

Grade DC Report: Previous Week

Location Performance Analysis - Previous Week

NAME	GRADE	REVIEWS	INSIGHTS	IMPRESSIONS
DCOA	A	17	121	133
Hayes Senior Wellness Center - Ward 6	A	5	55	55
Congress Heights Senior Wellness Center - Ward 8	--	1	34	34
Bernice Elizabeth Fonteneau Wellness Center - Ward 1	A+	5	20	20
Model Cities Senior Wellness Center - Ward 5	--	1	5	5
Seabury Aging Services (Ward 5)	--	1	3	3

Location Performance Monthly Trends

NAME	NOVEMBER	OCTOBER	SEPTEMBER	AUGUST	JULY
DCOA	▼ A- $\frac{37}{8}$	A+ $\frac{402}{73}$	A $\frac{577}{106}$	A $\frac{671}{88}$	A+ $\frac{444}{80}$
East River Family Strengthening Collaborative (Ward 7)	-- $\frac{0}{0}$	-- $\frac{0}{0}$	A- $\frac{42}{4}$	-- $\frac{0}{0}$	-- $\frac{0}{0}$
DC Office on Aging	-- $\frac{0}{0}$	-- $\frac{10}{1}$	A+ $\frac{36}{5}$	-- $\frac{6}{1}$	-- $\frac{2}{1}$
Seabury Aging Services (Ward 5)	-- $\frac{0}{0}$	-- $\frac{3}{1}$	A $\frac{13}{6}$	-- $\frac{6}{2}$	A $\frac{13}{4}$
Model Cities Senior Wellness Center - Ward 5	-- $\frac{0}{0}$	A $\frac{105}{15}$	A+ $\frac{37}{6}$	A- $\frac{130}{20}$	A+ $\frac{92}{17}$
Family Matters of Greater Washington (Ward 8)	-- $\frac{0}{0}$	-- $\frac{0}{0}$	-- $\frac{0}{0}$	-- $\frac{3}{1}$	-- $\frac{0}{0}$
Hayes Senior Wellness Center - Ward 6	▼ -- $\frac{15}{1}$	A $\frac{153}{28}$	B+ $\frac{271}{39}$	A- $\frac{286}{31}$	A+ $\frac{122}{16}$
Terrific, Inc. (Ward 4)	-- $\frac{0}{0}$	-- $\frac{0}{0}$	-- $\frac{0}{0}$	-- $\frac{0}{0}$	-- $\frac{8}{2}$
Terrific, Inc. (Ward 1)	-- $\frac{0}{0}$				
IONA Senior Services (Ward 3)	-- $\frac{0}{0}$	-- $\frac{0}{0}$	-- $\frac{0}{0}$	-- $\frac{0}{0}$	-- $\frac{4}{1}$
The Washington Seniors Wellness Center - Ward 7	-- $\frac{0}{0}$	-- $\frac{5}{1}$	-- $\frac{17}{2}$	B+ $\frac{58}{8}$	B+ $\frac{13}{3}$
Congress Heights Senior Wellness Center - Ward 8	-- $\frac{0}{0}$	A+ $\frac{44}{4}$	A+ $\frac{53}{3}$	A+ $\frac{87}{6}$	A+ $\frac{137}{15}$
Hattie Holmes Senior Wellness Center - Ward 4	-- $\frac{0}{0}$	-- $\frac{0}{0}$	-- $\frac{32}{1}$	-- $\frac{0}{0}$	-- $\frac{0}{0}$
Family Matters of Greater Washington (Ward 6)	-- $\frac{0}{0}$	-- $\frac{0}{0}$	-- $\frac{0}{0}$	A+ $\frac{38}{9}$	-- $\frac{0}{0}$
Bernice Elizabeth Fonteneau Wellness Center - Ward 1	▼ A+ $\frac{20}{5}$	A+ $\frac{13}{3}$	-- $\frac{3}{1}$	-- $\frac{0}{0}$	A+ $\frac{17}{4}$

