

**MMI Customer Satisfaction Survey Results
2015-2016**

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

Home Care Providers – 4.24	
Category	Grade
Flexibility	4.29
Variety of Services	4.19
Dedication of Staff	4.49
Quality	4.18
Communication	4.04

Funding Sources – 4.33	
Category	Grade
Responsiveness	4.44
Flexibility	4.22
Community Integration	4.44
Outcomes	4.22
Quality	4.33
Value	4.33

Business Contracts – 4.58	
Category	Grade
Responsiveness	4.57
Flexibility	4.52
Ability to Meet Deadlines	4.60
Customer Service	4.70
Quality	4.50
Value	4.61