



## WHO IS SURVEYED?

- **Funding Sources:** Includes supervisors, administrators and supports coordinators
- **Business Customers:** Organizations MMI Worked for over the past year
- **Families & Home Providers:** Includes group homes, semi-independent homes and families

## GRADING SCALE

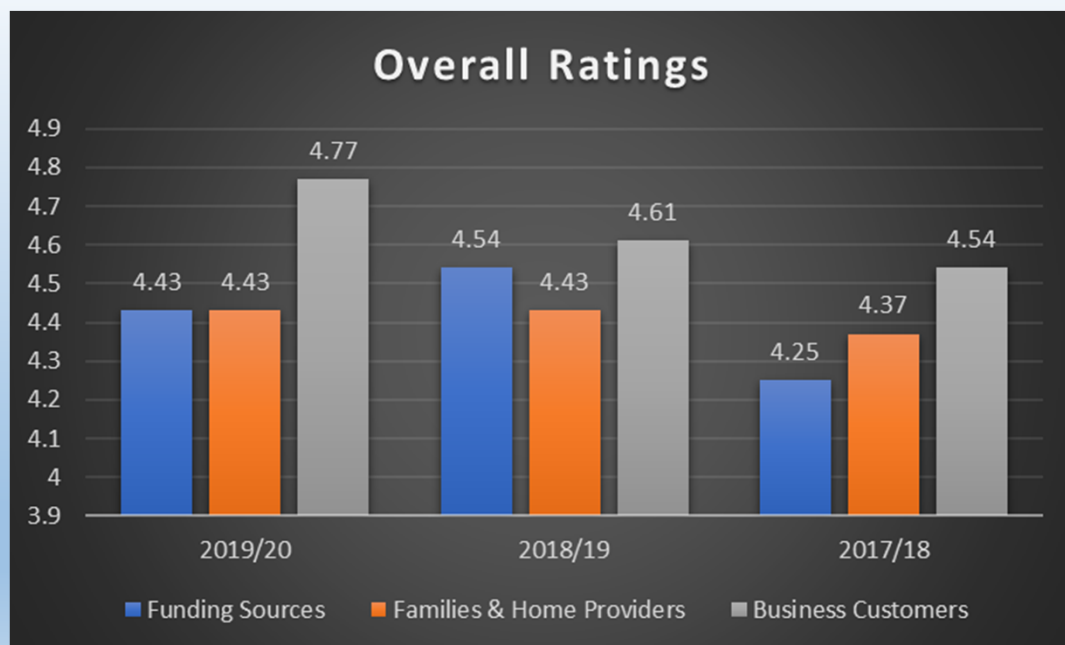
A = Great = 5

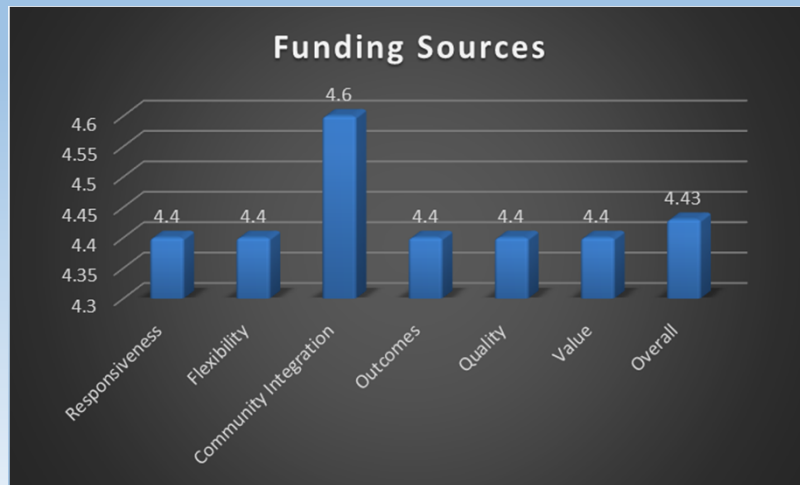
B = Above Average = 4

C = Average = 3