## Location Benchmarks - Previous Week

	OVERALL	SERVICE	FACILITIES AND AMENITIES	OFFERING	POLICIES	GENERAL EXPERIENCE
DCOA	 121 Insights 17 Reviews	 55 Insights 12 Reviews	 42 Insights 16 Reviews	 17 Insights 3 Reviews	 2 Insights 1 Reviews	 1 Insights 1 Reviews
Hayes Senior Wellness Center - Ward 6	 55 Insights 5 Reviews	 27 Insights 4 Reviews	 13 Insights 5 Reviews	 10 Insights 1 Reviews	 2 Insights 1 Reviews	 1 Insights 1 Reviews
Congress Heights Senior Wellness Center - Ward 8	 34 Insights 1 Reviews	 18 Insights 1 Reviews	 9 Insights 1 Reviews	 6 Insights 1 Reviews	 0 Insights 0 Reviews	 0 Insights 0 Reviews
Bernice Elizabeth Fonteneau Wellness Center - Ward 1	 20 Insights 5 Reviews	 6 Insights 5 Reviews	 13 Insights 5 Reviews	 1 Insights 1 Reviews	 0 Insights 0 Reviews	 0 Insights 0 Reviews
Model Cities Senior Wellness Center - Ward 5	 5 Insights 1 Reviews	 3 Insights 1 Reviews	 2 Insights 1 Reviews	 0 Insights 0 Reviews	 0 Insights 0 Reviews	 0 Insights 0 Reviews
Seabury Aging Services (Ward 5)	 3 Insights 1 Reviews	 1 Insights 1 Reviews	 2 Insights 1 Reviews	 0 Insights 0 Reviews	 0 Insights 0 Reviews	 0 Insights 0 Reviews

## 17 Reviews - Previous Week

@ Hughes Memorial UMC 4 Caregivers Forum. Great way 2 increase awareness about valuable resources.  
@DCAgingNews pic.twitter.com/ZcUboNC4TE

11/02/2013



DCOA



The US Attorney's Office providing helpful tips on how seniors can protect themselves from scams. #caregiversforum  
pic.twitter.com/IVOIVgwwED

11/02/2013



DCOA



Hayes Senior Wellness Center - Ward 6



Any other comments: : Had a very nice lunch today (glazed ham, zucchini, tossed salad,baked potato and apple compote. Very nice except the baked potato was cool by the time I was served. The Hayes Wellness Ctr has a stat-of-the-art kitchen with TWO(2) electric ranges, TWO(2) ice makers and a state-of-the-art micro-wave oven. I have yet to see any of these appliances used and definitely not when some of the lunches begin to cool (if they're supposed to be HOT). Why cant the micro-wave be used if some of the seniors comment that their lunches are not hot enou gh?!? It would be appreciated if this matter could be addressed. Thank you for your kind attention to this matter.

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

11/01/2013



Bernice Elizabeth Fonteneau Wellness Center - Ward 1



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

Your impression of our Facilities, if visited: : excelent  
Your thoughts on our Services offered, if applicable: : very,very good

11/01/2013



Bernice Elizabeth Fonteneau Wellness Center - Ward 1



Your interaction with our Staff, if any: : they are plesent helpers to and for our purpose thanks

Your impression of our Facilities, if visited: : ok  
Your thoughts on our Services offered, if applicable: : good

11/01/2013

Your interaction with our staff, if any: : The staff is very helpful with any problems we may have.

Your impression of our Facilities, if visited: : The facility is well kept and addresses our needs.

Your thoughts on our Services offered, if applicable: : I really enjoy I really enjoy the exercise equipment and the lunches served.

enjoy the exercise

Any other comments: : The variety of actives are excellent.



Bernice Elizabeth Fonteneau Wellness Center - Ward 1



11/01/2013

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: : None



Bernice Elizabeth Fonteneau Wellness Center - Ward 1



11/01/2013

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

Your impression of our Facilities, if visited: : out standing

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



Bernice Elizabeth Fonteneau Wellness Center - Ward 1



11/01/2013

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: : Good



Hayes Senior Wellness Center - Ward 6



10/31/2013

Very excited that the U.S. Senate Health, Education, Labor, and Pensions Committee passed legislation to reauthorize the OAA! @DCAgingNews



DCOA



10/30/2013

Your interaction with our Staff, if any: : Maria Anderson is fantastic with her expertise in assisting seniors with employment. She is always kind, thoughtful, helpful and patient with encouragement in seeking employment. She is honest, sincere and continuity in following up on leads and jobs search. Maria gives you hope and persistence. She is a lovely professional. Your impression of our Facilities, if visited: : The facility is clean, and the staff is supportive in helping all that visit the building.

