



2022 CONSUMER SATISFACTION REPORT



Loveland Office

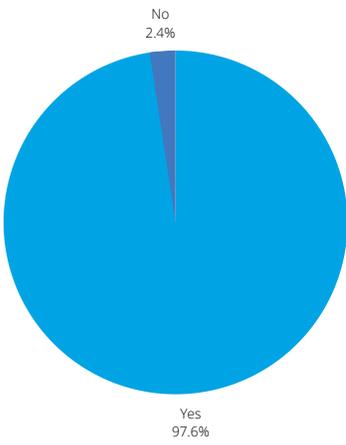
2154 W. Eisenhower Blvd. Loveland, CO 80537
970-667-0816

Fort Collins Office

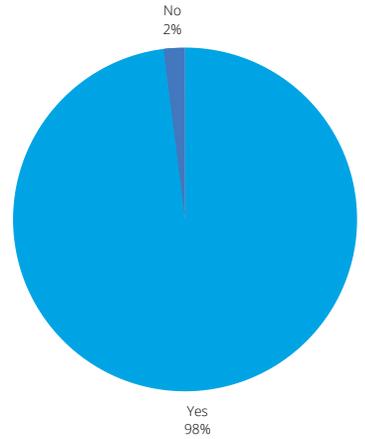
1017 Robertson Street, Unit B Fort Collins, CO 80524
970-482-2700

drsnoco.org | info@drsnoco.org

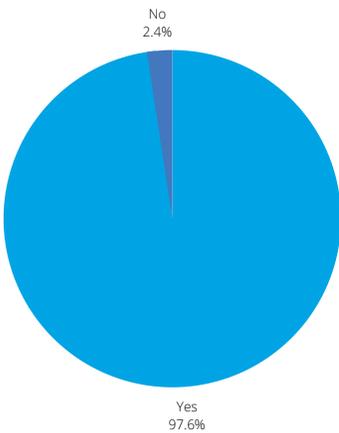
When receiving service from Disabled Resource Services, I felt like I was in control over the goals included in my Independent Living plan.



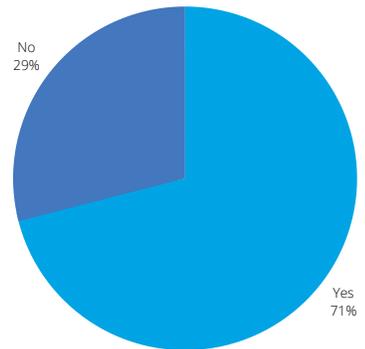
It was easy to access services at Disabled Resource Services (hours of operation, location, interpreters available, wheelchair access, transportation access).



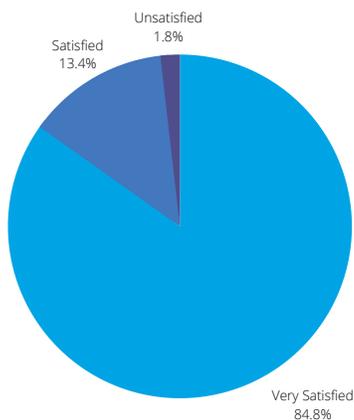
I would recommend Disabled Resource Services to someone I know.



Working with Disabled Resource Services has helped me to be more independent.



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



Combined Fort Collins and Loveland - 245 Completed Surveys on 648 Calls

When receiving service from Disabled Resource Services, I felt like I was in control over the goals included in my Independent Living plan.

Yes (97.6%) | No (2.4%)

It was easy to access services and Disabled Resource Services (hours of operation, location, interpreters available, wheelchair access, transportation access).

Yes (98%) | No (2%)

I would recommend Disabled Resource Services to someone I know.

Yes (97.6%) | No (2.4%)

Working with Disabled Resource Services has helped me to be more independent.

Yes (95.5%) | No (4.5%)

Do you feel like your community is more inclusive for people with disabilities?

Yes (93.5%) | No (6.5%)

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

Yes (95.1%) | No (4.9%)

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

Very Satisfied (83.3%)
Satisfied (14.7%)
Unsatisfied (2.0%)



Fort Collins - 100 Completed Surveys on 316 Calls

When receiving service from Disabled Resource Services, I felt like I was in control over the goals included in my Independent Living plan.

Yes (98%) | No (2%)

It was easy to access services and Disabled Resource Services (hours of operation, location, interpreters available, wheelchair access, transportation access).

Yes (99%) | No (1%)

I would recommend Disabled Resource Services to someone I know.

Yes (98%) | No (2%)

Working with Disabled Resource Services has helped me to be more independent.

Yes (96%) | No (4%)

Do you feel like your community is more inclusive for people with disabilities?

Yes (96%) | No (4%)

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

Yes (93%) | No (7%)



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

Very Satisfied (82%)

Satisfied (15%)

Unsatisfied (3%)

Loveland - 145 Completed Surveys on 332 Calls

When receiving service from Disabled Resource Services, I felt like I was in control over the goals included in my Independent Living plan.

Yes (97.2%) | No (2.8%)

It was easy to access services and Disabled Resource Services (hours of operation, location, interpreters available, wheelchair access, transportation access).

Yes (97.2%) | No (2.8%)

I would recommend Disabled Resource Services to someone I know.

Yes (97.2%) | No (2.8%)

Working with Disabled Resource Services has helped me to be more independent.

Yes (95.2%) | No (4.8%)

Do you feel like your community is more inclusive for people with disabilities?

Yes (91.7%) | No (8.3%)

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

Yes (96.6%) | No (3.4%)



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

Very Satisfied (84.1%)
Satisfied (14.5%)
Unsatisfied (1.4%)

Consumer Feedback

You guys are amazing.

I loved working with the team at DRS.

Good staff.	It was a great experience.
Everyone I dealt with was very nice to me. Didn't make me feel like I was an outsider.	DRS has given me confidence to be more independent.
Great resources and very helpful staff.	DRS helped decrease my fear of homelessness and helped make things clearer.
Was OK with the services except the Social Security application.	Suggestion - Call and update people on the housing list so they know they have not been forgotten.

Helped make me more responsible for myself.