

Grade DC Report: Previous Week

Location Performance Analysis - Previous Week

NAME	GRADE	REVIEWS	INSIGHTS	IMPRESSIONS
DCOA	A+	53	222	240
Hayes Senior Wellness Center - Ward 6	A	9	71	71
Family Matters of Greater Washington (Ward 6)	A+	30	69	69
Congress Heights Senior Wellness Center - Ward 8	A+	1	39	39
Bernice Elizabeth Fonteneau Wellness Center - Ward 1	A+	5	15	15
DC Office on Aging	B-	2	9	9
Seabury Aging Services (Ward 5)	A+	1	3	3

Location Performance Monthly Trends

NAME	MAY	APRIL	MARCH	FEBRUARY	JANUARY
DCOA	▼ A 170/48	A+ 609/111	A+ 748/109	A+ 623/109	A 689/163
East River Family Strengthening Collaborative (Ward 7)	▬ -- 0/0	-- 0/0	B 10/3	A+ 34/6	A 20/4
DC Office on Aging	▼ B- 9/2	A+ 15/1	A+ 12/1	A+ 8/2	A+ 10/2
Seabury Aging Services (Ward 5)	▲ A+ 3/1	A+ 23/4	A+ 3/1	-- 0/0	B 60/12
Model Cities Senior Wellness Center - Ward 5	▬ -- 0/0	A 43/6	A 123/17	A+ 161/26	A+ 3/1
Family Matters of Greater Washington (Ward 8)	▬ -- 0/0	-- 0/0	A+ 31/5	-- 0/0	A+ 20/4
Hayes Senior Wellness Center - Ward 6	▲ A+ 62/8	A+ 137/20	A+ 36/3	A 191/32	A- 51/8
Terrific, Inc. (Ward 4)	▬ -- 0/0	F 7/1	-- 0/0	-- 0/0	-- 0/0
The Washington Seniors Wellness Center - Ward 7	▬ -- 0/0	A+ 17/3	A 38/7	A+ 35/7	A+ 81/18
Congress Heights Senior Wellness Center - Ward 8	▬ -- 0/0	A+ 173/10	A+ 360/32	A+ 116/14	C 10/4
Hattie Holmes Senior Wellness Center - Ward 4	▬ -- 0/0	A+ 5/1	A+ 3/1	A+ 6/2	A+ 31/6
Family Matters of Greater Washington (Ward 6)	▲ A+ 69/30	A+ 128/44	A+ 66/20	-- 0/0	A- 309/85
Bernice Elizabeth Fonteneau Wellness Center - Ward 1	▲ A+ 15/5	-- 0/0	A+ 16/4	A+ 8/2	A+ 29/4

## Location Benchmarks - Previous Week

	OVERALL	SERVICE	FACILITIES AND AMENITIES	OFFERING
DCOA	53 Reviews 222 Insights	47 Reviews 104 Insights	49 Reviews 94 Insights	5 Reviews 10 Insights
Hayes Senior Wellness Center - Ward 6	9 Reviews 71 Insights	9 Reviews 34 Insights	9 Reviews 26 Insights	4 Reviews 5 Insights
Family Matters of Greater Washington (Ward 6)	30 Reviews 69 Insights	30 Reviews 31 Insights	29 Reviews 34 Insights	
Congress Heights Senior Wellness Center - Ward 8	1 Reviews 39 Insights	1 Reviews 28 Insights	1 Reviews 4 Insights	1 Reviews 5 Insights
Bernice Elizabeth Fonteneau Wellness Center - Ward 1	5 Reviews 15 Insights	3 Reviews 3 Insights	5 Reviews 12 Insights	
DC Office on Aging	2 Reviews 9 Insights	2 Reviews 5 Insights	1 Reviews 4 Insights	
Seabury Aging Services (Ward 5)	1 Reviews 3 Insights	1 Reviews 1 Insights	1 Reviews 2 Insights	

