

**MMI Customer Satisfaction Survey Results
2016-2017**

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

Home Care Providers – 4.25	
Category	Grade
Flexibility	4.26
Variety of Services	4.10
Dedication of Staff	4.42
Quality	4.24
Communication	4.21

Funding Sources – 4.27	
Category	Grade
Responsiveness	4.44
Flexibility	4.20
Community Integration	4.20
Outcomes	4.20
Quality	4.40
Value	4.20

Business Contracts – 4.57	
Category	Grade
Responsiveness	4.64
Flexibility	4.67
Ability to Meet Deadlines	4.57
Customer Service	4.66
Quality	4.34
Value	4.51