

Grade DC Report: Previous Week

Location Performance Analysis - Previous Week

NAME	GRADE	REVIEWS	INSIGHTS	IMPRESSIONS
DCOA	A	68	239	350
Hayes Senior Wellness Center - Ward 6	A+	22	117	117
Seabury Aging Services (Ward 5)	A	8	26	26
Congress Heights Senior Wellness Center - Ward 8	A	4	26	26
Hattie Holmes Senior Wellness Center - Ward 4	A+	3	8	8
Model Cities Senior Wellness Center - Ward 5	B	1	6	6
DC Office on Aging	A+	2	4	16
Bernice Elizabeth Fonteneau Wellness Center - Ward 1	A+	1	4	4
IONA Senior Services (Ward 3)	B-	1	3	3

Location Performance Monthly Trends

NAME	MAY	APRIL	MARCH	FEBRUARY	JANUARY
DCOA	▼ A $\frac{409}{116}$	A+ $\frac{609}{111}$	A+ $\frac{748}{109}$	A+ $\frac{623}{109}$	A $\frac{689}{163}$
East River Family Strengthening Collaborative (Ward 7)	▬ -- $\frac{0}{0}$	▬ -- $\frac{0}{0}$	B $\frac{10}{3}$	A+ $\frac{34}{6}$	A $\frac{20}{4}$
DC Office on Aging	▼ B+ $\frac{13}{4}$	A+ $\frac{15}{1}$	A+ $\frac{12}{1}$	A+ $\frac{8}{2}$	A+ $\frac{10}{2}$
Seabury Aging Services (Ward 5)	▼ A $\frac{29}{9}$	A+ $\frac{23}{4}$	A+ $\frac{3}{1}$	▬ -- $\frac{0}{0}$	B $\frac{60}{12}$
Model Cities Senior Wellness Center - Ward 5	▼ B $\frac{6}{1}$	A $\frac{43}{6}$	A $\frac{123}{17}$	A+ $\frac{161}{26}$	A+ $\frac{3}{1}$
Family Matters of Greater Washington (Ward 8)	▬ -- $\frac{0}{0}$	▬ -- $\frac{0}{0}$	A+ $\frac{31}{5}$	▬ -- $\frac{0}{0}$	A+ $\frac{20}{4}$
Hayes Senior Wellness Center - Ward 6	▲ A+ $\frac{179}{30}$	A+ $\frac{137}{20}$	A+ $\frac{36}{3}$	A $\frac{191}{32}$	A- $\frac{51}{8}$
Terrific, Inc. (Ward 4)	▬ -- $\frac{0}{0}$	F $\frac{7}{1}$	▬ -- $\frac{0}{0}$	▬ -- $\frac{0}{0}$	▬ -- $\frac{0}{0}$
IONA Senior Services (Ward 3)	▲ B- $\frac{3}{1}$	▬ -- $\frac{0}{0}$	▬ -- $\frac{0}{0}$	▬ -- $\frac{0}{0}$	▬ -- $\frac{0}{0}$
The Washington Seniors Wellness Center - Ward 7	▬ -- $\frac{0}{0}$	A+ $\frac{17}{3}$	A $\frac{38}{7}$	A+ $\frac{35}{7}$	A+ $\frac{81}{18}$
Congress Heights Senior Wellness Center - Ward 8	▼ A $\frac{26}{4}$	A+ $\frac{173}{10}$	A+ $\frac{360}{32}$	A+ $\frac{116}{14}$	C $\frac{10}{4}$
Hattie Holmes Senior Wellness Center - Ward 4	◆ A+ $\frac{8}{3}$	A+ $\frac{5}{1}$	A+ $\frac{3}{1}$	A+ $\frac{6}{2}$	A+ $\frac{31}{6}$
Family Matters of Greater Washington (Ward 6)	▲ A+ $\frac{69}{30}$	A+ $\frac{128}{44}$	A+ $\frac{66}{20}$	▬ -- $\frac{0}{0}$	A- $\frac{309}{85}$
Bernice Elizabeth Fonteneau Wellness Center - Ward 1	▲ A+ $\frac{19}{6}$	▬ -- $\frac{0}{0}$	A+ $\frac{16}{4}$	A+ $\frac{8}{2}$	A+ $\frac{29}{4}$

