

Grade DC Report: Previous Week

Location Performance Analysis - Previous Week

NAME	GRADE	REVIEWS	INSIGHTS	IMPRESSIONS
DCOA	A-	20	162	162
Model Cities Senior Wellness Center - Ward 5	A-	14	92	92
Congress Heights Senior Wellness Center - Ward 8	A+	1	34	34
Seabury Aging Services (Ward 5)	A-	2	6	6

Location Performance Monthly Trends

NAME	AUGUST	JULY	JUNE	MAY	APRIL
DCOA	▼ A- $\frac{460}{57}$	A+ $\frac{444}{80}$	A+ $\frac{335}{72}$	A $\frac{810}{162}$	A+ $\frac{609}{111}$
East River Family Strengthening Collaborative (Ward 7)	▬ -- $\frac{0}{0}$	▬ -- $\frac{0}{0}$	A+ $\frac{14}{3}$	▬ -- $\frac{0}{0}$	▬ -- $\frac{0}{0}$
DC Office on Aging	▲ A+ $\frac{6}{1}$	A $\frac{2}{1}$	▬ -- $\frac{0}{0}$	B+ $\frac{13}{4}$	A+ $\frac{15}{1}$
Seabury Aging Services (Ward 5)	▼ A- $\frac{6}{2}$	A $\frac{13}{4}$	A+ $\frac{33}{10}$	A $\frac{29}{9}$	A+ $\frac{23}{4}$
Model Cities Senior Wellness Center - Ward 5	▼ A- $\frac{124}{19}$	A+ $\frac{92}{17}$	A $\frac{39}{7}$	A $\frac{39}{6}$	A $\frac{43}{6}$
Family Matters of Greater Washington (Ward 8)	▬ -- $\frac{0}{0}$	▬ -- $\frac{0}{0}$	▬ -- $\frac{0}{0}$	▬ -- $\frac{0}{0}$	▬ -- $\frac{0}{0}$
Hayes Senior Wellness Center - Ward 6	▼ A- $\frac{207}{21}$	A+ $\frac{122}{16}$	A+ $\frac{129}{20}$	A+ $\frac{440}{55}$	A+ $\frac{137}{20}$
Terrific, Inc. (Ward 4)	▬ -- $\frac{0}{0}$	A $\frac{8}{2}$	F $\frac{3}{2}$	▬ -- $\frac{0}{0}$	F $\frac{7}{1}$
Terrific, Inc. (Ward 1)	▬ -- $\frac{0}{0}$	▬ -- $\frac{0}{0}$	F $\frac{2}{1}$	▬ -- $\frac{0}{0}$	▬ -- $\frac{0}{0}$
IONA Senior Services (Ward 3)	▬ -- $\frac{0}{0}$	A+ $\frac{4}{1}$	D $\frac{5}{2}$	B- $\frac{3}{1}$	▬ -- $\frac{0}{0}$
The Washington Seniors Wellness Center - Ward 7	▼ B- $\frac{24}{3}$	B+ $\frac{13}{3}$	A+ $\frac{13}{1}$	A $\frac{7}{1}$	A+ $\frac{17}{3}$
Congress Heights Senior Wellness Center - Ward 8	▼ A+ $\frac{45}{4}$	A+ $\frac{137}{15}$	A+ $\frac{16}{1}$	A+ $\frac{76}{7}$	A+ $\frac{173}{10}$
Hattie Holmes Senior Wellness Center - Ward 4	▬ -- $\frac{0}{0}$	▬ -- $\frac{0}{0}$	▬ -- $\frac{0}{0}$	A+ $\frac{8}{3}$	A+ $\frac{5}{1}$
Family Matters of Greater Washington (Ward 6)	▬ -- $\frac{0}{0}$	▬ -- $\frac{0}{0}$	A+ $\frac{17}{6}$	A+ $\frac{69}{30}$	A+ $\frac{128}{44}$
Bernice Elizabeth Fonteneau Wellness Center - Ward 1	▬ -- $\frac{0}{0}$	A+ $\frac{17}{4}$	B $\frac{4}{1}$	A+ $\frac{19}{6}$	▬ -- $\frac{0}{0}$

Location Benchmarks - Previous Week

	OVERALL	FACILITIES AND AMENITIES	SERVICE	OFFERING	POLICIES
DCOA	 20 Reviews 162 Insights	 20 Reviews 80 Insights	 20 Reviews 63 Insights	 4 Reviews 9 Insights	 1 Reviews 2 Insights
Model Cities Senior Wellness Center - Ward 5	 14 Reviews 92 Insights	 14 Reviews 49 Insights	 14 Reviews 31 Insights	 3 Reviews 8 Insights	
Congress Heights Senior Wellness Center - Ward 8	 1 Reviews 34 Insights	 1 Reviews 21 Insights	 1 Reviews 8 Insights		 1 Reviews 2 Insights
Seabury Aging Services (Ward 5)	 2 Reviews 6 Insights	 2 Reviews 3 Insights	 2 Reviews 2 Insights	 1 Reviews 1 Insights	

20 Reviews - Previous Week



DCOA



Your interaction with our staff, if any: : I had a **very positive experience** with the staff. They were all **courteous and friendly**.