D = Below Average = 2

E = Poor = 1



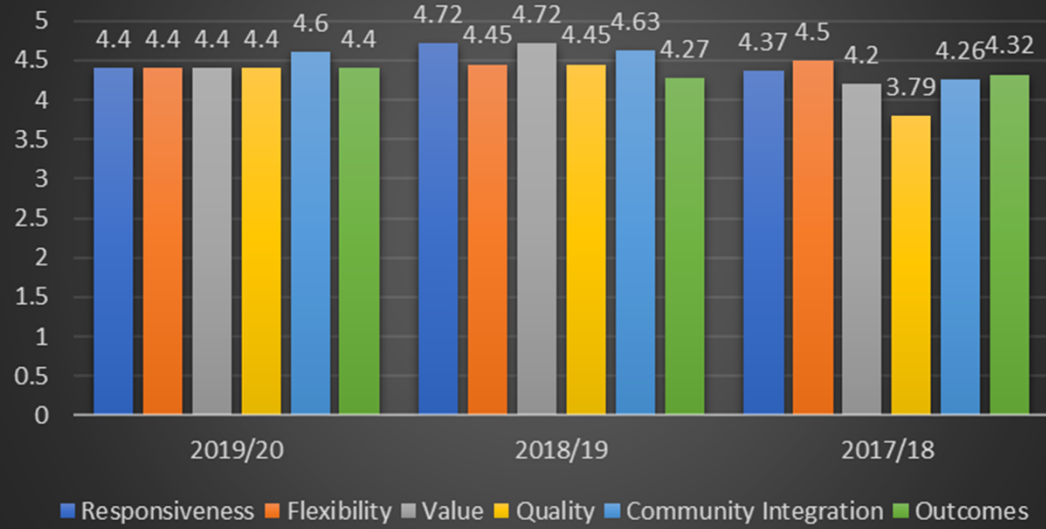


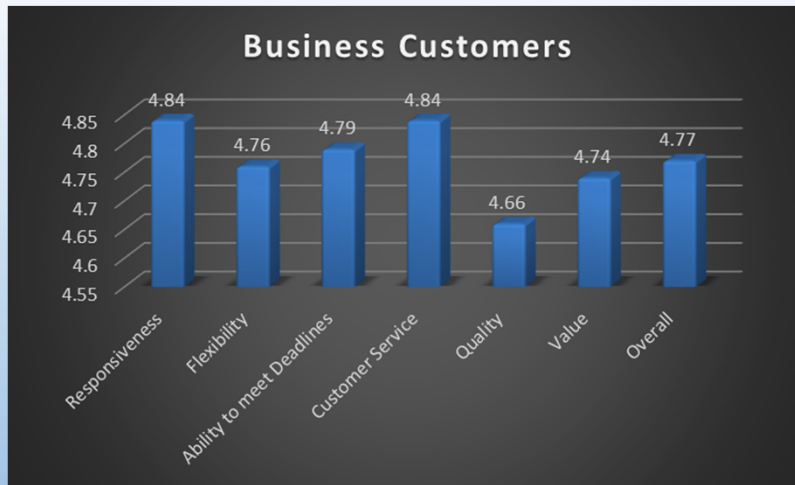
#### Kudos

- Flexibility & creativity
- Community integration & personal attention
  - Openness to ideas & collaboration
  - Great Communication
- Very compassionate toward the persons served

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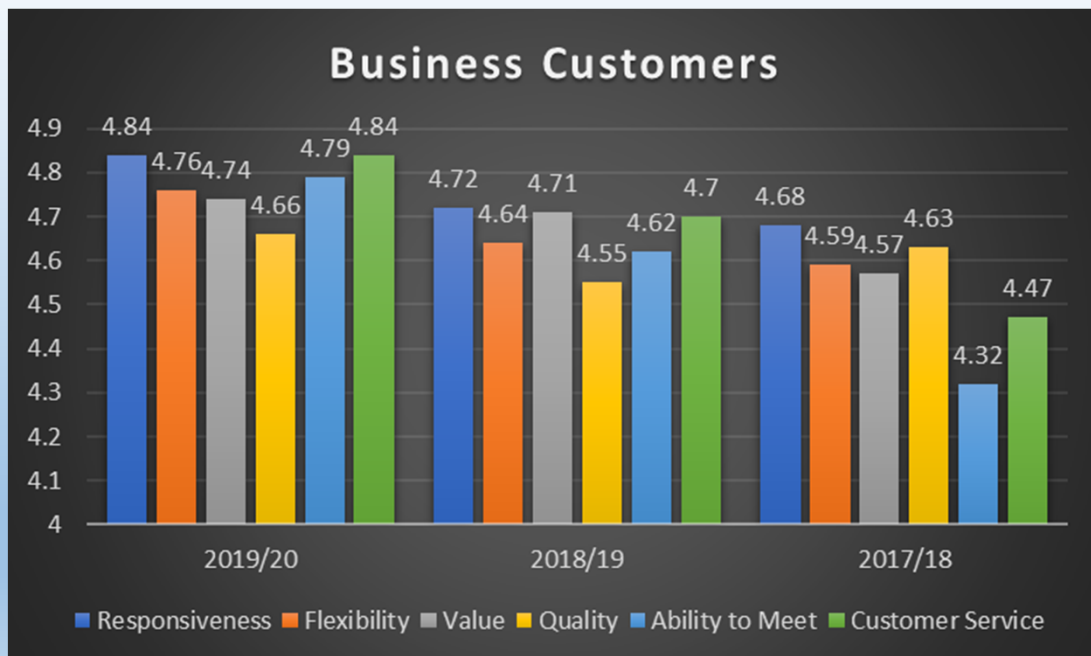
## Funding Sources