Location Benchmarks - Previous Week

	OVERALL	FACILITIES AND AMENITIES	SERVICE	OFFERING
DCOA	 68 Reviews 239 Insights	 46 Reviews 114 Insights	 39 Reviews 77 Insights	 7 Reviews 9 Insights
Hayes Senior Wellness Center - Ward 6	 22 Reviews 117 Insights	 21 Reviews 56 Insights	 21 Reviews 46 Insights	 5 Reviews 7 Insights
Seabury Aging Services (Ward 5)	 8 Reviews 26 Insights	 8 Reviews 16 Insights	 8 Reviews 10 Insights	
Congress Heights Senior Wellness Center - Ward 8	 4 Reviews 26 Insights	 4 Reviews 13 Insights	 2 Reviews 11 Insights	 1 Reviews 1 Insights
Hattie Holmes Senior Wellness Center - Ward 4	 3 Reviews 8 Insights	 3 Reviews 7 Insights	 1 Reviews 1 Insights	
Model Cities Senior Wellness Center - Ward 5	 1 Reviews 6 Insights	 1 Reviews 5 Insights	 1 Reviews 1 Insights	
Bernice Elizabeth Fonteneau Wellness Center - Ward 1	 1 Reviews 4 Insights	 1 Reviews 3 Insights	 1 Reviews 1 Insights	
IONA Senior Services (Ward 3)	 1 Reviews 3 Insights	 1 Reviews 2 Insights	 1 Reviews 1 Insights	
DC Office on Aging	 2 Reviews 4 Insights			

68 Reviews - Previous Week

Your interaction with our Staff, if any: : My reaction with the Staff is wonderful, they are caring, loving and show that they are interested in our Welfare.

Your impression of our Facilities, if visited: : The Facilities are beautiful, the Equipment, the Exercises are so wonderful that you want to be healthy and the Teacher knows her business, shes good with us Seniors, and she knows her stuff, she motivates us tremendously and we want to remain healthy.

Your thoughts on our Services offered, if applicable: : The Services offered is fantastic, the Programs presented to us on a daily basis is so rewarding for us, and we learn so much from the programs and we appreciate our teachers, we thank Office on Aging as well as Providence Hospital who give us Seniors much.

Any other comments: : Yes, Our Center, Congress Heights Wellness was able to go to The Mayors Age-Friendly City Senior Symposium which the Speakers talked to us our Overview of the City, Washington D.C. They discussed our Background,

Activities, and our Service needs and their use.

We received a Survey Clipper, which is like a remote control. They taught us how to use it and I loved it, It was the first time that I had experienced such a thing, we met other Seniors from various Centers, and w were seated with a Spanish speaking Center, and i know a little Spanish and they were wonderful people.

We all helped one another and we learned so much from each other. The Meal was wonderful. We did some Exercises, to stretch or limbs and the meal was very nice and so nutritious for us, I know our Exercise teacher and Nutrition teacher at the Center would of approved. We also went to Classes which were wonderful. The Panel was wonderful and so very prepared and we learned a lot. Thank you Dr. Thompson, and your Staff for treating us Seniors so well and for



Congress Heights Senior Wellness Center - Ward 8



always making us feel so special. We seniors thank you for your services and for caring about us, I hope we are able to be able to be in attendance next year, it was a wonderful opportunity for us all. God Bless you.

