

Grade DC Report: Previous Week

Location Performance Analysis - Previous Week

NAME	GRADE	REVIEWS	INSIGHTS	IMPRESSIONS
DCOA	A	32	117	192
Model Cities Senior Wellness Center - Ward 5	A+	6	37	37
Hayes Senior Wellness Center - Ward 6	B	4	33	33
Congress Heights Senior Wellness Center - Ward 8	--	1	13	13
DC Office on Aging	--	1	5	5

Location Performance Monthly Trends

NAME	SEPTEMBER	AUGUST	JULY	JUNE	MAY
DCOA	▲ A $\frac{401}{73}$	A $\frac{671}{88}$	A+ $\frac{444}{80}$	A+ $\frac{335}{72}$	A $\frac{810}{162}$
East River Family Strengthening Collaborative (Ward 7)	▲ A- $\frac{42}{4}$	-- $\frac{0}{0}$	-- $\frac{0}{0}$	A+ $\frac{14}{3}$	-- $\frac{0}{0}$
DC Office on Aging	◆ A+ $\frac{22}{3}$	-- $\frac{6}{1}$	-- $\frac{2}{1}$	-- $\frac{0}{0}$	B+ $\frac{13}{4}$
Seabury Aging Services (Ward 5)	▼ -- $\frac{3}{1}$	-- $\frac{6}{2}$	A $\frac{13}{4}$	A+ $\frac{33}{10}$	A $\frac{29}{9}$
Model Cities Senior Wellness Center - Ward 5	▲ A+ $\frac{37}{6}$	A- $\frac{130}{20}$	A+ $\frac{92}{17}$	A $\frac{39}{7}$	A $\frac{39}{6}$
Family Matters of Greater Washington (Ward 8)	-- $\frac{0}{0}$	-- $\frac{3}{1}$	-- $\frac{0}{0}$	-- $\frac{0}{0}$	-- $\frac{0}{0}$
Hayes Senior Wellness Center - Ward 6	▲ A $\frac{130}{22}$	A- $\frac{286}{31}$	A+ $\frac{122}{16}$	A+ $\frac{129}{20}$	A+ $\frac{440}{55}$
Terrific, Inc. (Ward 4)	-- $\frac{0}{0}$	-- $\frac{0}{0}$	-- $\frac{8}{2}$	-- $\frac{3}{2}$	-- $\frac{0}{0}$
Terrific, Inc. (Ward 1)	-- $\frac{0}{0}$	-- $\frac{0}{0}$	-- $\frac{0}{0}$	-- $\frac{2}{1}$	-- $\frac{0}{0}$
IONA Senior Services (Ward 3)	-- $\frac{0}{0}$	-- $\frac{0}{0}$	-- $\frac{4}{1}$	-- $\frac{5}{2}$	-- $\frac{3}{1}$
The Washington Seniors Wellness Center - Ward 7	▲ -- $\frac{17}{2}$	B+ $\frac{58}{8}$	B+ $\frac{13}{3}$	-- $\frac{13}{1}$	-- $\frac{7}{1}$
Congress Heights Senior Wellness Center - Ward 8	▲ A+ $\frac{53}{3}$	A+ $\frac{87}{6}$	A+ $\frac{137}{15}$	-- $\frac{16}{1}$	A+ $\frac{76}{7}$
Hattie Holmes Senior Wellness Center - Ward 4	▲ -- $\frac{32}{1}$	-- $\frac{0}{0}$	-- $\frac{0}{0}$	-- $\frac{0}{0}$	A+ $\frac{8}{3}$
Family Matters of Greater Washington (Ward 6)	-- $\frac{0}{0}$	A+ $\frac{38}{9}$	-- $\frac{0}{0}$	A+ $\frac{17}{6}$	A+ $\frac{69}{30}$
Bernice Elizabeth Fonteneau Wellness Center - Ward 1	▲ -- $\frac{3}{1}$	-- $\frac{0}{0}$	A+ $\frac{17}{4}$	-- $\frac{4}{1}$	A+ $\frac{19}{6}$

