

Grade DC Report: Previous Week

Location Performance Analysis - Previous Week

NAME	GRADE	TREND	REVIEWS	INSIGHTS	IMPRESSIONS
DCOA	A+		20	190	199
Congress Heights Senior Wellness Center - Ward 8	A+		5	94	94
Hayes Senior Wellness Center - Ward 6	A		3	30	30
Seabury Aging Services (Ward 5)	A+		3	19	19
Model Cities Senior Wellness Center - Ward 5	A+		1	8	8
Hattie Holmes Senior Wellness Center - Ward 4	A+		1	5	5

Location Performance Monthly Trends

NAME	APRIL	MARCH	FEBRUARY	JANUARY	DECEMBER
DCOA	A+ $\frac{296}{38}$	A+ $\frac{748}{109}$	A+ $\frac{623}{109}$	A $\frac{689}{163}$	A $\frac{531}{96}$
Family Matters of Greater Washington (Ward 6)	-- $\frac{0}{0}$	A+ $\frac{66}{20}$	-- $\frac{0}{0}$	A- $\frac{309}{85}$	-- $\frac{0}{0}$
Model Cities Senior Wellness Center - Ward 5	A+ $\frac{32}{3}$	A $\frac{123}{17}$	A+ $\frac{161}{26}$	A+ $\frac{3}{1}$	A+ $\frac{152}{30}$
Hayes Senior Wellness Center - Ward 6	A $\frac{89}{15}$	A+ $\frac{36}{3}$	A $\frac{191}{32}$	A- $\frac{51}{8}$	A $\frac{118}{14}$
Congress Heights Senior Wellness Center - Ward 8	A+ $\frac{94}{5}$	A+ $\frac{360}{32}$	A+ $\frac{116}{14}$	C $\frac{10}{4}$	B $\frac{4}{1}$
The Washington Seniors Wellness Center - Ward 7	-- $\frac{0}{0}$	A $\frac{38}{7}$	A+ $\frac{35}{7}$	A+ $\frac{81}{18}$	B+ $\frac{26}{5}$
Seabury Aging Services (Ward 5)	A+ $\frac{19}{3}$	A+ $\frac{3}{1}$	-- $\frac{0}{0}$	B $\frac{60}{12}$	A+ $\frac{31}{5}$
Family Matters of Greater Washington (Ward 8)	-- $\frac{0}{0}$	A+ $\frac{31}{5}$	-- $\frac{0}{0}$	A+ $\frac{20}{4}$	A $\frac{72}{12}$
Hattie Holmes Senior Wellness Center - Ward 4	A+ $\frac{5}{1}$	A+ $\frac{3}{1}$	A+ $\frac{6}{2}$	A+ $\frac{31}{6}$	A $\frac{30}{8}$
Bernice Elizabeth Fonteneau Wellness Center - Ward 1	-- $\frac{0}{0}$	A+ $\frac{16}{4}$	A+ $\frac{8}{2}$	A+ $\frac{29}{4}$	A $\frac{24}{6}$
East River Family Strengthening Collaborative (Ward 7)	-- $\frac{0}{0}$	B $\frac{10}{3}$	A+ $\frac{34}{6}$	A $\frac{20}{4}$	A+ $\frac{4}{1}$
DC Office on Aging	A+ $\frac{15}{1}$	A+ $\frac{12}{1}$	A+ $\frac{8}{2}$	A+ $\frac{10}{2}$	A+ $\frac{31}{4}$

Location Benchmarks - Previous Week

	OVERALL	FACILITIES AND AMENITIES	SERVICE	OFFERING
DCOA	 20 Reviews 190 Insights	 17 Reviews 72 Insights	 17 Reviews 70 Insights	 6 Reviews 34 Insights
Congress Heights Senior Wellness Center - Ward 8	 5 Reviews 94 Insights	 5 Reviews 35 Insights	 5 Reviews 35 Insights	 3 Reviews 22 Insights
Hayes Senior Wellness Center - Ward 6	 3 Reviews 30 Insights	 3 Reviews 9 Insights	 3 Reviews 13 Insights	 1 Reviews 6 Insights
Seabury Aging Services (Ward 5)	 3 Reviews 19 Insights	 3 Reviews 12 Insights	 3 Reviews 5 Insights	
Model Cities Senior Wellness Center - Ward 5	 1 Reviews 8 Insights	 1 Reviews 4 Insights	 1 Reviews 4 Insights	
Hattie Holmes Senior Wellness Center - Ward 4	 1 Reviews 5 Insights	 1 Reviews 2 Insights	 1 Reviews 3 Insights	

20 Reviews - Previous Week

@DCAgingNews @myfoxdc thank you! **Great fun** for us to meet the centenarians.