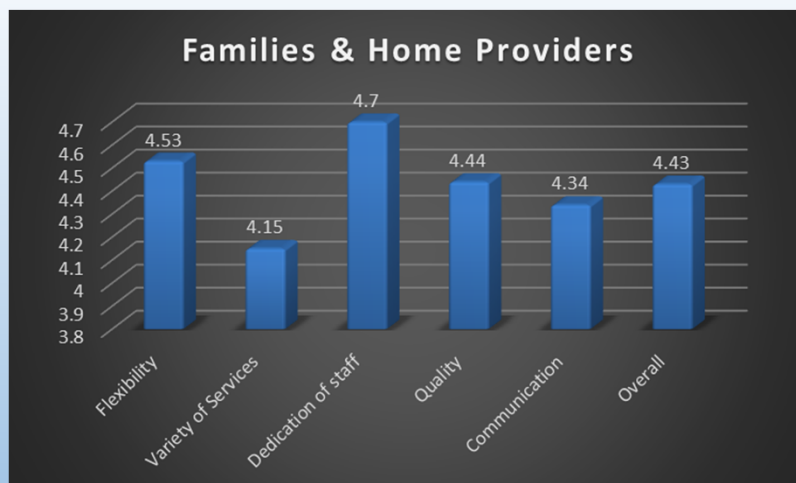




#### Kudos

- Outstanding Customer Service
- Dependable, reliable, at the forefront of change efforts
  - Prompt, Responsive
  - Very friendly and professional
- On time, friendly, communicative!

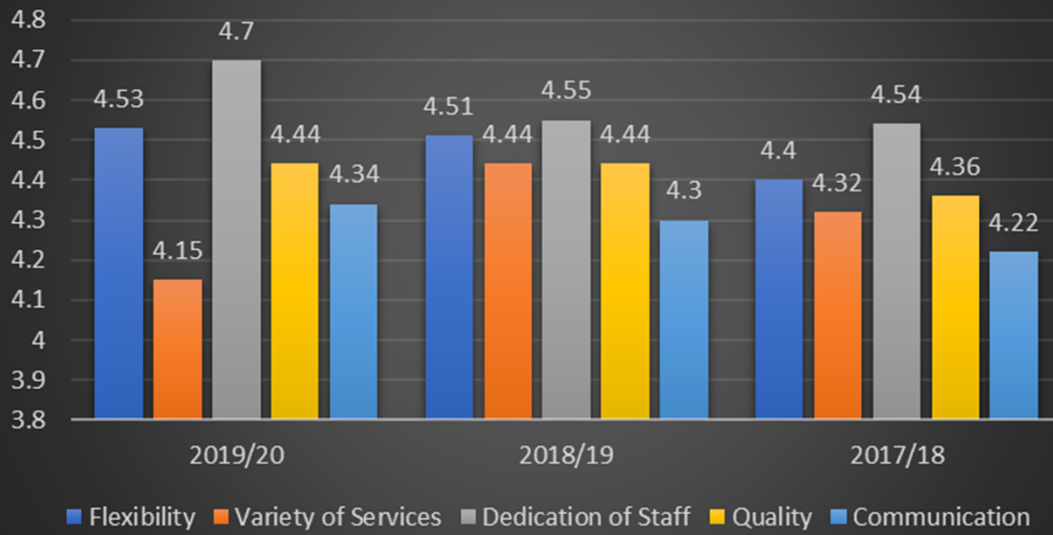




#### Kudos

- Very nice & caring employees
  - Plan for the individuals
- Great platform to engage people into the workforce
  - Responsive to requests
- Flexibility & figuring out how to solve problems

## Families & Home Providers



## OVERALL RESULTS

- 93% of the ratings we received were “above average” or “great”.
- We continue to maintain a high level of satisfaction with all of our customers. Feedback opportunities like this survey and our responses to that feedback contribute greatly to our success in customer satisfaction.
- We had very few scores below average. We will address all of the concerns that were specified in the survey responses. We will continue to use this information to gauge the ongoing level of satisfaction.