## 53 Reviews - Previous Week

<p>Your interaction with our Staff, if any: : <b>Very impressed</b> of the <b>services</b> especially when entering the building at the <b>receptions desk</b> and on the <b>telephone when calling</b></p> <p>Your impression of our Facilities, if visited: : I was introduced to <b>Ms. Briscoe</b>, very well and impressive for the seniors at every visit and over the telephone and at all actives relating to the seniors.</p> <p>Your thoughts on our Services offered, if applicable: : I can only speak for the <b>Wellness sessions</b> that are <b>very helpful</b>.</p> <p>Any other comments: : The <b>facilities</b> are also <b>very nice</b> and <b>impressive</b>. I've seek employment but at this time I have not been notified and when I was the employer seeking workers were not very impressive and I'm still seeking senior employment.</p> <p>Feel free to send us your email address – it might help us respond to your feedback. : <a href="mailto:je.dun1@verizon.net">je.dun1@verizon.net</a></p>		Hayes Senior Wellness Center - Ward 6	
<p>Your interaction with our Staff, if any: : <b>Awesome fitness instructor</b> at Hayes Center - William Yates. And, the <b>interns</b> are <b>wonderful</b>.</p> <p>Your impression of our Facilities, if visited: : Facilities - <b>building</b> - is <b>great</b>; <b>fitness machines</b> are great; <b>not enough heavier (15# &amp; 20#) weights</b>.</p> <p>Your thoughts on our Services offered, if applicable: : <b>Fitness services</b> are <b>great</b> - <b>better than private gyms</b> I've belonged to.</p> <p>Any other comments: : We only have 2 <b>15 pound weights</b> and 2 <b>20 pounders</b>. We <b>urgently need at least 4 more</b> of each - as some of us can't get the full benefits of the exercises with weights that aren't heavy enough.</p> <p>Feel free to send us your email address – it might help us respond to your feedback. : <a href="mailto:marcihilt@aol.com">marcihilt@aol.com</a></p>		DCOA	
<p><b>New sod &amp; landscaping looks great</b> at @DCAgingNews HQ / playground! Thanks @DCDGS! <a href="http://t.co/cB7uXJ99IH">http://t.co/cB7uXJ99IH</a></p>		DCOA	
<p>Your interaction with our staff, if any: : <b>Good staff</b></p> <p>Your thoughts on our Services offered, if applicable: : <b>Very satisfied</b>.</p>		Family Matters of Greater Washington (Ward 6)	

<p>Your interaction with our Staff, if any: : Good</p> <p>Your thoughts on our Services offered, if applicable: : I am definitely satisfied with the services I received.</p>	05/03/2013		Family Matters of Greater Washington (Ward 6)	
<p>Your interaction with our staff, if any: : The staff is good</p> <p>Your thoughts on our Services offered, if applicable: : They have heplped a lot</p>	05/03/2013		Family Matters of Greater Washington (Ward 6)	
<p>Your interaction with our staff, if any: : Excellent staff</p> <p>Your thoughts on our Services offered, if applicable: : Services are good and I am very satisfied</p>	05/03/2013		Family Matters of Greater Washington (Ward 6)	
<p>Your interaction with our Staff, if any: : Excellent</p> <p>Your thoughts on our Services offered, if applicable: : Services are great and have been very helpful</p>	05/03/2013		Family Matters of Greater Washington (Ward 6)	
<p>Your interaction with our Staff, if any: : Good</p> <p>Your thoughts on our Services offered, if applicable: : I'm satisfied with the services</p>	05/03/2013		Family Matters of Greater Washington (Ward 6)	
<p>Your interaction with our Staff, if any: : Excellent</p> <p>Your thoughts on our Services offered, if applicable: : Very helpful to me</p>	05/03/2013		Family Matters of Greater Washington (Ward 6)	
<p>Your interaction with our Staff, if any: : I have good interaction with them</p> <p>Your thoughts on our Services offered, if applicable: : Overall I'm satisfied with the services I received</p>	05/03/2013		Family Matters of Greater Washington (Ward 6)	
<p>Your interaction with our staff, if any: : You have a good staff</p> <p>Your thoughts on our Services offered, if applicable: : The services have been very helpful to me</p>	05/03/2013		Family Matters of Greater Washington (Ward 6)	
			Family Matters of Greater Washinatn	