04/11/2013



DCOA



Your interaction with our Staff, if any: : The Staff is **wonderful**, they are **always loving, caring** and most **helpful daily**. Your impression of our Facilities, if visited: : The facilities are **wonderful**, we as seniors **could not ask for a better place** to come to exercise and participate in the **many health programs** that have been made available to us, and we are **most grateful**. Your thoughts on our Services offered, if applicable: : The Services offered are **great** in every fashion. We seniors are provided and entertained with **so many interesting services** on a daily basis that we never want to miss a day coming to this **lovely center**, and we thank everyone for the **wonderful help** we receive from this lovely Congress Heights Senior Wellness Center here in Ward 8, everyday that we partake of our opportunities that we are able show ourselves approved when so many **wonderful programs** are given to us to take part in and we are **grateful** and we will continue to learn and want to become healthy in our mind and body. Any other comments: : Yes, we seniors would **like to thank** you. The Office of Aging and The Congress Heights Senior Wellness Center, on Wednesday April 10, 2013 for the lovely and wonderful **Community Health and Wellness Fair**, as it was **awesome**. WE Seniors participated in The Speech and Hearing Clinic, where we were given our results. We Seniors were tested by The Minimally Invasive Vascular Center, where we were tested for Peripheral Artery Disease, which a lot of us had not been tested for or really knew about this test. It was the first time many of us had the opportunity to know that we can have our blood pressure take in both arms and our feet, right and left for a reading. We were all **amazed** at this. the **doctors** were **fantastic**. We were also give an Ultra Sound, we were then tested by a Doctor who is an Endovascular, Vascular and General Surgeon, who after our tests was able to tell each one of us if we had any of the common symptoms of PAD. It was a wonderful and **helpful experience** for us. If you were at risk, we were told what to do and how to receive the necessary help needed. We the Seniors Thank you all for this **wonderful experience**. Feel free to send us your email address – it might help us respond to your feedback. : florestinej@yahoo.com

04/11/2013



Congress Heights Senior Wellness Center - Ward 8



Your interaction with our staff, if any: : I think that the staff is **fine**. They are **pleasant** and **helpful**. Your impression of our Facilities, if visited: : The center is **just what we need** in Ward 6. **Clean** and **modern**. Your thoughts on our Services offered, if applicable: : I **have learned so much** since I started coming here. The **health lectures** done by Howard University are **very informative**. The **lunches** are **delicious** and **well balanced**. I like the **nutrition lectures** very much. Any other comments: : **Crochet instructor** is **wonderful**. The programs keep growing. I **come here every day**.

04/10/2013



DCOA



Your interaction with our Staff, if any: : I **like everyone** at the center. I **feel at home here**. Your impression of our Facilities, if visited: : The center is **clean** and **well equipped**. Your thoughts on our Services offered, if applicable: : The **crochet class** is **wonderful**. A **wonderful addition** Any other comments: : **Thank you for this center** in Ward 6.

04/10/2013



DCOA



Your interaction with our Staff, if any: : Staff is **friendly** and **helpful**. Your impression of our Facilities, if visited: : **Plaace** is **very clean**. Your thoughts on our services offered, if applicable: : **Wonderful service**. **Director** is **doing a great job**. Any other comments: : **Love this place**.

04/10/2013



DCOA



Excited to join Ward 8 @AARPDC members for lunch today. Together we can make DC the most age-friendly city in



