

**MMI Customer Satisfaction Survey Results
2014-2015**

Grading Scale		
A	Great	5
B	Good	4
C	Average	3
D	Below Average	2
E	Poor	1

Home Care Providers – 4.35	
Category	Grade
Flexibility	4.42
Variety of Services	4.35
Dedication of Staff	4.48
Quality	4.42
Communication	4.35

Funding Sources – 4.28	
Category	Grade
Responsiveness	4.40
Flexibility	4.50
Community Integration	4.20
Outcomes	4.10
Quality	4.10
Value	4.40

Business Contracts – 4.58	
Category	Grade
Responsiveness	4.63
Flexibility	4.60
Ability to Meet Deadlines	4.63
Customer Service	4.52
Quality	4.40
Value	4.72