Feel free to send us your email address – it might help us respond to your feedback. : florestinej@yahoo.com

	05/11/2013			
Thanks for coming to the @mayorvincegray Sr Symposium yesterday. Continue the #AFCDC conversation MT @DCAgingNews it was a great event!	05/11/2013		DCOA	
@DCDISB Tony Miles: Thank you for being @mayorvincegray #agefriendlydc Senior Symposium. @DCAgingNews is excited about the partnership!	05/11/2013		DCOA	
@TheHebrewHome On behalf of @mayorvincegray I appreciate your support in realizing an #agefriendlydc @aarpdc @aarpfamily @aarp @dcagingnews	05/11/2013		DCOA	
@311DCgov Thank you for the feedback and thank you so much for being @mayorvincegray symposium! You guys are great partners! @dcagingnews	05/10/2013		DCOA	
@DCAgingNews @ckey50 it was a great event!	05/10/2013		DCOA	
Thx for your support! MT Over 300 attendees @ Mayor's #agefriendlydc symposium. Lots of great feedback! @DCAgingNews http://t.co/1UWRd95jFM	05/10/2013		DCOA	
Thanks for assisting! MT Collected integral data today. Excited for what's next! #agefriendlydc @MayorVinceGray @DCAgingNews	05/10/2013		DCOA	
Thanks for sharing! #OAM13 MT District celebrates Older Americans Month. View list of events http://t.co/Mi8SzfWu8 @DCAgingNews	05/10/2013		DCOA	
Thx for participating! MT Excited to participate in the @DCAgingNews sr symposium panel on importance of tech 4 seniors. #getconnected	05/10/2013		DCOA	
Thx for @Smart911 sign up@ event MT GREAT job DC Office on Aging! Great Senior Symposium event today at the Omni Shoreham. @dcagingnews	05/10/2013		DC Office on Aging	
@kookabar It went very well! @DCAgingNews was glad to host @mayorvincegray #agefriendlydc symposium. Thanks @omnihotels 4 awesome svc!	05/10/2013		DCOA	
@ckey50 We appreciate your support on @mayorvincegray #agefriendlydc @dcagingnews	05/10/2013		DCOA	
@AgefriendlyNYC Great job, Ruth and team, in collecting data from @mayorvincegray #agefriendlydc Sr Symposium participants! @DCAgingNews	05/10/2013		DCOA	
GREAT job DC Office on Aging! Great Senior Symposium event today at the Omni Shoreham. @dcagingnews	05/10/2013		DC Office on Aging	
Excited to be participating in the @DCAgingNews senior symposium panel on the importance of tech for seniors. #getconnected	05/10/2013		DCOA	
Great to see so many engaged people interested in transforming DC into an #agefriendlydc @DCAgingNews @mayorvincegray	05/10/2013		DCOA	
Wrapping up a great session. Collected integral data today. Excited for what's next! #agefriendlydc @MayorVinceGray @DCAgingNews	05/10/2013		DCOA	
Over 300 attendees at Mayor's #agefriendlydc symposium. Lots of great feedback! @DCAgingNews http://t.co/Ovygflr9q	05/10/2013		DCOA	
Congrats! @AARPDC @AARPFamily @AARP @DCAgingNews The creation of an #agefriendlydc begins now!	05/10/2013		DCOA	
@msmhenb Thank you for the RT! Congrats on another great ERFSC Sr Safety event! Hope 2 c u @mayorvincegray Senior Symposium @DCAgingNews			DCOA	

