

Grade DC Report: Previous Week

Location Performance Analysis - Previous Week

NAME	GRADE	REVIEWS	INSIGHTS	IMPRESSIONS
DCOA	A+	18	87	93
Hayes Senior Wellness Center - Ward 6	A+	8	48	48
Hattie Holmes Senior Wellness Center - Ward 4	A+	3	19	19
Bernice Elizabeth Fonteneau Wellness Center - Ward 1	A	3	11	11
Seabury Aging Services (Ward 5)	--	1	4	4
Congress Heights Senior Wellness Center - Ward 8	--	1	3	3

Location Performance Monthly Trends

NAME	NOVEMBER	OCTOBER	SEPTEMBER	AUGUST	JULY
DCOA	▲ A+ $\frac{233}{44}$	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)	▲ -- $\frac{4}{1}$	-- $\frac{3}{1}$	A $\frac{13}{6}$	-- $\frac{6}{2}$	A $\frac{13}{4}$
Model Cities Senior Wellness Center - Ward 5	▲ -- $\frac{7}{2}$	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	▲ A $\frac{117}{20}$	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)	-- $\frac{0}{0}$	-- $\frac{0}{0}$	-- $\frac{0}{0}$	-- $\frac{0}{0}$	-- $\frac{0}{0}$
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	▲ A+ $\frac{45}{3}$	A+ $\frac{44}{4}$	A+ $\frac{53}{3}$	A+ $\frac{87}{6}$	A+ $\frac{137}{15}$
Hattie Holmes Senior Wellness Center - Ward 4	▲ A+ $\frac{19}{3}$	-- $\frac{0}{0}$	-- $\frac{32}{1}$	-- $\frac{0}{0}$	-- $\frac{0}{0}$
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+ $\frac{34}{9}$	A+ $\frac{13}{3}$	-- $\frac{3}{1}$	-- $\frac{0}{0}$	A+ $\frac{17}{4}$

Location Benchmarks - Previous Week

	OVERALL	SERVICE	FACILITIES AND AMENITIES	OFFERING
DCOA	87 Insights 18 Reviews	40 Insights 14 Reviews	39 Insights 16 Reviews	6 Insights 4 Reviews
Hayes Senior Wellness Center - Ward 6	48 Insights 8 Reviews	26 Insights 8 Reviews	19 Insights 8 Reviews	2 Insights 2 Reviews
Hattie Holmes Senior Wellness Center - Ward 4	19 Insights 3 Reviews	10 Insights 3 Reviews	6 Insights 2 Reviews	3 Insights 1 Reviews
Bernice Elizabeth Fonteneau Wellness Center - Ward 1	11 Insights 3 Reviews	3 Insights 2 Reviews	7 Insights 3 Reviews	1 Insights 1 Reviews
Seabury Aging Services (Ward 5)	4 Insights 1 Reviews	1 Insights 1 Reviews	3 Insights 1 Reviews	0 Insights 0 Reviews
Congress Heights Senior Wellness Center - Ward 8	3 Insights 1 Reviews	0 Insights 0 Reviews	3 Insights 1 Reviews	0 Insights 0 Reviews

18 Reviews - Previous Week

<p>Your interaction with our Staff, if any: : Friendly</p> <p>Your impression of our Facilities, if visited: : Nice</p> <p>Your thoughts on our Services offered, if applicable: : Wonderful</p> <p>Any other comments: : Thank you for all that is offered.</p>			11/22/2013
<p>Your interaction with our staff, if any: : The staff is very helpful and considerate of our needs.</p> <p>Your impression of our Facilities, if visited: : It is clean and meets various needs that interest us.</p> <p>Your thoughts on our Services offered, if applicable: : I especially enjoy the lunches that are served.</p> <p>Any other comments: : Sometimes the santizing sheets are unavailabe.</p>			11/22/2013
<p>Your interaction with our Staff, if any: : very good</p> <p>Your impression of our Facilities, if visited: : great</p> <p>Your thoughts on our services offered, if applicable: : good services</p> <p>Any other comments: : no</p>			11/22/2013
<p>Your interaction with our Staff, if any: : Aerobics</p> <p>Your impression of our Facilities, if visited: : Good</p> <p>Your thoughts on our Services offered, if applicable: : Exellent</p>			11/22/2013