<p>Your interaction with our Staff, if any: : Excellent</p> <p>Your thoughts on our Services offered, if applicable: : My needs have been met</p>	<p>05/03/2013</p>		<p>(Ward 6)</p>	
<p>Your interaction with our Staff, if any: : Good</p> <p>Your thoughts on our Services offered, if applicable: : I get the services I need</p>	<p>05/03/2013</p>		<p>Family Matters of Greater Washington (Ward 6)</p>	
<p>Your interaction with our Staff, if any: : Excellent</p> <p>Your impression of our Facilities, if visited: : It's a nice facility</p> <p>Your thoughts on our Services offered, if applicable: : They've really helped me</p>	<p>05/03/2013</p>		<p>Family Matters of Greater Washington (Ward 6)</p>	
<p>Your interaction with our Staff, if any: : great</p> <p>Your impression of our Facilities, if visited: : good</p> <p>Your thoughts on our Services offered, if applicable: : very good</p> <p>Any other comments: : no</p>	<p>05/03/2013</p>		<p>Bernice Elizabeth Fonteneau Wellness Center - Ward 1</p>	
<p>Your interaction with our Staff, if any: : yes</p> <p>Your impression of our Facilities, if visited: : beautiful,very nice</p> <p>Your thoughts on our Services offered, if applicable: : very much appreciated</p> <p>Any other comments: : ythorne69@yahoo.com</p>	<p>05/03/2013</p>		<p>Bernice Elizabeth Fonteneau Wellness Center - Ward 1</p>	
<p>Your interaction with our Staff, if any: : yes</p> <p>Your impression of our Facilities, if visited: : nice</p> <p>Your thoughts on our Services offered, if applicable: : it is good</p> <p>Any other comments: : no</p>	<p>05/03/2013</p>		<p>Bernice Elizabeth Fonteneau Wellness Center - Ward 1</p>	
<p>Your interaction with our staff, if any: : The staff is good</p> <p>Your impression of our Facilities, if visited: : I like it.</p> <p>Your thoughts on our Services offered, if applicable: : The services have really helped me.</p>	<p>05/03/2013</p>		<p>Family Matters of Greater Washington (Ward 6)</p>	
<p>Your interaction with our Staff, if any: : Interaction with staff is excellent.</p> <p>Your impression of our Facilities, if visited: : The facility is well equiped. At times, there are no sanitary wipes to santize the equipment before and after use.</p> <p>Your thoughts on our Services offered, if applicable: : The services are excellent.</p>	<p>05/03/2013</p>		<p>Bernice Elizabeth Fonteneau Wellness Center - Ward 1</p>	
<p>Your interaction with our Staff, if any: : Excellent</p>	<p>05/03/2013</p>		<p>Family Matters of Greater Washington (Ward 6)</p>	

Your impression of our Facilities, if visited: : I like the Hayes Building  
Your thoughts on our Services offered, if applicable: : I'm very satisfied

05/03/2013



Bernice Elizabeth Fonteneau  
Wellness Center - Ward 1

A+

Your interaction with our Staff, if any: : Very good  
Your impression of our Facilities, if visited: : Good condation  
Your thoughts on our Services offered, if applicable: : Very good

05/03/2013



Family Matters of Greater Washington (Ward 6)

A-

Your interaction with our Staff, if any: : It was ok. No complaints  
Your impression of our Facilities, if visited: : The Hayes Center is nice  
Your thoughts on our Services offered, if applicable: : I'm satisfied with the services I received

05/03/2013



Family Matters of Greater Washington (Ward 6)

