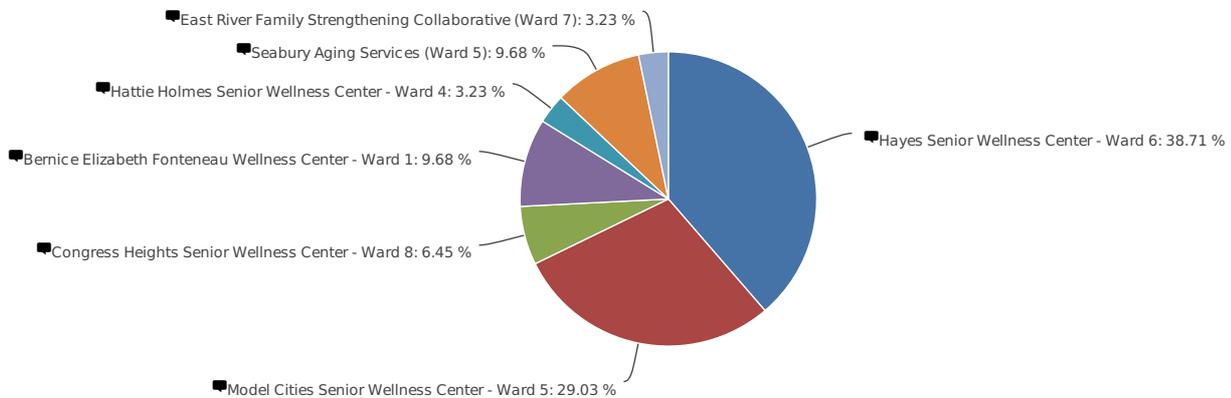


Grade DC Report: Month-End

Location Performance Trends

NAME	JANUARY	DECEMBER	NOVEMBER	OCTOBER	SEPTEMBER
DCOA	▲ A 197/31	A 212/52	A+ 406/82	A+ 402/73	A 577/106
East River Family Strengthening Collaborative (Ward 7)	◆ -- 3/1	-- 3/1	-- 0/0	-- 0/0	A- 42/4
DC Office on Aging	■ -- 0/0	-- 3/2	-- 0/0	-- 10/1	A+ 36/5
Seabury Aging Services (Ward 5)	▲ C- 7/3	C- 15/6	A+ 10/3	-- 3/1	A 13/6
Model Cities Senior Wellness Center - Ward 5	▼ A- 59/9	A+ 13/3	A+ 121/27	A 105/15	A+ 37/6
Family Matters of Greater Washington (Ward 8)	■ -- 0/0	-- 0/0	-- 11/2	-- 0/0	-- 0/0
Hayes Senior Wellness Center - Ward 6	▲ A+ 72/12	A 83/15	A 133/22	A 153/28	B+ 271/39
Terrific, Inc. (Ward 4)	■ -- 0/0	-- 0/0	-- 0/0	-- 0/0	-- 0/0
Terrific, Inc. (Ward 1)	■ -- 0/0	-- 0/0	-- 0/0	-- 0/0	-- 0/0
IONA Senior Services (Ward 3)	■ -- 0/0	-- 0/0	-- 0/0	-- 0/0	-- 0/0
The Washington Seniors Wellness Center - Ward 7	■ -- 0/0	A+ 9/3	-- 0/0	-- 5/1	-- 17/2
Congress Heights Senior Wellness Center - Ward 8	▲ -- 38/2	-- 0/0	A+ 60/4	A+ 44/4	A+ 53/3
Hattie Holmes Senior Wellness Center - Ward 4	▲ -- 9/1	-- 0/0	A+ 19/3	-- 0/0	-- 32/1
Family Matters of Greater Washington (Ward 6)	■ -- 0/0	-- 0/0	-- 0/0	-- 0/0	-- 0/0
Bernice Elizabeth Fonteneau Wellness Center - Ward 1	▲ A+ 9/3	B+ 9/3	A+ 34/9	A+ 13/3	-- 3/1

Location Distribution



Location Category Benchmarks

	OVERALL	FACILITIES AND AMENITIES	SERVICE	OFFERING	GENERAL EXPERIENCE
DCOA	197 Insights 31 Reviews	82 Insights 27 Reviews	70 Insights 25 Reviews	14 Insights 7 Reviews	3 Insights 3 Reviews
Hayes Senior Wellness Center - Ward 6	72 Insights 12 Reviews	21 Insights 11 Reviews	24 Insights 7 Reviews	12 Insights 5 Reviews	1 Insights 1 Reviews
Model Cities Senior Wellness Center - Ward 5	59 Insights 9 Reviews	31 Insights 8 Reviews	14 Insights 8 Reviews	1 Insights 1 Reviews	1 Insights 1 Reviews
Congress Heights Senior Wellness Center - Ward 8	38 Insights 2 Reviews	19 Insights 2 Reviews	17 Insights 2 Reviews	0 Insights 0 Reviews	1 Insights 1 Reviews
Bernice Elizabeth Fonteneau Wellness Center - Ward 1	9 Insights 3 Reviews	5 Insights 3 Reviews	4 Insights 3 Reviews	0 Insights 0 Reviews	0 Insights 0 Reviews
Hattie Holmes Senior Wellness Center - Ward 4	9 Insights 1 Reviews	2 Insights 1 Reviews	5 Insights 1 Reviews	1 Insights 1 Reviews	0 Insights 0 Reviews
Seabury Aging Services (Ward 5)	7 Insights 3 Reviews	2 Insights 1 Reviews	5 Insights 3 Reviews	0 Insights 0 Reviews	0 Insights 0 Reviews
East River Family Strengthening Collaborative (Ward 7)	3 Insights 1 Reviews	2 Insights 1 Reviews	1 Insights 1 Reviews	0 Insights 0 Reviews	0 Insights 0 Reviews

Themes

Top 5 Themes		Bottom 5 Themes	
Facilities	28	email or an on...	2
Staff	27	get basic info...	2
Services offer...	12	High Raise To...	2
	6	Denise	1
CENTER	5	absence of su...	1