

Grade DC Report: Previous Week

Location Performance Analysis - Previous Week

NAME	GRADE	REVIEWS	INSIGHTS	IMPRESSIONS
DCOA	A+	15	73	82
Hayes Senior Wellness Center - Ward 6	A+	7	43	43
Model Cities Senior Wellness Center - Ward 5	A+	3	13	13
The Washington Seniors Wellness Center - Ward 7	--	2	5	5

Location Performance Monthly Trends

NAME	DECEMBER	NOVEMBER	OCTOBER	SEPTEMBER	AUGUST
DCOA	▲ A+ $\frac{124}{28}$	A+ $\frac{406}{82}$	A+ $\frac{402}{73}$	A $\frac{577}{106}$	A $\frac{671}{88}$
East River Family Strengthening Collaborative (Ward 7)	-- $\frac{0}{0}$	-- $\frac{0}{0}$	-- $\frac{0}{0}$	A- $\frac{42}{4}$	-- $\frac{0}{0}$
DC Office on Aging	-- $\frac{0}{0}$	-- $\frac{0}{0}$	-- $\frac{10}{1}$	A+ $\frac{36}{5}$	-- $\frac{6}{1}$
Seabury Aging Services (Ward 5)	-- $\frac{0}{0}$	A+ $\frac{10}{3}$	-- $\frac{3}{1}$	A $\frac{13}{6}$	-- $\frac{6}{2}$
Model Cities Senior Wellness Center - Ward 5	▲ A+ $\frac{13}{3}$	A+ $\frac{121}{27}$	A $\frac{105}{15}$	A+ $\frac{37}{6}$	A- $\frac{130}{20}$
Family Matters of Greater Washington (Ward 8)	-- $\frac{0}{0}$	-- $\frac{11}{2}$	-- $\frac{0}{0}$	-- $\frac{0}{0}$	-- $\frac{3}{1}$
Hayes Senior Wellness Center - Ward 6	▲ A $\frac{71}{11}$	A $\frac{133}{22}$	A $\frac{153}{28}$	B+ $\frac{271}{39}$	A- $\frac{286}{31}$
Terrific, Inc. (Ward 4)	-- $\frac{0}{0}$	-- $\frac{0}{0}$	-- $\frac{0}{0}$	-- $\frac{0}{0}$	-- $\frac{0}{0}$
Terrific, Inc. (Ward 1)	-- $\frac{0}{0}$	-- $\frac{0}{0}$	-- $\frac{0}{0}$	-- $\frac{0}{0}$	-- $\frac{0}{0}$
IONA Senior Services (Ward 3)	-- $\frac{0}{0}$	-- $\frac{0}{0}$	-- $\frac{0}{0}$	-- $\frac{0}{0}$	-- $\frac{0}{0}$
The Washington Seniors Wellness Center - Ward 7	▲ -- $\frac{5}{2}$	-- $\frac{0}{0}$	-- $\frac{5}{1}$	-- $\frac{17}{2}$	B+ $\frac{58}{8}$
Congress Heights Senior Wellness Center - Ward 8	-- $\frac{0}{0}$	A+ $\frac{60}{4}$	A+ $\frac{44}{4}$	A+ $\frac{53}{3}$	A+ $\frac{87}{6}$
Hattie Holmes Senior Wellness Center - Ward 4	-- $\frac{0}{0}$	A+ $\frac{19}{3}$	-- $\frac{0}{0}$	-- $\frac{32}{1}$	-- $\frac{0}{0}$
Family Matters of Greater Washington (Ward 6)	-- $\frac{0}{0}$	-- $\frac{0}{0}$	-- $\frac{0}{0}$	-- $\frac{0}{0}$	A+ $\frac{38}{9}$
Bernice Elizabeth Fonteneau Wellness Center - Ward 1	-- $\frac{0}{0}$	A+ $\frac{34}{9}$	A+ $\frac{13}{3}$	-- $\frac{3}{1}$	-- $\frac{0}{0}$

## Location Benchmarks - Previous Week

	OVERALL	SERVICE	FACILITIES AND AMENITIES	OFFERING
DCOA	 73 Insights 15 Reviews	 32 Insights 11 Reviews	 30 Insights 13 Reviews	 4 Insights 4 Reviews
Hayes Senior Wellness Center - Ward 6	 43 Insights 7 Reviews	 23 Insights 5 Reviews	 11 Insights 7 Reviews	 3 Insights 3 Reviews
Model Cities Senior Wellness Center - Ward 5	 13 Insights 3 Reviews	 5 Insights 3 Reviews	 7 Insights 3 Reviews	 0 Insights 0 Reviews
The Washington Seniors Wellness Center - Ward 7	 5 Insights 2 Reviews	 3 Insights 2 Reviews	 2 Insights 1 Reviews	 0 Insights 0 Reviews

