

Grade DC Report: Previous Week

Location Performance Analysis - Previous Week

NAME	GRADE	REVIEWS	INSIGHTS	IMPRESSIONS
DCOA	A+	7	60	60
Congress Heights Senior Wellness Center - Ward 8	--	1	30	30
Hayes Senior Wellness Center - Ward 6	A	4	12	12
Bernice Elizabeth Fonteneau Wellness Center - Ward 1	--	1	3	3

Location Performance Monthly Trends

NAME	JANUARY	DECEMBER	NOVEMBER	OCTOBER	SEPTEMBER
DCOA	▲ -- 33/2	A 212/52	A+ 406/82	A+ 402/73	A 577/106
East River Family Strengthening Collaborative (Ward 7)	-- 0/0	-- 3/1	-- 0/0	-- 0/0	A- 42/4
DC Office on Aging	-- 0/0	-- 3/2	-- 0/0	-- 10/1	A+ 36/5
Seabury Aging Services (Ward 5)	-- 0/0	C- 15/6	A+ 10/3	-- 3/1	A 13/6
Model Cities Senior Wellness Center - Ward 5	-- 0/0	A+ 13/3	A+ 121/27	A 105/15	A+ 37/6
Family Matters of Greater Washington (Ward 8)	-- 0/0	-- 0/0	-- 11/2	-- 0/0	-- 0/0
Hayes Senior Wellness Center - Ward 6	-- 0/0	A 83/15	A 133/22	A 153/28	B+ 271/39
Terrific, Inc. (Ward 4)	-- 0/0	-- 0/0	-- 0/0	-- 0/0	-- 0/0
Terrific, Inc. (Ward 1)	-- 0/0	-- 0/0	-- 0/0	-- 0/0	-- 0/0
IONA Senior Services (Ward 3)	-- 0/0	-- 0/0	-- 0/0	-- 0/0	-- 0/0
The Washington Seniors Wellness Center - Ward 7	-- 0/0	A+ 9/3	-- 0/0	-- 5/1	-- 17/2
Congress Heights Senior Wellness Center - Ward 8	▲ -- 30/1	-- 0/0	A+ 60/4	A+ 44/4	A+ 53/3
Hattie Holmes Senior Wellness Center - Ward 4	-- 0/0	-- 0/0	A+ 19/3	-- 0/0	-- 32/1
Family Matters of Greater Washington (Ward 6)	-- 0/0	-- 0/0	-- 0/0	-- 0/0	-- 0/0
Bernice Elizabeth Fonteneau Wellness Center - Ward 1	▲ -- 3/1	B+ 9/3	A+ 34/9	A+ 13/3	-- 3/1

Location Benchmarks - Previous Week

	OVERALL	FACILITIES AND AMENITIES	SERVICE	OFFERING	GENERAL EXPERIENCE
DCOA	 60 Insights 7 Reviews	 28 Insights 6 Reviews	 26 Insights 6 Reviews	 2 Insights 2 Reviews	 1 Insights 1 Reviews
Congress Heights Senior Wellness Center - Ward 8	 30 Insights 1 Reviews	 13 Insights 1 Reviews	 16 Insights 1 Reviews	 0 Insights 0 Reviews	 1 Insights 1 Reviews
Hayes Senior Wellness Center - Ward 6	 12 Insights 4 Reviews	 5 Insights 3 Reviews	 5 Insights 3 Reviews	 1 Insights 1 Reviews	 0 Insights 0 Reviews
Bernice Elizabeth Fonteneau Wellness Center - Ward 1	 3 Insights 1 Reviews	 2 Insights 1 Reviews	 1 Insights 1 Reviews	 0 Insights 0 Reviews	 0 Insights 0 Reviews

7 Reviews - Previous Week

Your interaction with our Staff, if any: : My interaction with our Staff is wonderful, we Seniors really get much comfort from the Staff as they show us much love.

Your impression of our Facilities, if visited: : My impression of the Facilities are wonderful also, its everything we need to Exercise and become Healthy. We Seniors need Some High Raise Toilet Seats, as the Toilets are so low and when many of us use them,

we have to hold on to the Toilet paper racks in order to sit down and be able to tend to our wants. we are destroying the toilet racks and that is more money that the providers have to fix.

Your thoughts on our Services offered, if applicable: : The Services are Fantastic that's offered to us Seniors here in Ward 8.