Location Benchmarks - Previous Week

	OVERALL	FACILITIES AND AMENITIES	SERVICE	OFFERING	GENERAL EXPERIENCE
DCOA	 117 Insights 32 Reviews	 56 Insights 21 Reviews	 38 Insights 14 Reviews	 2 Insights 2 Reviews	 1 Insights 1 Reviews
Model Cities Senior Wellness Center - Ward 5	 37 Insights 6 Reviews	 23 Insights 6 Reviews	 13 Insights 6 Reviews	 1 Insights 1 Reviews	 0 Insights 0 Reviews
Hayes Senior Wellness Center - Ward 6	 33 Insights 4 Reviews	 10 Insights 3 Reviews	 17 Insights 4 Reviews	 1 Insights 1 Reviews	 0 Insights 0 Reviews
Congress Heights Senior Wellness Center - Ward 8	 13 Insights 1 Reviews	 7 Insights 1 Reviews	 2 Insights 1 Reviews	 0 Insights 0 Reviews	 0 Insights 0 Reviews
DC Office on Aging	 5 Insights 1 Reviews	 2 Insights 1 Reviews	 3 Insights 1 Reviews	 0 Insights 0 Reviews	 0 Insights 0 Reviews

32 Reviews - Previous Week

<p>Your interaction with our Staff, if any: : Each member of the staff seems to be professional, knowledgeable and helpful. Your impression of our Facilities, if visited: : The men's rest room, gym and areaskitchen have always been clean, neat and orderly. Your thoughts on our Services offered, if applicable: : There is a good variety of activities on the monthly calendar. Any other comments: : In the year or so since I've joined Model Cities I've been treated like a 'family member' and it's a good feeling. Please provide us with your email so that we can better respond to your feedback. : jsharris312@gmail.com</p>		Model Cities Senior Wellness Center - Ward 5		09/21/2013
@DCAgingNews Today's Age Friendly Forum was a complete enjoyable blast ; able to give information in the way of the new modern world.		DCOA		09/21/2013
@AARPDC Thanks for the partnership! @agefriendlydc @dcagingnews		DCOA		09/21/2013
I dont think @dcagingnews is going to make #agefriendlydcforum13 happen. Crazy long hashtag .		DCOA		09/21/2013
GWU is collaborating with @dcagingnews to make #agefriendlydc . Good to have academic resources leveled at issue too		DCOA		09/21/2013
@AgeFriendlyDC forum about to begin. Looking forward to a great conversation. @DCAgingNews pic.twitter.com/gAD0CsXmJS		DCOA		09/21/2013
@SETenorMan thx for the kind words . Glad you enjoyed the picnic! Have a great day! #Ward8Today		DCOA		09/21/2013
@DCAgingNews @mayorvincegray no problem glad to wish I could attend but major prior commitment today! BTW GREAT PICNIC!		DCOA		09/21/2013
@SETenorMan thx 4 RT @DCAgingNews: TODAY: @mayorvincegray to give #AgeFriendlyDC progress report at Howard Theatre, 620 T St NW 9:30-11:30a		DCOA		09/21/2013
@DCAgingNews Thanks for sharing!		DCOA		09/20/2013
"Thx for coming @ANC4G01: @DCAgingNews Thx wonderful senior picnic today . Club 60+ Chevy Chase Community Cntr had a great time - all 14!"		DCOA		09/20/2013

Amazing company we're in, [thanks!](#) @sageusa @NHCOA @HRC @GMHC @DCAgingNews @EspinozaNotes @myprideblog @LGBTageing @lgbtagincntr @SAGE_Works

