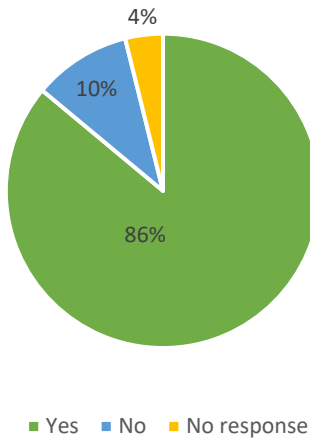
"Appreciate the help I'm getting"

"Sheana was very helpful and got back in a timely matter. Made me feel very secure"

"Wish there was a closer location"

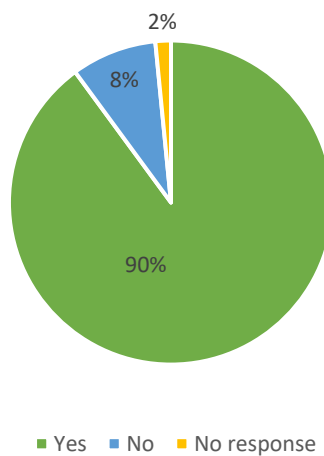
"Thank you for the support"

1) When receiving services from DRS, did you feel like you were in control over the goals you included in your Independent Living Plan?



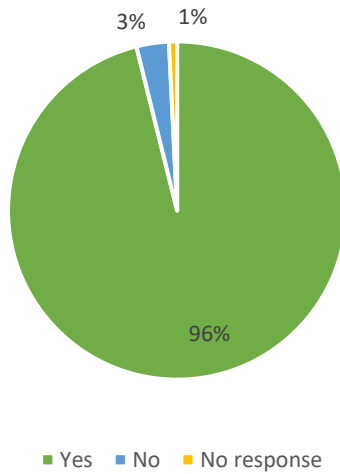
Yes	No	No response
111	13	5
86%	10%	4%

2) Was it easy to access services at DRS?



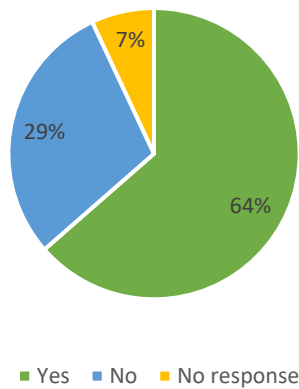
Yes	No	No response
116	11	2
90%	9%	2%

### 3) Would you recommend DRS to others?



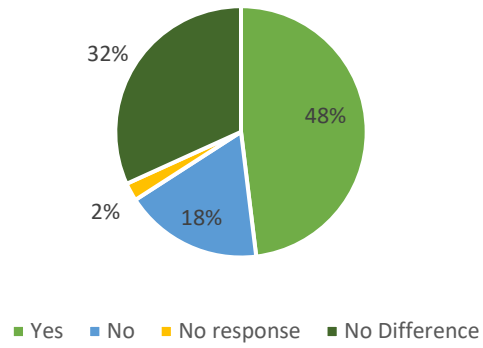
Yes	No	No response
124	4	1
96%	3%	1%

### 4) Has DRS helped you to become more independent?



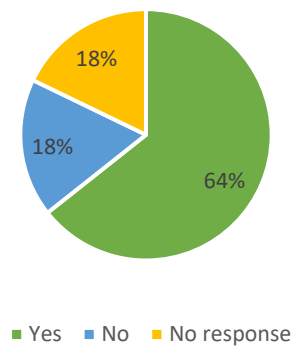
Yes	No	No response
82	38	9
64%	29%	7%

5) Do you feel that your community has become more inclusive for people with disabilities since working with DRS?



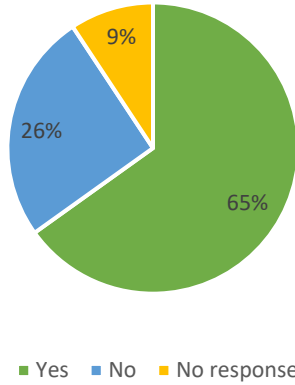
Yes	No	No response	No Difference
62	23	3	41
48%	18%	2%	32%

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



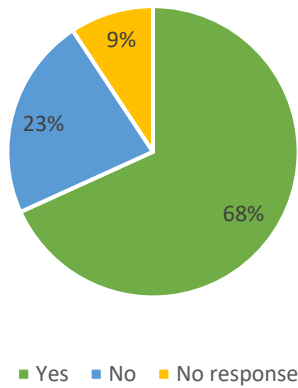
Yes	No	No response
83	23	23
64%	18%	18%

7) Has your ability to live more independently in your community improved by working with DRS?



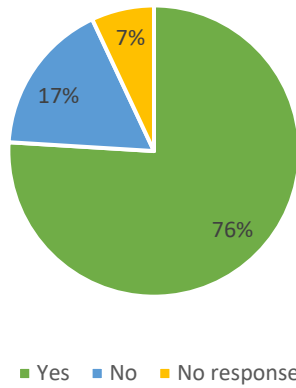
Yes	No	No response
84	33	12
65%	26%	9%

8) Do you feel that you have become more self-sufficient/self-reliant by working with DRS?



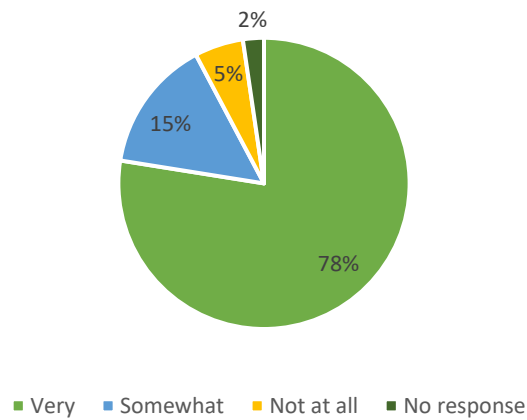
Yes	No	No response
88	29	12
68%	22%	9%

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



Yes	No	No response
98	22	9
76%	17%	7%

10) Overall, how satisfied are you with the services you received from DRS?



Very	Somewhat	Not at all	No response
100	19	7	3
78%	15%	5%	2%