A+

Your interaction with our staff, if any: : The staff is good  
Your thoughts on our Services offered, if applicable: : They have helped

05/03/2013



Family Matters of Greater Washington (Ward 6)

A+

Your interaction with our staff, if any: : It's a good staff  
Your impression of our Facilities, if visited: : I go to Hayes and I really like it.  
Your thoughts on our Services offered, if applicable: : I'm satisfied

05/03/2013



Family Matters of Greater Washington (Ward 6)

A+

Your interaction with our staff, if any: : The staff is good.  
Your thoughts on our Services offered, if applicable: : Overall I found the services were helpful

05/03/2013



Family Matters of Greater Washington (Ward 6)

A+

Your interaction with our Staff, if any: : It's good.  
Your impression of our Facilities, if visited: : Hayes Wellness center is very nice  
Your thoughts on our Services offered, if applicable: : The services were helpgul

05/03/2013



DC Office on Aging

A+

Your interaction with our Staff, if any: : Vanessa Hicks (ADRC) gave a presentation on Options Counseling at Iona's Active Wellness Program at St Alban's. Her talk was very detailed and informative. I was not aware of the various ways available to help older adults remain in their homes.

05/03/2013



Hayes Senior Wellness Center - Ward 6

C+

Your interaction with our Staff, if any: : Very good.  
Your impression of our facilities, if visited: : Excellent facilities

Your impression of our facilities, if visited: : Excellent facilities.

Your thoughts on our Services offered, if applicable: : Services offered are excellent. So much so that NEW seniors join everyday and we are running out of space for our exercise classes.

Any other comments: : We need additional exercise equipment , especially for weight-training. Pls find the money in the SURPLUS DC MONEY to give to the seniors for weight-training/nutrition and other services needed.

05/02/2013



Seabury Aging Services (Ward 5)

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: : Services are needed for the older adult

05/02/2013



Family Matters of Greater Washington (Ward 6)

A+

Your interaction with our staff, if any: : They're a good staff

Your thoughts on our Services offered, if applicable: : I'm very satisfied!

05/02/2013



Family Matters of Greater Washington (Ward 6)

A+

Your interaction with our Staff, if any: : Good

Your thoughts on our services offered, if applicable: : The services are helpful

05/02/2013



Hayes Senior Wellness Center - Ward 6

A+

Your interaction with our Staff, if any: : Ms Maria Anderson helped me with employment and secured a interview for me with Dayare on my first meeting with her/ DCOA.

I thought Ms Maria Anderson was very patient, polite and very helpful.

Your impression of our Facilities, if visited: : Awesome Facilities

Your thoughts on our Services offered, if applicable: : Wow was my first impression when entering the building.

Any other comments: : The front desk was exceptionally polite , professional and knowledgeable of the entire services offered in the office of DCOA/ Wellness Center.

I am very impressed with the services within the District of of Columbia.

I can be reached if you would like to contact me on 202 702-3419.

I do not have a e-mail but hope to obtain one once I am employed.

Thank you.

Joyce Williams

202 702-3419

05/02/2013



Family Matters of Greater Washington (Ward 6)

A+

Your interaction with our staff, if any: : The staff is good.

Your impression of our Facilities, if visited: : The program is in my apartment building.

Your thoughts on our services offered, if applicable: : I'm very satisfied with the services

05/02/2013



Family Matters of Greater Washington (Ward 6)

A+

Your interaction with our Staff, if any: : Excellent

Your impression of our Facilities, if visited: : The meal and activity program is in our building

Your thoughts on our services offered, if applicable: : The services are good.