09/20/2013



DCOA



Your interaction with our [Staff](#), if any: : Staff member that work directly with Wellness Center Clients are [fine](#). [Office on Aging Director, Property Manager](#) and [some of the staffers](#) that work with Office on Aging are so [disrespectful](#) to the Wellness program. For instance a [elliptical machine](#) ([step machine](#) has been [broken](#) for over a year but no one seems to give a dam about it being repaired. I thought the established Office on Aging would be beneficiary to individuals 60 and over. It seems as the tax dollars are only used to support salaries of the Director, his staff, and property manager. Its a reality that this [Wellness Center](#) is a [concentration camp rather a place of leisure](#) for the seniors that participate at Hayes Wellness Center. Of course many seniors are [thankful](#) for the [services](#) but have no idea that they are being short changed considering the stipends that may be received from the federal and local government for their participation. Its also seems as though the Office on Aging is a conflict with being attached to the Hayes Wellness Center. Example: I have been a member of the few Senior Wellness Centers prior to coming to Hayes Wellness Center. The men's locker room was available to be used at all the center and overnight equipment could be left and maybe removed during the weekend. Today's notices say that after each use the locker should be empty each day after its use. All the other facilities language is different. Why? It seems as though the Office on Aging has no concerns or beneficiaries towards the Hayes Wellness Center. I give the [staff](#) a [zero](#) for [assistance](#). I have also seen Office on Aging staffers take coffee from the Seniors leisure room.

Any other comments: : I think that an oversight committee should be appointed or a town hall meeting with the other facilities to see why the Office on Aging and Hayes Wellness Center that is connected on in the same building and why it should be regulated different from the other Senior Wellness Centers around the city. Fix the elliptical machine that needs only a small tool to repair it. Its going on 1 years and several months. The [property manager](#) continues to be [neglectful](#) in their duties at the Hayes Wellness Center.

09/20/2013

[Great seeing](#) @AARPDC and @DCAgingNews & sharing resources w seniors @ Emmaus Services for the Aging!
[pic.twitter.com/rcqaDY05An](#)



DCOA



09/20/2013

@GMHC @sageusa @ACRIAsays @NHCOA @HRC @DCAgingNews @EspinozaNotes @LGBTageing @lgbtagincntr @SAGE_Works [Thank you!](#)



DCOA



09/20/2013

[Awesome group! Thank you.](#)RT @sageusa @ACRIAsays @NHCOA @HRC @DCAgingNews @EspinozaNotes @myprideblog @LGBTageing @lgbtagincntr @SAGE_Works



DCOA



09/20/2013

@DCAgingNews [Thank you for wonderful senior picnic](#) today. My group, Club 60+ from Chevy Chase Community Center had a [great time](#) - all 14!



DCOA



09/19/2013

Your interaction with our [staff](#), if any: : The staff is [great](#). [Cares about people](#).
Your impression of our Facilities, if visited: : The gym has all the [best equipment](#). The [instructors](#) are the [best](#).
Your thoughts on our Services offered, if applicable: : I learn a lot from coming here. The [computer class](#) is the [best](#). The director gave us more hours so I learn more.
Any other comments: : [Wonderful place](#) for ward 6.



Hayes Senior Wellness Center - Ward 6



09/19/2013

Your interaction with our Staff, if any: : This is a [fine center](#). The [staff](#) is [wonderful](#)
Your impression of our Facilities, if visited: : The [center](#) is [clean](#) and [fresh looking](#). [Always bright](#).
Your thoughts on our Services offered, if applicable: : I made a bracelet in the new jewelry making class yesterday.
Any other comments: : [Great programs](#). I [learned how to avoid hypertension](#) yesterday from the [health lecture](#). Love this [place](#).



