

**MMI Customer Satisfaction Survey Results  
2017-2018**

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

<b>Home Care Providers – 4.37</b>	
<b>Category</b>	<b>Grade</b>
Flexibility	4.40
Variety of Services	4.32
Dedication of Staff	4.54
Quality	4.36
Communication	4.22

<b>Funding Sources – 4.25</b>	
<b>Category</b>	<b>Grade</b>
Responsiveness	4.37
Flexibility	4.50
Community Integration	4.26
Outcomes	3.79
Quality	4.46
Value	4.32

<b>Business Contracts – 4.54</b>	
<b>Category</b>	<b>Grade</b>
Responsiveness	4.68
Flexibility	4.59
Ability to Meet Deadlines	4.57
Customer Service	4.63
Quality	4.32
Value	4.47