DCOA



America: @DCAggingNews		
<p>04/10/2013</p> <p>Your interaction with our Staff, if any: : excellant Your impression of our Facilities, if visited: : clean,comfortable and competent. Your thoughts on our Services offered, if applicable: : WE NEED SEABURY, MORE SERVICES IF YOU CAN. Any other comments: : HIRE MR FORD. Feel free to send us your email address – it might help us respond to your feedback. : crford749@gmail.com</p>		<p>Seabury Aging Services (Ward 5)</p> <p>A+</p>
<p>04/10/2013</p> <p>Your interaction with our Staff, if any: : Friendly, helpful, knowledgeable Your impression of our Facilities, if visited: : Clean, orderly, well maintained Your thoughts on our Services offered, if applicable: : Great, on-point, wonderful follow-up Any other comments: : Would return if necessary, and would be sure to recommend agency to friends and relatives</p>		<p>Seabury Aging Services (Ward 5)</p> <p>A+</p>
<p>04/10/2013</p> <p>Your interaction with our Staff, if any: : good Your impression of our Facilities, if visited: : not bad Your thoughts on our Services offered, if applicable: : good</p>		<p>Seabury Aging Services (Ward 5)</p> <p>A</p>
<p>04/10/2013</p> <p>Your interaction with our Staff, if any: : The Staff is wonderful and so pleasant when you walk into the center at any given time. They show love and are concerned about each one of us Seniors that enter the building. Your impression of our facilities, if visited: : My impression of the facilities are beautiful, I am so amazed with the equipment, the exercise teachers, the nutrition teacher, the bible Study class, and all the other services offered daily. Your thoughts on our services offered, if applicable: : The services offered are wonderful, I cannot say enough about the services offered to us Seniors in Ward 8. We have a wonderful young lady that cleans and keeps the Facilities clean and smelling great, shes awesome as it is not all that easy to clean up after some seniors, she always has a smile for you. Any other comments: : Yes, I would like to give a Ray of Thanks to our Director, Ms.Sherry Compton, Mrs.Linda Grymes, Ms. Natalie Webb,and the many other teachers that come in on a daily basis to teach us and help us all live longer and make us all feel that we are somebody.We have learned so much from them all. as their personalities are always shining toward us, and we are so grateful for them and to be able to come to this lovely Center where we get so many benefits from these lovely individuals who go out of their way to give us fruit everyday, and many other wonderful tokens of love in which they take out of their own pockets to give us so many extras that we would not ordinary have, they do this daily and it is so nice of them as they have families of their own and they give so much of themselves and their pocketbooks to us seniors here at the Congress heights Senior Wellness Center here in Ward 8 everyday. May God Continue to Bless Them and Theirs, for they are awesome. Feel free to send us your email address – it might help us respond to your feedback. : florestinej@yahoo.com</p>		<p>Congress Heights Senior Wellness Center - Ward 8</p> <p>A+</p>
<p>04/10/2013</p> <p>Your interaction with our Staff, if any: : Fine, I love the Staff, they are loving and kind to me at all times, they assist me on all occassions. Your impression of our facilities, if visited: : I love the facilities, I participate in the activities that I can and I enjoy them all. Your thoughts on our services offered, if applicable: : The services offered is wonderful, the exercises,the nutrition classes, the tai-chi classes and the bible study are all wonderful. Any other comments: : I love coming to the Center when I am able and I love everything about it for I am a Senior, I am 102 years of age, and I thank my GOD UP ABOVE FOR LETTING ME LIVE SO LONG. Feel free to send us your email address – it might help us respond to your feedback. : No, I do not have an email address but my name is Rozalia Simmons.</p>		<p>Congress Heights Senior Wellness Center - Ward 8</p> <p>A+</p>
<p>04/10/2013</p> <p>Your interaction with our Staff, if any: : The Staff is wonderful and loving and helpful. Your impression of our facilities, if visited: : The facilities is fantastic, I love equipment and the wonderful classes that are offered. Your thoughts on our Services offered, if applicable: : i love the exercise teacher and the nutrition teacher and I feel that with all their help and love, I have a good outlook on life, I also enjoy the Tai-Chi teacher as well. Any other comments: : Yes, love the Center here at The Congress Heights Senior Wellness Center. Feel free to send us your email address – it might help us respond to your feedback. : I do not have a email address but my name is Luzalia Parks, and my 102 year old mother attends the Center, as well.</p>		<p>Congress Heights Senior Wellness Center - Ward 8</p> <p>A+</p>
<p>04/10/2013</p> <p>Your interaction with our staff, if any: : The staff at the congress Hgts. Wellness Center are the greatest. They are there eager and willing to give information or assistance whenever needed. Your impression of our Facilities, if visited: : I have been attending this center for the past 4 years. I find it to be a place of fitness for the mind and body. Your thoughts on our Services offered, if applicable: : Comming to this center is a great outlet for seniors to get to meet and interact with people. There are such a variety of services provided that everyone has a chance to particate in something. Such as exercising, dancing,traveling, learning how to get healthy, keeping up with current awareness issues, the many varity of services offered are amazing. Any other comments: : When I first came to this center I was having a problem with my right arm and shoulder where it was very painful to move above my head or backward. Within a year with exercising and changing my diet I am now pain free and have full motion in my arm. This is truly a great center and I would highly recommend it to any senior. I would rate the center and its staff as (A). Feel free to send us your email address – it might help us respond to your feedback. : shirleyj46@yahoo.com</p>		<p>Congress Heights Senior Wellness Center - Ward 8</p> <p>A+</p>
<p>04/09/2013</p> <p>Honoring 34 District centenarians today w/ @DCAggingNews! Truly inspiring.</p>		<p>DCOA</p> <p>A+</p>
<p>04/09/2013</p> <p>Your interaction with our Staff, if any: : Very good... wonderful Director & Exercise instructor Your impression of our Facilities, if visited: : Great facilitiy Your thoughts on our Services offered, if applicable: : Calendar that is given each month has alot of activities.</p>		<p>Hattie Holmes Senior Wellness Center - Ward 4</p> <p>A+</p>
<p>04/09/2013</p> <p>Your interaction with our Staff, if any: : I was introduced to Dr. Thompson as a result of needing employment as a senior. Dr Thompson referred me to Ms. Anderson at the DCOA. Upon meeting and communicating with Ms. Anderson, I was very</p>		<p>DCOA</p> <p>A+</p>