Hayes Senior Wellness Center - Ward 6



09/19/2013

Your interaction with our Staff, if any: : I [would like to thank](#) the center director [Ms Kabore](#) for all she is doing for us. Because of her, seniors who do not have dental insurance can apply for it and get to see a dentist. Some [seniors already have appointments to see the dentist](#) because of [Ms. Kabore](#). She really loves us and [sees things most others don't see](#). We are also going on the Spirit of Washington Cruise tomorrow because the director. She said that next time she is going



Hayes Senior Wellness Center - Ward 6



we are also going on the Spirit of Washington Cruise tomorrow because the director. She said that next time she is going to try to get a sponsor for the trip so we will only pay a very small amount. But the director and her staff especially Ms Mary Irvin got us a senior discount. I love this center.

09/19/2013

@DCAgingNews, @linesbylyons TY for the RTs. Have a good week.

09/19/2013



DCOA

A+

Thx for sharing! RT @koshlandscience: @DCAgingNews will you help us spread the word about our Healthy Aging event this weekend?...

09/18/2013



DCOA

A+

Your interaction with our Staff, if any: : Sherrell Briscoe of Hayes Senior Wellness Center is exceptional in all areas of Customer service and her personality is extremely beautiful in helping all people.

Your impression of our Facilities, if visited: : very professional.

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

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

09/18/2013



DC Office on Aging

A+

@sageusa: Thanks to all who were involved in the panel today on #HIV and #aging! @acria @gmhc @hrc @nelsonvergel @DCAgingNews @NHCOA #NHAAAD

09/18/2013



DCOA

A+

Congressional briefing underway on #aidsandaging! Thanks to @sageusa @ACRIAsays @HRC @GMHC @NHCOA @DCAgingNews #nhaaad

09/18/2013



DCOA

A+

Your interaction with our staff, if any: : the staff is very friendly and concern

Your impression of our Facilities, if visited: : the facility is all ways clean

Your thoughts on our Services offered, if applicable: : the service is always nice.

09/16/2013



DCOA

A+

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

Your impression of our Facilities, if visited: : Clean

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

Any other comments: : Some repairs needed

09/16/2013



Model Cities Senior Wellness Center - Ward 5

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: : like to help people

09/16/2013



Model Cities Senior Wellness Center - Ward 5

A+

Your interaction with our Staff, if any: : great. sometimes Staff forget they are talking to senior and get a little disrespectful.

Your impression of our Facilities, if visited: : best facility in DC

Your thoughts on our Services offered, if applicable: : Quite diverse- great

Any other comments: : Too many people are coming here now we need a cut off number before it gets out of control

09/16/2013



Model Cities Senior Wellness Center - Ward 5

A-

Your interaction with our Staff, if any: : good

Your impression of our Facilities, if visited: : the best in town



Model Cities Senior Wellness Center - Ward 5

A+

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

09/16/2013



Model Cities
Senior Wellness
Center - Ward 5



Your interaction with our **Staff**, if any: : Very professional and very friendly and nice

Your impression of our **Facilities**, if visited: : Very clean and well kept.

Your thoughts on our **services** offered, if applicable: : I really like the services that our center offers.

Any other comments: : I really like the **machines** and the **classes** that are offered.

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

09/16/2013



Congress
Heights Senior
Wellness Center
- Ward 8



Your interaction with our **Staff**, if any: : My **interaction of the Staff** is wonderful, they always remain helpful to us Seniors at all times.

Your impression of our **Facilities**, if visited: : The Facilities here are **fantastic in every way**.

Your thoughts on our **Services** offered, if applicable: : The Services that we seniors receive are **above and beyond anything wonderful**. We have so many **activities that enhance our well being** at all times, and we appreciate all your efforts in making our Center, a **place that we enjoy** and are so very anxious to come and enjoy this **wonderful Facility** each and every day.

Any other comments: : Yes, **Thank you very much for sending us Seniors here** at The Congress Heights Senior Wellness Center, The Program Smart 911. It is **very nice** and a **wonderful opportunity for us Seniors**, it will properly save many lives, **We Seniors Thank you, for all the many Programs** that you bring to us. We Thank you.

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

09/15/2013