<p>Senior Symposium: @DCAgingNews</p>	<p>05/09/2013</p>
<p>Looking forward to working the @FallsFreeDC table tomorrow at the DCOA Age Friendly Senior Symposium @DrJohnMThompson @DCAgingNews</p>	<p>DCOA </p>
<p>05/09/2013</p> <p>Your interaction with our Staff, if any: : Interaction with Project Director, Pauline Kabore at Town Hall Meeting on May 9, 2013. Ms. Kabore failed to address the concerns raised by some 40 seniors attending the meeting. She was very defensive and had no specific answers to the concerns raised. For example, she would only say that equipment that was asked for 5 months ago will be delivered "soon." Seniors indicated that they want to have some input into the Center policies and services but she did not agree that she should listen to those concerns or set up a systematic way to fix the problems identified. She seemed unable to communicate effectively with her customers or understand that the purpose of the Center is to address "senior" needs, not hers or Howard University's. She does not recognize the importance of obtaining feedback and addressing her customers needs.</p> <p>Your impression of our Facilities, if visited: : Inadequate space to accomodate growing number of seniors as they learn about the Center at Hayes. Inadequate weights for strength and resistance classes.</p> <p>Your thoughts on our Services offered, if applicable: : Base service on assessment of seniors instead of Howard's preconveived notion of what seniors want or need.</p> <p>Any other comments: : Let seniors know what is spent on various services and how much Howard contract is. How much of the contract is spent on overhead as opposed to direct services to seniors.</p>	<p> Hayes Senior Wellness Center - Ward 6 </p>
<p>05/09/2013</p> <p>Your interaction with our Staff, if any: : Town meeting with Pauline Kabore at Hayes Wellness Center today. Ms. Kabore conducted a meeting with approximately 40 seniors. She did not listen or take suggestions. She appears to be inflexible and unbending. Instead of taking suggestions from her customers, she merely defended the program she runs. She gets an F.</p> <p>Your impression of our Facilities, if visited: : The equipment in the facility is inadequate to meet the needs of the number of people who shop up for strength and resistance training. Ms. Kabore refused to tell the group when this problem would be remedied even though the problem was identified in 5 months ago.</p> <p>Your thoughts on our Services offered, if applicable: : Very unresponsive director of Wellness Center in Ward 6.</p>	<p> DCOA </p>
<p>05/09/2013</p> <p>Your interaction with our Staff, if any: : good</p> <p>Your impression of our Facilities, if visited: : very good</p> <p>Your thoughts on our Services offered, if applicable: : very good</p>	<p> Seabury Aging Services (Ward 5) </p>
<p>05/09/2013</p> <p>Your interaction with our Staff, if any: : Very good</p> <p>Your impression of our Facilities, if visited: : Very good</p> <p>Your thoughts on our Services offered, if applicable: : Good</p> <p>Any other comments: : Information is not used by residents - the residents do not seem to appreciate the services - I do & will</p>	<p> Seabury Aging Services (Ward 5) </p>
<p>05/09/2013</p> <p>Your interaction with our Staff, if any: : Excellent</p> <p>Your impression of our Facilities, if visited: : Good</p> <p>Your thoughts on our Services offered, if applicable: : Good</p>	<p> Seabury Aging Services (Ward 5) </p>
<p>05/09/2013</p> <p>Your interaction with our Staff, if any: : Excellent</p> <p>Your impression of our Facilities, if visited: : Very Good</p> <p>Your thoughts on our Services offered, if applicable: : Very good</p>	<p> Seabury Aging Services (Ward 5) </p>