Your impression of our Facilities, if visited: : I like the new facilities at 500 K Street, NE. I is **very accommodating for the seniors**

Your thoughts on our Services offered, if applicable: : My interaction was with **Ms. Maria Anderson**. She is an **exemplor**. She **worked with me week in and week out** tirelessly until I obtained employment with DC Library as a library technician. I have to say without a doubt that if it were not for her patience, assistance and guidance I would not obtain this position.

Any other comments: : Although Ms Anderson is the person who assisted me, I **sincerely hope** that this is the type of service that is offered by the remainder of staff.

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

08/16/2013



Congress Heights Senior Wellness Center - Ward 8



Your interaction with our Staff, if any: : My **interaction with the Staff** is **very nice**, they **go out of their way** to make us **welcome** in the center and comfortable.

Your impression of our Facilities, if visited: : The Facilities are **wonderful**, we have **everything we need to be well at all times**.

Your thoughts on our Services offered, if applicable: : The Services offered is **amazing**, we always get so many interesting **activities** that are brought to us daily. There's always something to spark up everyone's interest **at every given time**.

Any other comments: : Yes, we Seniors went to **Senior Camp** on August 5th, 2013

We had **so much fun**, we had **many activities** which we participated in and we had devotions and **much singing**

We went swimming, we had exercises, we were able to do **many Arts and Crafts**, other fun and fitness games and we interacted with teenage youth campers, where we were Ambassadors to them and we learned to Communicate with them effectively and they with us. The Camp is called, **Camp Dynamite**, and is ran

by Pastor Bob Mathieu, who has been running the Camp for years, and many of us from The Congress Heights Senior Wellness Center has been attending this

Camp for many years. Pastor Bob's, affiliation with Pastor Jenkins, of Glenarden Baptist Church, who provides our **transportation to and from the Camp** is **wonderful**. It's **always a wonderful experience** and we **learn something wonderful each year**.

Pastor Bob's relationship with The pastor of The Glenarden Church was **inspired by** our Exercise

Teacher, **Mrs. Linda Grymes**, who has accompanied us on the trip to camp many times, and who has arranged for us to be involved in many activities, such as exercises, swimming, games, and other **wholesome activities**. It **would be very nice** if

The Office on Aging could **Sponsor Seniors**, that

would like to go to Camp and can not afford it.
The Cost of the Camp Dynamite is \$150.00 per Senior for the week, which consists of five days.
it is a wonderful experience and the Air is wonderful.
Dr. Thompson and Staff, I wish you would think about this suggestion for next year, so other Seniors can experience the wonderful week that we the Seniors, who were able to go as they would benefit from this in a Healthy environment as we did.
Thanking you In Advance, Ms. Florestine Jones,
one of the Happy Campers from The Congress Heights Senior Wellness Center in Ward 8.

Thank you, The Staff is doing a wonderful job here at this lovely center.

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

08/15/2013



Model Cities Senior Wellness Center - Ward 5

B

Your interaction with our Staff, if any: : My interaction with the staff has been .very positive...from the Director, Stacie Thweatt to Linda Smith at the front desk. Especially appreciated is the guidance and instruction provided by Monica Carroll since I go to her for both cardio-interval exercise and dance company class.
Your impression of our Facilities, if visited: : The facilities could use some improvements. Occasionally, there is a shortage of meeting rooms needed to accommodate overflow when for example dancers need to meet and practice and the large exercise room is in use.

Also, there need to be more than the 3 bathroom stalls for women. This is certainly noticeable when the center is BUSY mid-day.

Your thoughts on our Services offered, if applicable: : The variety of services/programming is fantastic.

08/15/2013



Model Cities Senior Wellness Center - Ward 5

A

Your interaction with our Staff, if any: : ok
Your impression of our Facilities, if visited: : great
Your thoughts on our Services offered, if applicable: : very diverse
Any other comments: : I cant stay home because of all the activities offered. I come every day.

08/15/2013



Model Cities Senior Wellness Center - Ward 5

A+

Your interaction with our staff, if any: : the staff is very friendly and helpful
Your impression of our Facilities, if visited: : The facilities are always clean
Your thoughts on our Services offered, if applicable: : All of the programs are always interesting
Any other comments: : I enjoy the exercise class and arts and crafts
Feel free to send us your email address – it might help us respond to your feedback. : na

08/15/2013



DCOA

A+

Your interaction with our staff, if any: : Very good.The staff is always pleasant, with a very friendly personality. Always helpful with any question I have and advises me with information thats helpful that I wasn,t aware of.
Your impression of our Facilities, if visited: : Always very clean and comfortable.
Your thoughts on our services offered, if applicable: : There are services available in regards to the city and seniors that I wouldnt be aware of had I not been here. My cominghere is surely a blessing.