pleased with how soon an employment opportunity arose. I am presently working as a contractor at the Office of the Chief Technology Officer. Talking about being in the right place at the right time. Thanks DCOA. Your impression of our Facilities, if visited: : Pleasantly surprised. Your thoughts on our Services offered, if applicable: : Who knew the range of DCOA's involvement in our communities...not I. I am persuaded and encouraged. Keep up the good work. Any other comments: : have inquired with Dr. Thompson concerning establishing a "Senior Village" in Ward 5, which he is very receptive of.

04/09/2013

Your interaction with our Staff, if any: : great director and staff Your impression of our Facilities, if visited: : many actives pick what u can or like to enjoy doing Your thoughts on our Services offered, if applicable: : allStaff display good attitudes without transportation i wouldnot be able to come thanks excellent driver Any other comments: : overall facilities looks and smells clean especially bathroom



Model Cities Senior Wellness Center - Ward 5



04/08/2013

Your interaction with our Staff, if any: : I am pleased with everything. Your impression of our Facilities, if visited: : Everything is all right. Your thoughts on our Services offered, if applicable: : I think they are good



Hayes Senior Wellness Center - Ward 6



04/08/2013

Your interaction with our Staff, if any: : I enjoy my computer class very much with Ms Green, she has been teaching me a lot and i just love her she has the patients of jobe. Your impression of our Facilities, if visited: : The center is clean and the people who work there are friendly and respectful. Your thoughts on our Services offered, if applicable: : We need the copy machine fix in the computer room, it has been out now for over a 4months. Any other comments: : The lunch program is great, Mrs Swinton the supervisor is a very nice person she see to all the needs of the seniors,and they love her. The director of the center is the giving her a hard time, we love her trips and the other activities she has for us. Its just very pleasant being there each day.We are still waiting for our weights, which was said was on order, we dont' have any where to put our yogo mats, and extra weight, We would like to have Haysees Wellness tee shirts , so people know this is where we belong. Mr. Yates is a very very good instructor, pleasant and all way with a smile. Feel free to send us your email address – it might help us respond to your feedback. : If I do why? do it go to the director instead of Dr.Thompson.



Hayes Senior Wellness Center - Ward 6



04/08/2013

Your interaction with our Staff, if any: : The staff at the Hayes Senior Wellness center are excellent to interact with. staff is very professional and efficient. Your impression of our Facilities, if visited: : The Facilities are in superb condition. Your thoughts on our Services offered, if applicable: : I am very satisfied with the services offered at the center. Any other comments: : I am extremely happy for the seniors who attend this center.They now have an outlet from a mundane life at home. Feel free to send us your email address – it might help us respond to your feedback. : joyce.abney@yahoo.com



Hayes Senior Wellness Center - Ward 6



04/08/2013