Any other comments: : Yes, The Staff gave us Seniors a wonderful New Years Eve Party wonderful New Years Eve Party, on December 31,2013.It started at 10'clock until

2.00 p.m and it was so very nice. We have a lovely Staff and we all had a nice time and we Seniors here in Ward 8 appreciate the Staffs efforts in everything that they do for us. I discussed the idea to Dr. Thompson, when he had a meeting with us Seniors last month, which was just a suggestion that he give

all the Staff here at Congress Heights Senior Wellness Center to give them, the Staff a Certificate, to Honor them,

for all the wonderful things they do for, even though some of us Seniors, are not always appreciative,they always show us unconditional love, and always go out of their way to make us happy. So Dr. Thompson, I hope you consider giving

our Staff Certificates of

Honor for their kindness to us Seniors here in Ward 8. Thanking You Advance.

Please provide us with your email so that we can better respond to your feedback. : florestinej@yahoo.com

01/03/2014



Bernice Elizabeth Fonteneau Wellness Center - Ward 1



Your interaction with our Staff, if any: : Great.

Your impression of our Facilities, if visited: : Fine.

Your thoughts on our Services offered, if applicable: : Wonderful.

01/03/2014



Hayes Senior Wellness Center - Ward 6



Your interaction with our Staff, if any: : My interaction with the staff here is marvelous.

Your impression of our facilities, if visited: : The facilities are well kept.

Your thoughts on our Services offered, if applicable: : The staff here at Hayes are very thouful, and careful about their instructions.

12/30/2013



Hayes Senior Wellness Center





Wellness Center
- Ward 6

A+

Your interaction with our Staff, if any: : My interaction with the staff is excellent.

Your impression of our Facilities, if visited: : I have not visited any Facility other than the Hayes Wellness Center.

Your thoughts on our Services offered, if applicable: : Not Applicable

Any other comments: : None

12/30/2013



Hayes Senior
Wellness Center
- Ward 6

A+

Your interaction with our Staff, if any: : all is good.

Your impression of our Facilities, if visited: : all is good.

Your thoughts on our Services offered, if applicable: : all is good.

12/30/2013



Hayes Senior
Wellness Center
- Ward 6

B+

Your interaction with our Staff, if any: : No problems.

Your impression of our Facilities, if visited: : Always clean.

Your thoughts on our Services offered, if applicable: : The computer class is great!

Any other comments: : Can we have a white board in the computer lab?

12/30/2013



DCOA

A+

Your interaction with our Staff, if any: : Very Good

Your impression of our facilities, if visited: : The facilities are wonderful,it houses 188 Seniors.

Your thoughts on our Services offered, if applicable: : The Services provided is supplemental Rent, which is based on ones income.

We have many Programs, which include,Line Dancing,Card Games,Bodywise, Movies as

we have a Theatre we also have a Exercise Room, where there are Classes for us Seniors, twice a week,we have Spiritual Moments, Pokeno,Bingo and many other Activities which help us Seniors to live longer and become healthier,we are in contact with Family Matters,where they provide

Programs and Transportation for our trips,that we take on a regular basis.

Any other comments: : Yes, we have a wonderful,

Community here at The Overlook at Oxon Run Apartments,here in Ward 8.

We have wonderful Programs here that is provided by our Resident Service Manager, Ms.Katrina Polk.

We also have the help of our Managers here at the Overlook Apartments, they are involved in our welfare as well, they help to provide services also.

We had our First new years Eve Gala here this Saturday, Which we had a

lovely Program,which was entitled What is Watch Night? We have a Choir now we sang and we also had a Lovey Play.We also had a

Presentation on What is

KWANZAA? It was a lovely Presentation,which was presented by Mr, Donald Wright, who was very interesting.We were given a lovely Dinner as well.

We are small in number, but our hearts are big with

the love for helping others and each other. We make Sandwiches for the Homeless every month and we have Programs for the Family side of the Overlook Apartments, even

though we are separated by

entrances, they have their

own elevators and the like.

My Senior Coordinater, Ms.

Karina Polk has a big heart, and we are Ambassadors,

as we give them canned goods, literature about

Health and Wellness twice a month, we have given the family side book Supplies,

Halloween Party, and a

Christmas program and Party, where we supplied the little children with

Gifts of all kinds, which the Seniors and Managers here at The Overlook Apartment supplied to make

them happy and we felt good as we gave back as we have been Blessed.We are a wonderful Community here in Ward 8,

who have been doing wonderful things

daily.We thank Office on Aging for their help, that

they give us Seniors here

at The overlook Apartments.

Please provide us with your email so that we can better respond to your feedback. : florestinej@yahoo.com

