

Grade DC Report: Previous Week

Location Performance Analysis - Previous Week

NAME	GRADE	REVIEWS	INSIGHTS	IMPRESSIONS
DCOA	A+	16	79	85
Model Cities Senior Wellness Center - Ward 5	--	2	28	28
Hayes Senior Wellness Center - Ward 6	A+	6	26	26
Bernice Elizabeth Fonteneau Wellness Center - Ward 1	A+	3	13	13
Congress Heights Senior Wellness Center - Ward 8	A+	3	10	10

Location Performance Monthly Trends

NAME	OCTOBER	SEPTEMBER	AUGUST	JULY	JUNE
DCOA	▲ A 241/51	A 577/106	A 671/88	A+ 444/80	A+ 335/72
East River Family Strengthening Collaborative (Ward 7)	-- 0/0	A- 42/4	-- 0/0	-- 0/0	A+ 14/3
DC Office on Aging	-- 0/0	A+ 36/5	-- 6/1	-- 2/1	-- 0/0
Seabury Aging Services (Ward 5)	-- 0/0	A 13/6	-- 6/2	A 13/4	A+ 33/10
Model Cities Senior Wellness Center - Ward 5	▼ A 100/14	A+ 37/6	A- 130/20	A+ 92/17	A 39/7
Family Matters of Greater Washington (Ward 8)	-- 0/0	-- 0/0	-- 3/1	-- 0/0	-- 0/0
Hayes Senior Wellness Center - Ward 6	▲ A 80/16	B+ 271/39	A- 286/31	A+ 122/16	A+ 129/20
Terrific, Inc. (Ward 4)	-- 0/0	-- 0/0	-- 0/0	-- 8/2	-- 3/2
Terrific, Inc. (Ward 1)	-- 0/0	-- 0/0	-- 0/0	-- 0/0	-- 2/1
IONA Senior Services (Ward 3)	-- 0/0	-- 0/0	-- 0/0	-- 4/1	-- 5/2
The Washington Seniors Wellness Center - Ward 7	▲ -- 5/1	-- 17/2	B+ 58/8	B+ 13/3	-- 13/1
Congress Heights Senior Wellness Center - Ward 8	▼ A+ 10/3	A+ 53/3	A+ 87/6	A+ 137/15	-- 16/1
Hattie Holmes Senior Wellness Center - Ward 4	-- 0/0	-- 32/1	-- 0/0	-- 0/0	-- 0/0
Family Matters of Greater Washington (Ward 6)	-- 0/0	-- 0/0	A+ 38/9	-- 0/0	A+ 17/6
Bernice Elizabeth Fonteneau Wellness Center - Ward 1	◆ A+ 13/3	-- 3/1	-- 0/0	A+ 17/4	-- 4/1

## Location Benchmarks - Previous Week

	OVERALL	FACILITIES AND AMENITIES	SERVICE	OFFERING	GENERAL EXPERIENCE
DCOA	79 Insights 16 Reviews	34 Insights 14 Reviews	26 Insights 11 Reviews	6 Insights 4 Reviews	3 Insights 3 Reviews
Hayes Senior Wellness Center - Ward 6	26 Insights 6 Reviews	11 Insights 6 Reviews	6 Insights 3 Reviews	4 Insights 2 Reviews	3 Insights 3 Reviews
Model Cities Senior Wellness Center - Ward 5	28 Insights 2 Reviews	9 Insights 2 Reviews	12 Insights 2 Reviews	1 Insights 1 Reviews	0 Insights 0 Reviews
Bernice Elizabeth Fonteneau Wellness Center - Ward 1	13 Insights 3 Reviews	8 Insights 3 Reviews	5 Insights 3 Reviews	0 Insights 0 Reviews	0 Insights 0 Reviews
Congress Heights Senior Wellness Center - Ward 8	10 Insights 3 Reviews	6 Insights 3 Reviews	3 Insights 3 Reviews	1 Insights 1 Reviews	0 Insights 0 Reviews

## 16 Reviews - Previous Week



Hayes Senior  
Wellness Center  
- Ward 6



Any other comments: : Had a **wonderful time** with the seniors on our Day Trip to WEGMAN'S on Thursday, Oct. 17th. A beautiful store, great selections of fresh fruits, vegetables and various food stations where you have multiple choices of items to select from. A little 'pricy' but well worth it. **Looking forward to other planned tris** by the Seabury organization. **Thanks loads!**

Please provide us with your email so that we can better respond to your feedback. : dorcas.dessaso@comcast.net

10/18/2013



Hayes Senior  
Wellness Center  
- Ward 6



Your interaction with our **staff**, if any: : The staff at Hayes Wellness Center at Ward 6 is **very good**.

Your thoughts on our **Services offered**, if applicable: : The services at Hayes Center is **very good**. **Mrs. Mary Irving** has been a **great help** in getting me inrollment at Howard University College of Dentistry.

Any other comments: : The College of Dentist at at Howard is also very good.

10/18/2013



Bernice  
Elizabeth  
Fonteneau  
Wellness Center  
- Ward 1



Your interaction with our **staff**, if any: : The staff is **very friendly and helpful**.  
Your impression of our **Facilities**, if visited: : The **facility** is well kept and **useful to our needs**. I enjoy the **exercise equipment**.  
Your thoughts on our **services** offered, if applicable: : The services offered addresses the needs of everyone.