08/15/2013



Model Cities Senior Wellness Center - Ward 5



Your interaction with our Staff, if any: : The director, receptionist is good
Your impression of our Facilities, if visited: : excellent
Your thoughts on our Services offered, if applicable: : satisfactory
Any other comments: : I enjoy meeting friends, the choir is a rewarding experience
Feel free to send us your email address – it might help us respond to your feedback. : na

08/15/2013



Model Cities Senior Wellness Center - Ward 5



Your interaction with our Staff, if any: : I have good interaction with Monica and Dr. Means with Dance Class and Tai Chi which are my favorites. I intend to go back to Weight Training Class which I enjoy.
Your impression of our Facilities, if visited: : Model Cities is an excellent facility for seniors here in the District of Columbia.
Your thoughts on our services offered, if applicable: : The services offered are exceptional and many seniors in my community need to become affiliated in activities here. I encourage my neighbors to visit and plan to attend.
Any other comments: : I have been here for eight years and will continue to be apart of this center.

08/15/2013



DCOA



Your interaction with our staff, if any: : Sometimes amicable but others staff is impatient and rude, especially at the Director's level.
Your impression of our Facilities, if visited: : Sometimes the facility is extremely cold and often not enough room for all to participate.
Your thoughts on our services offered, if applicable: : There are many beneficial services offered, it's up to the members to participate and take an interest in what's available.
Any other comments: : These facilities are for the seniors and their benefits but many times staff members are participating in activities especially geared to seniors.

08/15/2013



Model Cities Senior Wellness Center - Ward 5



Your interaction with our Staff, if any: : Monica Carroll is doing a fantastic job with the MC Steppers and other exercise classes.
Your impression of our facilities, if visited: : The facilities are fine, but the ladies bathroom need to have rails on the side of the wall for assistance. Only one restroom have rails. Also, need to be clean more.
Your thoughts on our Services offered, if applicable: : The center have a vast array of services available for all people.
Any other comments: : The lunch program is pretty good. However, we need to have more chicken and turkey for people who do not eat beef and pork. Thanks!
Feel free to send us your email address – it might help us respond to your feedback. : macpeach50@verizon.net

08/15/2013



Model Cities Senior Wellness Center - Ward 5



Your interaction with our Staff, if any: : Moncia is doing a great job
Your impression of our Facilities, if visited: : The center most of the time, however the restroom is not clean sometime.
Your thoughts on our Services offered, if applicable: : I enjoy all servers and I really like dancing

08/15/2013



Model Cities Senior Wellness Center - Ward 5



Your interaction with our Staff, if any: : all interaction has been very professional. Monica Carroll is the staff I have most contact with. Receptionists are always very cordial.
Your impression of our Facilities, if visited: : Very clean and welcoming. Great exercise equipment.
Your thoughts on our Services offered, if applicable: : I participate in the dance classes and some exercise classes. The center offers more than I could ever do. It's a great variety of activities at all levels.
Any other comments: : Model Cities is a great facility. It has given me much to do in my retired life. I have met some great people.

08/15/2013



Model Cities Senior Wellness Center - Ward 5



Your interaction with our staff, if any: : The staff is great and work well with you, patient and understanding.

Your impression of our Facilities, if visited: : The facility is clean and bright.
Your thoughts on our Services offered, if applicable: : The services are awesome. I love that they take care of us very well.
Whatever our needs are in spite of how we feel they are able to deal with it.

08/15/2013



Model Cities Senior Wellness Center - Ward 5



Your interaction with our staff, if any: : The staff is knowledgeable, very helpful and courteous.
Your impression of our Facilities, if visited: : The facility is very clean neat and accessible.
Your thoughts on our Services offered, if applicable: : Services to consumers is adequate.

08/15/2013



Model Cities Senior Wellness Center - Ward 5



Your interaction with our staff, if any: : The staff is very helpful.
Your impression of our facilities, if visited: : The facilities are very useful to me.
Your thoughts on our Services offered, if applicable: : The services to consumers are good.

08/15/2013



Model Cities Senior Wellness Center - Ward 5



Your interaction with our Staff, if any: :

Some people are friendly but some are rude at times.

Your impression of our Facilities, if visited: : Facility is clean and comfortable.
Your thoughts on our Services offered, if applicable: : Services are good.
Any other comments: : Sometimes when we get transportatino from DCPR the situation becomes confusing. There is always an issue with DCPR's transportation.

08/13/2013



Model Cities Senior Wellness Center - Ward 5



Your interaction with our Staff, if any: : fair
Your impression of our Facilities, if visited: : good
Your thoughts on our Services offered, if applicable: : fair
Any other comments: : Director not friendly

08/13/2013



Model Cities Senior Wellness Center - Ward 5



Your interaction with our Staff, if any: : fair
Your impression of our Facilities, if visited: : good
Your thoughts on our Services offered, if applicable: : fair
Any other comments: : Not a friendly environment

08/13/2013



Seabury Aging Services (Ward 5)



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: : not enough food



Your interaction with our Staff, if any: : very good

Your thoughts on our Services offered, if applicable: : good