<p>05/09/2013</p> <p>Your <i>interaction with our Staff</i>, if any: : Excellent Your <i>impression of our Facilities</i>, if visited: : Excellent Your thoughts on our <i>Services offered</i>, if applicable: : Very Good Any other comments: : <i>Need more recreation activities</i></p>		<p>Seabury Aging Services (Ward 5)</p>	
<p>05/09/2013</p> <p>Your <i>interaction with our Staff</i>, if any: : Excellent Your <i>impression of our Facilities</i>, if visited: : Excellent Your thoughts on our <i>Services offered</i>, if applicable: : Very good</p>		<p>Seabury Aging Services (Ward 5)</p>	
<p>05/09/2013</p> <p>Your <i>interaction with our Staff</i>, if any: : Good Your <i>impression of our Facilities</i>, if visited: : Poor Your thoughts on our <i>Services offered</i>, if applicable: : Good</p>		<p>Seabury Aging Services (Ward 5)</p>	
<p>05/09/2013</p> <p>Your <i>interaction with our Staff</i>, if any: : Poor Your thoughts on our <i>Services offered</i>, if applicable: : Good Any other comments: : I don't know the address of Seabury nor have I ever been there.</p>		<p>Seabury Aging Services (Ward 5)</p>	
<p>05/09/2013</p> <p>Your <i>interaction with our Staff</i>, if any: : fair Your <i>impression of our Facilities</i>, if visited: : fair Your thoughts on our <i>Services offered</i>, if applicable: : good</p>		<p>IONA Senior Services (Ward 3)</p>	
<p>05/09/2013</p> <p>Your <i>interaction with our staff</i>, if any: : Very nice staff. Always friendly and helpful. Your <i>impression of our Facilities</i>, if visited: : A great place to spend the day and to meet new people. Your thoughts on our <i>Services offered</i>, if applicable: : The <i>director is great</i>. She is <i>always working hard</i>. Any other comments: : I love this place.</p>		<p>Hayes Senior Wellness Center - Ward 6</p>	
<p>05/09/2013</p> <p>Your <i>interaction with our Staff</i>, if any: : <i>Everyone is nice</i>. I come here for the recreation and to meet new people. Your <i>impression of our Facilities</i>, if visited: : The <i>cleanest</i> place in town. Your thoughts on our <i>Services offered</i>, if applicable: : The services are <i>great</i>. <i>Lots to do</i> and to learn. Any other comments: : This <i>just what we need</i> here in ward 6.</p>		<p>Hayes Senior Wellness Center - Ward 6</p>	
<p>05/09/2013</p> <p>Your <i>interaction with our staff</i>, if any: : The staff is so <i>nice</i>. The <i>director works very hard</i> to make the center a success. Some people want everything right away but this is a new center and it takes time. Your <i>impression of our Facilities</i>, if visited: : The center is <i>clean</i> and <i>well kept</i>. Your thoughts on our <i>Services offered</i>, if applicable: : The services <i>teaches me about my health</i> and how to stay well by exercise, eating well and using my brain. Any other comments: : I love this place.</p>		<p>Hayes Senior Wellness Center - Ward 6</p>	

05/09/2013



Hayes Senior Wellness Center - Ward 6



Your interaction with our staff, if any: : The staff is friendly and helpful. The director had a meeting today. She tries really hard and asked us to be patient about getting everything we want.
Your impression of our Facilities, if visited: : The excercise classes are great and so are the lectures.
Your thoughts on our Services offered, if applicable: : Everything is just fine. I love this place.
Any other comments: : Some new people were added to help us do more.

05/09/2013



Hayes Senior Wellness Center - Ward 6



Your interaction with our staff, if any: : The staff is wonderful. The director is beautiful and hard working. We had a townhall meeting today. Some people tried to give her a hard time but she was patient and explained everything to us.
Your impression of our facilities, if visited: : The facilities are great. The fitness center is so helpful to me. I know that this is a new center and that it takes time for things to fall in place.
Your thoughts on our Services offered, if applicable: : The services are great. I love the lunches and the computer classes
Any other comments: : I love this center and come as often as I can.

05/09/2013

@DCAgingNews Incredible customer service!



DCOA



05/09/2013

@DCAgingNews Thank You



DCOA



05/08/2013



Congress Heights Senior Wellness Center - Ward 8



Your interaction with our Staff, if any: : exercise sewing
Your impression of our Facilities, if visited: : all is very interesting
Your thoughts on our Services offered, if applicable: : fine

05/08/2013



Congress Heights Senior Wellness Center - Ward 8



Your interaction with our Staff, if any: : computer class
Your impression of our Facilities, if visited: : very comfortable and accomodating
Your thoughts on our Services offered, if applicable: : professional
Any other comments: : need more computers

05/08/2013



Congress Heights Senior Wellness Center - Ward 8



Your interaction with our Staff, if any: : Very Good
Your impression of our Facilities, if visited: : A very Nice Placc To Come To.
Your thoughts on our Services offered, if applicable: : I Like The Computer Classes Very Much.
Any other comments: : The Staff Is Very Helpfull.
Feel free to send us your email address – it might help us respond to your feedback. : rolandwilliams8468@yahoo.com

05/08/2013



Hayes Senior Wellness Center - Ward 6



Your interaction with our Staff, if any: : I come and bring my neighbor we love the exercise equipment and the lunches. The staff is wonderful.
Your impression of our Facilities, if visited: : The center is clean and nice. No dust anywhere.
Your thoughts on our Services offered, if applicable: : The lectures are so interesteing. The blood pressure screenings are very helpful. I had my memory screened for the first time last month.
Any other comments: : I come here as often as I can because I feel at home here. Thank you.

