## MMI Customer Satisfaction Survey Results 2017-2018

### Grading Scale

<table>
<thead>
<tr>
<th>Letter</th>
<th>Grade</th>
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<tbody>
<tr>
<td>A</td>
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<td>C</td>
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<td>E</td>
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### Home Care Providers – 4.37

<table>
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<tr>
<td>Flexibility</td>
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<tr>
<td>Variety of Services</td>
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<tr>
<td>Dedication of Staff</td>
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<tr>
<td>Quality</td>
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<td>Communication</td>
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### Funding Sources – 4.25

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### Business Contracts – 4.54

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<td>Ability to Meet Deadlines</td>
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<tr>
<td>Quality</td>
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<td>Value</td>
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