Your thoughts on our Services offered, if applicable: : Excellent!!!

Any other comments: : Ms.Sherrell Briscoe is a professional in all areas of the center. She works diligently in helping everybody.

Please provide us with your email so that we can better respond to your feedback. : sirholly2@yahoo.com



Hayes Senior Wellness Center - Ward 6



10/30/2013

Your interaction with our Staff, if any: : Maria Anderson was very informative and knowledgeable of the program.

Your impression of our Facilities, if visited: : The facility is very professional , the staff is very friendly and courteous.

Your thoughts on our Services offered, if applicable: : Very efficient.

Any other comments: : As a first time visitor at the office of DCOA/ Wellness Center I am very impressed with the overall staff and experience. Thanks to Ms.Sherrell Briscoe of Hayes Wellness Center for her assistance in the computer lab.

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



Hayes Senior Wellness Center - Ward 6



10/30/2013

@DCAinaNews The Memory Club Program @siblevonline is great at keeping people w/ Alzheimer's actively engaged.



DCOA



Like 2 c more of them in DC.

10/29/2013



Your interaction with our staff, if any: : My interaction with the staff is excellent.  
Your impression of our Facilities, if visited: : The impression of the Facility that I have visited is very good.  
It is very clean and orderly. The staff is very professional.  
Your thoughts on our Services offered, if applicable: : Services offered are very good.  
Any other comments: : thank you for your comment and thank you for your speedy response in returning our staff member Ms.Dorothy Green.She was well missed but now she is well received back into the Computer Lab.Than you very much!!!!

10/28/2013



Hayes Senior Wellness Center - Ward 6



Your interaction with our Staff, if any: : OK  
Your impression of our Facilities, if visited: : OK  
Your thoughts on our Services offered, if applicable: : OK

10/27/2013



Seabury Aging Services (Ward 5)



Your interaction with our Staff, if any: : friendly  
Your impression of our Facilities, if visited: : great  
Your thoughts on our Services offered, if applicable: : keep them coming  
Any other comments: : Thxs for Stacie & Monica

10/27/2013



Congress Heights Senior Wellness Center - Ward 8



Your interaction with our Staff, if any: : My reaction with the Staff is wonderful, they always greet us with love and concern.  
Your impression of our Facilities, if visited: : My impression of the Facilities is Fantastic, the machines are wonderful, our surroundings are clean and inviting, everything is kept up to par for seniors. Mrs.Linda Grymes, our Director of Exercise is always working to make everything better day by day, she makes sure the Equipment is always working and she makes sure we get all the Exercises and classes to make us healthy and fit. We also have wonderful teachers that come day by day, we have so many new people that enjoy the facilities and the center. Our NutritionTeacher, Ms. Natalie Webb always has a Fantastic class in Nutrition. She covers everything imaginable and she makes her classes so interesting that she sometimes has standing room only. We learn so much from her, we take her advise about our eating habits, watching the labels when we shop, and she always has healthy cooking demos for us, we love her and we learn so much from her teachings.  
Your thoughts on our Services offered, if applicable: : The Services here at The Congress Heights Senior Wellness Center is very good, its a wonderful healthy learning establishment for us all to come to.It would be so nice and wonderful if The Office On Aging could present all the Staff here, a Certificate of Merit, they not only do a good job with us daily, they put their whole heart and mind in everything and service they provide us with, we have many Programs that are awesome, they deserve some sort of Recognition, as they go beyond the call of duty and show us much love.  
Any other comments: : Yes, we Had a wonderful Program on Tuesday October 22nd, 2013. The Staff gave us seniors a Cancer Survival Luncheon, as we have many Cancer Survivals here at the Center, it was wonderful. We had a lovely Doctor from Providence Hospital,her name was Dr. Vikisha Fripp,m.D.,F.A.C.A,She is a Double-Board Certified Plastic Surgeon and she gave us a lovely presentation on cancer, how we are to take care of ourselves and it was a learning experience.

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

10/27/2013