

Moving Forward Together: Customer Service at the Heart of Mid-Delta

Mid-Delta Community Services, Inc. is on our way in a new direction. One that puts **customer service at the very center of all we do**. Your voice matters, and we are listening closely as we shape the future of our programs and services.

Recent Customer Feedback (September 2025)

Through our most recent Customer Satisfaction Survey (collected through September 5, 2025), the message from our community is clear: **Mid-Delta is delivering quality, accessible, and customer-focused services.**

Highlights from the survey include:

- **100% Very Satisfied** with staff courtesy, knowledge, helpfulness, and overall accessibility.
- **100% confirmed** they received the services they needed.
- **98% Very Satisfied** with wait times; only one customer marked “Satisfied.”
- **100% Very Satisfied** with cleanliness of facilities and ease of getting information.

Customer comments praised our staff as **respectful, kind, friendly, and helpful**-with no major concerns or areas for improvement identified.

What This Means for Our Future

While these results confirm our strengths, we know customer voices are also a guide for growth. That’s why we are integrating this feedback into our **Results-Oriented Management and Accountability (ROMA) training to be held in January 2026**. This will:

- Reinforce our team’s strengths in professionalism and customer care.
- Address even small opportunities, such as minimizing wait times.
- Celebrate the positive impact our staff make every day in people’s lives.

Looking Ahead

This snapshot of feedback is only the beginning. In **January 2026**, we will launch a **major Strategic Planning and Community Needs Assessment period**, aiming to gather thousands of survey responses to help us plan for the future.

At Mid-Delta, we believe that **listening to our customers is essential to success**. Your experiences and insights will continue to shape the way we grow, improve, and serve.