05/07/2013



Hayes Senior Wellness Center - Ward 6



Your interaction with our Staff, if any: : The staff of great. Friendly and very nice.
Your impression of our Facilities, if visited: : This is just what ward 6 needs. So good for the community.
Your thoughts on our Services offered, if applicable: : The crochet classes are great Ms. Bernice knows so much. So patient. I always wanted to know how to crochet and now I have the chance. Thank you to the director for finding her.
Any other comments: : The exercise classes are good too.

05/07/2013



Hayes Senior Wellness Center - Ward 6



Your interaction with our Staff, if any: : the people at the Hayes Center are so kind and friendly. They always make me feel welcome.
Your impression of our Facilities, if visited: : The center is the cleanest public place I have seen. The lady who cleans is always smiling and she works alone.
Your thoughts on our Services offered, if applicable: : I heard a wonderful lecture by the chaplin of Howard Hospital last Friday. I was inspired afterwards. The director gets the best people to talk to us. She is so hard working.
Any other comments: : I love coming here. The lunches are so good.

05/07/2013



Hayes Senior Wellness Center - Ward 6



Your interaction with our Staff, if any: : Very pleasant and professional
Your impression of our Facilities, if visited: : Clean. Caring.
Your thoughts on our Services offered, if applicable: : Very helpful.

Feel free to send us your email address – it might help us respond to your feedback. : johnloubre@hotmail.com

05/07/2013



Hattie Holmes Senior Wellness Center - Ward 4



Your interaction with our Staff, if any: : good
Your impression of our Facilities, if visited: : very good
Your thoughts on our Services offered, if applicable: : verygood
Any other comments: : no

05/07/2013



Model Cities Senior Wellness Center - Ward 5



Your interaction with our Staff, if any: : Very good
Your impression of our Facilities, if visited: : well kept
Your thoughts on our Services offered, if applicable: : Services and good and many

Feel free to send us your email address – it might help us respond to your feedback. : Need chairs in our computer room chairs are very low and causes my back to hurt and have trouble getting in and out

05/07/2013

Hello and thanks to our newest followers! @ahnnakim @tweetjontweet @DCAgingNews



DCOA



05/07/2013



Hattie Holmes Senior Wellness Center - Ward 4



Your interaction with our Staff, if any: : excercise, lunch, computer class, dancing.
Your impression of our Facilities, if visited: : communicating with others, other activity options.
Your thoughts on our Services offered, if applicable: : good for health, mental, physical, and emotional.
Any other comments: : keep out of trouble.

05/07/2013



DCOA



Your interaction with our Staff, if any: : interaction with computer instructor MR Cherry is very good
Your impression of our Facilities, if visited: : not enough parking spaces
Your thoughts on our Services offered, if applicable: : very good
Any other comments: : no

05/07/2013



Hattie Holmes Senior Wellness Center - Ward 4



Your interaction with our Staff, if any: : chair aerobics
computer
aerobics
blood pressure screening
travel
lunch
arthritis class

Your impression of our Facilities, if visited: : I find the facilities very useful and helpful
Your thoughts on our Services offered, if applicable: : I think the services are excellent
Any other comments: : I think the center offers excellent services.