05/02/2013



Family Matters

A+

<p>Your interaction with our Staff, if any: : Good</p> <p>Your thoughts on our Services offered, if applicable: : I'm very satisfied.</p>		<p>of Greater Washington (Ward 6)</p>	
05/02/2013			
<p>Your interaction with our Staff, if any: : It's good.</p> <p>Your thoughts on our Services offered, if applicable: : Overall I'm satisfied.</p>		<p>Family Matters of Greater Washington (Ward 6)</p>	
05/02/2013			
<p>Your interaction with our Staff, if any: : Marie Anderson</p> <p>Your impression of our Facilities, if visited: : Outstanding</p> <p>Your thoughts on our Services offered, if applicable: : Outstanding</p> <p>Any other comments: : My interaction with Marie Anderson was very professional while she displayed her multi-task performance while interacting with me, other applicants and staff employee. I was extremely impression with her verbal communication skills and her command of the senior resource program and service available to citizens of the District of Columbia. It was a pleasure visiting the DC Office on Aging today effective as of May 2, 2013.</p> <p>Feel free to send us your email address – it might help us respond to your feedback. : Marie Anderson is definetly an outstanding employees while displaying customer service to the citizens of the District of Colum ia.</p>		<p>Hayes Senior Wellness Center - Ward 6</p>	
05/02/2013			
<p>Your interaction with our Staff, if any: : good</p> <p>Your impression of our Facilities, if visited: : I have lunch and activities in the apartment building</p> <p>Your thoughts on our services offered, if applicable: : The services were good.</p>		<p>Family Matters of Greater Washington (Ward 6)</p>	
05/02/2013			
<p>Your interaction with our Staff, if any: : It was good.</p> <p>Your impression of our Facilities, if visited: : We meet in my apartment building</p> <p>Your thoughts on our Services offered, if applicable: : The services are good.</p>		<p>Family Matters of Greater Washington (Ward 6)</p>	
05/02/2013			
<p>Your interaction with our Staff, if any: : The interaction with staff is good.</p> <p>Your impression of our Facilities, if visited: : I participate in the program at our apartment building.</p> <p>Your thoughts on our Services offered, if applicable: : The services helped.</p>		<p>Family Matters of Greater Washington (Ward 6)</p>	
05/02/2013			
<p>Your interaction with our staff, if any: : The staff is good</p> <p>Your thoughts on our Services offered, if applicable: : I was very satisfied with my services</p>		<p>Family Matters of Greater Washington (Ward 6)</p>	
05/02/2013			
<p>Your interaction with our Staff, if any: : Excellent</p> <p>Your thoughts on our Services offered, if applicable: : The services were very helpful to me.</p>		<p>Family Matters of Greater Washington (Ward 6)</p>	
05/02/2013			

05/02/2013



DC Office on Aging



Your interaction with our staff, if any: : The staff has been most helpppful. Maria Anderson is working as hard as she can to help the seniors with any questions they have about services they need. She is doing an admirable job working ALONE! She needs an ASSISTANT! Get hr one!

Your impression of our facilities, if visited: : The facilities are outs tanding!

Your thoughts on our Services offered, if applicable: : Services are ok! More services are needed for the services.

Any other comments: : For over a month, the computer and printer have been OUT-OF-SERVICE for the seniors. This is an inconvenience foro any senior who hs to print a resume or a document to accompany their resume. PLS GET THE COMPUTER/PRINTER FIXED ASAP!

Feel free to send us your email address – it might help us respond to your feedback. : dorcas.dessaso@comcast.net

05/01/2013



Hayes Senior Wellness Center - Ward 6



Your interaction with our Staff, if any: : The staff is fine. Good people who want to help.

Your impression of our Facilities, if visited: : The place is clean and fresh.

Your thoughts on our Services offered, if applicable: : The lunch program is nice. I lean a lot about good health.

Any other comments: : I come here all the time.

05/01/2013



Hayes Senior Wellness Center - Ward 6



Your interaction with our staff, if any: : I enjoy coming to the center. I always feel welcome by the staff. The make me feel right at home.

Your impression of our Facilities, if visited: : The center is so clean. Evey room is spotless.

Your thoughts on our Services offered, if applicable: : The programs are wonderful. I enjoy the inspiration and meditation hour. Dr. Williams is wonderful. The director gets the best people to talk to us.

Any other comments: : Thank you for this center.