10/18/2013



Bernice  
Elizabeth  
Fonteneau  
Wellness Center  
- Ward 1



Your **interaction with our Staff**, if any: : **great**  
Your impression of our **Facilities**, if visited: : **good**  
Your thoughts on our **Services offered**, if applicable: : **great**  
Any other comments: : **very interlectual**

10/18/2013



Bernice  
Elizabeth  
Fonteneau  
Wellness Center



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

<p>Your interaction with our Staff, if any: : <b>very good</b>  Your impression of our Facilities, if visited: : <b>good</b>  Your thoughts on our services offered, if applicable: : service i <b>very good</b>  Any other comments: : no  Please provide us with your email so that we can better respond to your feedback. : lewisallen47@yahoo.com</p>	10/18/2013		- Ward 1	
<p>Your interaction with our Staff, if any: : I have been <b>treated with care</b> and respect  Your impression of our Facilities, if visited: : Off-the-chain meaning it is very good  Your thoughts on our services offered, if applicable: : full range of services available  Any other comments: : Ms Sherrell Briscoe has been <b>outstanding</b>  Please provide us with your email so that we can better respond to your feedback. : leegreggl@yahoo.com</p>	10/18/2013		Hayes Senior Wellness Center - Ward 6	
<p><b>Big day</b> in the life of @AgeFriendlyDC - <b>swearing in of the Task Force</b>. Here we go... @DCAgingNews  pic.twitter.com/R1RnQgxonl</p>	10/17/2013		DCOA	
<p><b>Thanks for the RT!</b> @AWayofLife0: @DCAgingNews #Shakeout drop, cover and hold on pic.twitter.com/eJlpNsgDKk</p>	10/17/2013		DCOA	
<p>Your interaction with our Staff, if any: : I think that I have <b>learned quite a lot</b> in the <b>computer class</b> class  Your impression of our Facilities, if visited: : <b>great very interesting</b>  Your thoughts on our services offered, if applicable: : the service is <b>very good</b></p>	10/16/2013		Congress Heights Senior Wellness Center - Ward 8	
<p>Your <b>interaction with our Staff</b>, if any: : <b>great</b>.  Your impression of our Facilities, if visited: : <b>very good</b>  Your thoughts on our Services offered, if applicable: : <b>very good</b></p>	10/16/2013		Congress Heights Senior Wellness Center - Ward 8	
<p>Your <b>interaction with our Staff</b>, if any: : <b>GOOD</b>  Your impression of our Facilities, if visited: : <b>FAIR</b>  Your thoughts on our Services offered, if applicable: : <b>GOOD</b>  Any other comments: : <b>GOOD</b>  Please provide us with your email so that we can better respond to your feedback. : <b>NONE</b></p>	10/16/2013		Congress Heights Senior Wellness Center - Ward 8	
<p>Your interaction with our Staff, if any: : The <b>music</b> at the medicare presentation was the <b>best</b>. <b>Felt like a party</b>. Loved the <b>snacks</b>. The director we will have another before the holidays. This is information we need to have.</p>	10/16/2013		Hayes Senior Wellness Center - Ward 6	
<p>Your interaction with our Staff, if any: : The <b>medicare lecture</b> was <b>great</b>. Another <b>good day</b> at the Hayes. I love this place. The <b>luches</b> are <b>getting better</b> too. And <b>now we even have water</b>. Some <b>seniors prefer the water to milk</b>. Thank you for this change.</p>	10/16/2013		Hayes Senior Wellness Center - Ward 6	
<p>Your interaction with our Staff, if anv: : Another <b>great day</b> at the center. We had a presentation on Medicare. Everything you</p>	10/16/2013		Hayes Senior Wellness Center - Ward 6	

needed to know was discussed. Thank you, Mrs. Kabore for making this happen.

Your impression of our Facilities, if visited: : This center is so modern and in touch. The best computers and fitness equipment.

Your thoughts on our Services offered, if applicable: : Just what we need in Ward 6.

10/16/2013



Model Cities  
Senior Wellness  
Center - Ward 5



Your interaction with our Staff, if any: : friendly, sociable, kind approachable

Your impression of our Facilities, if visited: : clean, well kept inviting

Your thoughts on our Services offered, if applicable: : recommendable, just what the dr. ordered

Any other comments: : I enjoy going there

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

10/16/2013



Model Cities  
Senior Wellness  
Center - Ward 5



Your interaction with our staff, if any: : The staff is helpful and friendly.

Your impression of our Facilities, if visited: : The facility is clean and tidy.

Any other comments: : The programs, activities, and various physical exercise classes are outstanding at the Model Cities Wellness Center on 20th and Evarts Sts. NE. The instructors are exemplary. They are highly skilled, patient, funny and caring. Instructors listen to senior's concerns and are considerate when guiding us to meet our goals. The monthly newsletter/schedule is readable and informative. Keep up the great work. I am personally so enthusiastic about coming here. Thank you so very much!!!!

10/15/2013