<p>SWC. http://tinyurl.com/owbvpjm</p>	<p>11/20/2013</p>		<p>A+</p>
<p>Your interaction with our Staff, if any: : exercise, computer, lunch, activity room. Your impression of our Facilities, if visited: : great. Your thoughts on our Services offered, if applicable: : very good. Any other comments: : keep it open.</p>	<p>11/20/2013</p>		<p>Congress Heights Senior Wellness Center - Ward 8 A+</p>
<p>Another great discussion with seniors in Ward 8 and @DrJohnMThompson.</p>	<p>11/20/2013</p>		<p>DCOA A+</p>
<p>Your interaction with our Staff, if any: : My interaction with the staff has been very pleasant. Your impression of our Facilities, if visited: : The Hattie Home Center is a wonderful facility. Your thoughts on our services offered, if applicable: : The services are just what is needed to improve the quality of life for me and others. Any other comments: : I enjoy the this center because it provides me with many activities to improve my life</p>	<p>11/19/2013</p>		<p>Hattie Holmes Senior Wellness Center - Ward 4 A+</p>
<p>Your interaction with our Staff, if any: : fine Your impression of our Facilities, if visited: : great Your thoughts on our Services offered, if applicable: : woderful</p>	<p>11/19/2013</p>		<p>Hattie Holmes Senior Wellness Center - Ward 4 A+</p>
<p>Your interaction with our staff, if any: : The staff at the Hattie Holmes Senior Wellness Ctr has provided me with excellent service. The staff and instructors are extremely friendly. The center has welcome me with open arms</p> <p>Your impression of our Facilities, if visited: : Knowledgeable, experncd with excellent community service skills. The computer course with Dorothy Green as Instructor is terrific, well developed and plannedd.</p> <p>Please provide us with your email so that we can better respond to your feedback. : wabash76@hotmail.com</p>	<p>11/19/2013</p>		<p>Hattie Holmes Senior Wellness Center - Ward 4 A+</p>
<p>Your interaction with our Staff, if any: : My expereince with Vadonia Mallory, Ms. aria Anderson & Sherrell Briscoe was very professional , informative and extreemly respoectful. This is very rare when looking for services of the Dc governmen.Due to my past experience with other city agencies these three ladies and their professionalism was a welcome sight.</p> <p>Your impression of our Facilities, if visited: : Spotless, extremely immaculate.</p> <p>Your thoughts on our Services offered, if applicable: : The services excellent, very helpful.</p> <p>Any other comments: : I will recommedn to anyone that needs hlep that may looking for help from the city that employs people that will help them and not look down on them.</p> <p>Please provide us with your email so that we can better respond to your feedback. : Luchouan@gmail.com</p>	<p>11/19/2013</p>		<p>Hayes Senior Wellness Center - Ward 6 A+</p>
<p>Your interaction with our Staff, if any: : I felt welcomed and unpressured.</p> <p>Your impression of our Facilities, if visited: : The building was very neat and clean.</p> <p>Your thoughts on our Services offered, if applicable: : I will participate in several of the classes offered.</p>	<p>11/18/2013</p>		<p>Hayes Senior Wellness Center - Ward 6 A+</p>
<p>Your interaction with our STAFF, if any: : THE STAFF IS FRIENDLY Your impression of our FACILITIES, if visited: : THE FACILITIES IS GOOD</p>	<p>11/18/2013</p>		<p>Hayes Senior Wellness Center - Ward 6 A+</p>

Your impression of our FACILITIES, if visited: : THE FACILITIES IS GOOD
Your thoughts on our SERVICES offered, if applicable: : THE SERVICES EXCELLENT

11/18/2013



Hayes Senior
Wellness Center
- Ward 6

A+

Your interaction with our Staff, if any: : My interaction with the staff is excellent.
Your impression of our Facilities, if visited: : My impression of the facilities is thatn it is an excellent facility. It is people friendly,clean & enjoyable.
Any other comments: : I do not have any other comments at this time.

11/18/2013



Hayes Senior
Wellness Center
- Ward 6

A+

Your interaction with our staff, if any: : My interaction with the staff here has been very positive and enjoyable.
Your impression of our facilities, if visited: : The facilities here are excellent.The fitness equipment is state of the art.
Your thoughts on our Services offered, if applicable: : The services I have had a opportunity to use have been outstanding.
Any other comments: :

I think the staff and the sevives offered at the facility are the best in the city.
Please provide us with your email so that we can better respond to your feedback. : anytime6951@gmail.com

11/18/2013



Hayes Senior
Wellness Center
- Ward 6

A+

Your interaction with our Staff, if any: : Always pleasent.
Your impression of our Facilities, if visited: : Very clean.
Your thoughts on our Services offered, if applicable: : Computer Class is great!

11/18/2013



Hayes Senior
Wellness Center
- Ward 6

A+

Your interaction with our Staff, if any: : Interaction is good
Your impression of our Facilities, if visited: : Facilities is great
Your thoughts on our Services offered, if applicable: : Services is good
Any other comments: : Have better lunch

11/18/2013



Hayes Senior
Wellness Center
- Ward 6

A+

Your interaction with our Staff, if any: : my interaction with staff is good
Your impression of our Facilities, if visited: : good
Your thoughts on our Services offered, if applicable: : good

11/18/2013