05/01/2013



Hayes Senior Wellness Center - Ward 6



Your interaction with our Staff, if any: : My sister told me about the Hayes. We come as much as possible. We have good lunches and learn about the computer. The staff is great.

Your impression of our Facilities, if visited: : The cleanest senior center in town.

Your thoughts on our Services offered, if applicable: : The crochet instructor is wonderful. She is patient. The program is just what I need.

Any other comments: : The gym is great.

05/01/2013



Hayes Senior Wellness Center - Ward 6



Your interaction with our Staff, if any: : I love coming here. Everyone is friendly and professional.

Your impression of our Facilities, if visited: : The center is spotless. I look forward to coming here everyday.

Your thoughts on our Services offered, if applicable: : I have learned a lot since joining the Hayes Center. The director works hard to make the place interesting. The nutrition lectures are very helpful. I have learned a lot about high blood pressure and diabetes.

Any other comments: : I love this place.

05/01/2013



Hayes Senior Wellness Center - Ward 6



Your interaction with our Staff, if any: : Sherrill Bristcoe is always professional and attentive. The Staff supplied by the YMCA makes the programs succeed (Wm Yates, his sister whose name escapes me and his interns all help him to make the center work for us seniors. The yoga instructor with the islander accent fits in perfectly.

Your impression of our Facilities, if visited: : Clean and modern. Need more weights for the popular weight lifting classes.

Your thoughts on our Services offered, if applicable: : Services are fine. Bingo would be nice too but I might be spending ALL my time at the center instead of doing things I need to do.

Any other comments: : The programs I enjoy (Mr. Yates' classes are not funded by DCOA and are the heart of my experience at the hayes center. Please ensure funding so they can continue. I've lost 24 pounds since joining the classes last November.

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

04/30/2013



Congress Heights Senior Wellness Center - Ward 8



Your interaction with our Staff, if any: : My reaction with the Staff is wonderful,they greet us with a smile and show much love to us Seniors

to us Seniors.

Your impression of our Facilities, if visited: : The Facilities are great, I enjoy the machines that offered to us, our wonderful exercise teacher and the wonderful Teachers that she brings in to teach us other methods of exercising, which enable us Seniors

to become Healthier and to enjoy other exercising techniques like Yoga, Tai-Chi, Zumba, Line Dancing and many other methods of exercise that we get on a daily basis.

Your thoughts on our Services offered, if applicable: : The Services offered to us Seniors are wonderful, we Seniors Thank Providence Hospital and The office on Ageing for these wonderful Services.

Any other comments: : Yes, I would like to Salute Mrs. Linda Grymes and Ms. Natalie Webb, as they are outstanding Teachers, who teach us well, they have the Credentials to teach us Seniors and they tell us how we can help ourselves and to use what they teach to better ourselves and improve our situations even though, they are Learned in their teachings, they do not feel threatened, they encourage us to do great things, so as we can become Healthier day by day, These individuals are what makes this Congress Heights Senior Wellness Center what it is today. These Teachers need an Award for being the Loving, Spiritual and the Kindest people ever, and we are very lucky to have these warmhearted people who want so many good things for us Seniors and are kind enough to give their all to to us Seniors and who are not all into their credentials and their schooling, but are using their know how to show us and teach us that we too can learn and productive as they are. Hats should go off to The teachers and the Clerical Staff here at The Congress Heights Senior Wellness Center, Thank you Office on Aging and Providence Hospital for sending us these wonderful Teachers and The wonderful Clerical Staff you have placed here for us Seniors.

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

04/29/2013

@DCHunger @fairbudgetdc @dcagingnews Thanks for advocating.

04/29/2013



DCOA



The Ambassador program is great to socialite for them with our youth/Senors!.love it @DCAgingNews

04/29/2013



DCOA



Wow the support for seniors is overflowing into rm 123 also @FairBudgetDC @DCAgingNews http://t.co/pxO5tnTFwf

04/29/2013



DCOA