05/07/2013



Bernice Elizabeth Fonteneau Wellness Center - Ward 1

A+

Your interaction with our Staff, if any: : Good
Your impression of our Facilities, if visited: : good
Your thoughts on our Services offered, if applicable: : good
Any other comments: : This center is well equipped to help seniors

05/07/2013

Amazing opening ceremony @ @HowardTheatre with @mayorvincegray @DCAgingNews @SeniorGames1 @DrJohnMThompson @AARPDC <http://t.co/2o8C5CIG5n>



DCOA

A+

05/06/2013



Hayes Senior Wellness Center - Ward 6

A+

Your interaction with our Staff, if any: : The interaction is great
Your impression of our Facilities, if visited: : The imprison is excellent
Your thoughts on our Services offered, if applicable: : The service is outstanding

05/06/2013



Hayes Senior Wellness Center - Ward 6

A+

Your interaction with our Staff, if any: : The Computer class is my only interaction. Ms. Green is an excellent teacher.
Your impression of our Facilities, if visited: : The building is beautiful.
Your thoughts on our Services offered, if applicable: : The Services offered I'm sure are needed.
Any other comments: : No.

05/06/2013



Hayes Senior Wellness Center - Ward 6

A+

Your interaction with our Staff, if any: : Outstanding
Your impression of our Facilities, if visited: : Outstanding
Your thoughts on our Services offered, if applicable: : Outstanding

Feel free to send us your email address – it might help us respond to your feedback. : maggiecat704@gmail.com

05/06/2013



Hayes Senior Wellness Center - Ward 6

A+

Your interaction with our Staff, if any: :
interaction is very good
Your impression of our Facilities, if visited: :
impression is good
Your thoughts on our Services offered, if applicable: : Yes they are great
Any other comments: : none

05/06/2013



Hayes Senior Wellness Center - Ward 6

A+

Your interaction with our staff, if any: : the staff is very helpful. They go far and beyond to help the senior.
Your impression of our Facilities, if visited: : My impression of the facility is excellent.
Your thoughts on our Services offered, if applicable: : The services that I have encounter is excellent.

Any other comments: : the overall services are excellent

05/06/2013



Hayes Senior Wellness Center - Ward 6

A+

Your interaction with our Staff, if any: : very good
Your impression of our Facilities, if visited: : verygood

Your thoughts on our **Services offered**, if applicable: : very good
Any other comments: : none

05/06/2013



Hayes Senior
Wellness Center
- Ward 6

A+

Your interaction with our **Staff**, if any: : they are very polite
Your impression of our **Facilities**, if visited: : very clean and modern
Your thoughts on our **Services offered**, if applicable: : these services are needed
Any other comments: : this facility allows the elderly to stay socially connected

05/06/2013



Hayes Senior
Wellness Center
- Ward 6

A+

Your interaction with our **Staff**, if any: : very good
Your impression of our **Facilities**, if visited: : very good
Your thoughts on our **Services offered**, if applicable: : I like the center

05/06/2013



Hayes Senior
Wellness Center
- Ward 6

A+

Your interaction with our **Staff**, if any: : Very good
Your impression of our **Facilities**, if visited: : Very nice and clean
Your thoughts on our **Services offered**, if applicable: : wonderful
Any other comments: : No

05/06/2013



Hayes Senior
Wellness Center
- Ward 6

A+

Your interaction with our **Staff**, if any: : good
Your impression of our **Facilities**, if visited: : good

05/06/2013



Hayes Senior
Wellness Center
- Ward 6

A+

Your interaction with our **Staff**, if any: : excellent
Your impression of our **Facilities**, if visited: : excellent
Your thoughts on our **Services offered**, if applicable: : excellent
Any other comments: : none at this time

05/06/2013



Hayes Senior
Wellness Center
- Ward 6

A+

Your interaction with our **Staff**, if any: : it is good
Your impression of our **Facilities**, if visited: : good
Your thoughts on our **Services offered**, if applicable: : services offered is good

05/06/2013



DCOA

A+

Your interaction with our **Staff**, if any: : VERY FRIENDLY, ALWAYS MAKING SURE WE HAVE WHAT WE NEED.
Your impression of our **Facilities**, if visited: : HAVE A VARIETY OF PROGRAMS FOR SENIORS, BUILDING IS WELL KEPT,
STAFF MEMBERS ARE FRIENDLY
Your thoughts on our **SERVICES OFFERED**, if applicable: : EXCELLENT SERVICES OFFERED FOR THE SENIORS

05/06/2013