## 15 Reviews - Previous Week

9d598afdede8a21b4d2fdaa675f9c5a8

Mary Field gave me great service at DMV in SW

12/12/2013



DCOA



Your thoughts on our Services offered, if applicable: : I am eternally grateful for the health fair held as a part of the DCREA October meeting. I arrived at the meeting feeling fine, looking forward to an afternoon mingling with former colleagues and other DCREA members, the usual well organized, informative meeting and delicious lunch. Instead I was transported to the hospital by ambulance and spent the afternoon and most of the evening in the emergency room. My decision to visit one of the booths offered at the fair proved to be perhaps a lifesaving one. Tests revealed a dangerously high blood pressure. Thanks to the skilled, insistent EMT staffing the booth, efficient well-trained ambulance and emergency room staffs, follow up and continued monitoring by personal physicians my pressure is now in normal range. Thanks for your foresight in providing DCREA members convenient access to such a beneficial service.

12/12/2013



DCOA



Your interaction with our Staff, if any: : New member orientation was great. Met the director. Very nice person. The center is well run. Just what we need in Ward 6.

12/11/2013



Hayes Senior Wellness Center - Ward 6



Your interaction with our Staff, if any: : What a beautiful Christmas tree donated to the center by HU Dental School. I am getting my teeth taken care of there by a wonderful team of dentist. So professional and gentle. Thanks to the director we get dental care at HU Dental School. I love this place. Ms. Mary Irvin is the best. She makes all the appointments and do follow ups. Thank you for this center.

12/11/2013



Hayes Senior Wellness Center - Ward 6



Your interaction with our Staff, if any: : This is a lovely center. I had a very nice lunch today and computer classes on Monday. I wish senior can come here. Very nice people and excellent services.

12/11/2013



Model Cities Senior Wellness Center - Ward 5

A+

Your interaction with our Staff, if any: : GOOD  
Your impression of our Facilities, if visited: : GREAT  
Your thoughts on our Services offered, if applicable: : WONDERFUL  
Any other comments: : BEST WELLNESS CENTER IN DC.

12/09/2013



Model Cities Senior Wellness Center - Ward 5

A+

Your interaction with our Staff, if any: : Pleasant and rewarding  
Your impression of our Facilities, if visited: : Very wee maintained  
Your thoughts on our Services offered, if applicable: : More than enough for me  
Any other comments: : I hate missing a week  
Please provide us with your email so that we can better respond to your feedback. : wandwrght@aol.com

12/09/2013



DCOA

A+

@AARPDC @aarpcares @dchunger Thks 4 assembling this very important workshop today! Together, we will end senior hunger in DC! @DCAgingNews

12/09/2013



The Washington Seniors Wellness Center - Ward 7

A+

Your interaction with our staff, if any: : staff members are willing to help when asked.

12/09/2013



The Washington Seniors Wellness Center - Ward 7

A+

Your interaction with our Staff, if any: : Director is very kind and easy to get along.  
Your impression of our Facilities, if visited: : very clean. lots of fun daily.

12/09/2013



Hayes Senior Wellness Center - Ward 6

A+

Your interaction with our Staff, if any: : In the dining room,computer room,all of the offices, and the main ----- they are all great, loving people trying to help you all that they can.

Any other comments: : I AM happy we have this Facilities.(smile).  
Please provide us with your email so that we can better respond to your feedback. : theone50@comcast.com

12/09/2013



Hayes Senior Wellness Center - Ward 6

A+

Your impression of our Facilities, if visited: : very pleased with the clean and fresh environment.  
Your thoughts on our Services offered, if applicable: : I appreciate the free computer class, but I feel I need one on one tutoring.

12/09/2013



Hayes Senior Wellness Center - Ward 6

A+

Your interaction with our staff, if any: : The staff is great.  
Your impression of our Facilities, if visited: : The Facilities is very convence.  
Your thoughts on our services offered, if applicable: : The service is great.  
Any other comments: : Continue to serve hot food.

12/09/2013



Hayes Senior Wellness Center - Ward 6

A+

Your interaction with our Staff, if any: : my **interaction with the staff** is good  
Your impression of our **facilities**, if visited: : The facilities is **very clean**  
Your thoughts on our **Services offered**, if applicable: : **Good**

12/09/2013



Model Cities  
Senior Wellness  
Center - Ward 5



Your interaction with our **Staff**, if any: : The Staff are **always courteous and helpful**  
Your impression of our **Facilities**, if visited: : The Facility is **always clean**  
Your thoughts on our **services** offered, if applicable: : The facility offers all types of services - **something for everyone.**

Please provide us with your email so that we can better respond to your feedback. : [cosbourne70@hotmail.com](mailto:cosbourne70@hotmail.com)

12/08/2013