

Grade DC Report: Previous Week

Location Performance Analysis - Previous Week

NAME	GRADE	REVIEWS	INSIGHTS	IMPRESSIONS
DCOA	A	39	182	206
Model Cities Senior Wellness Center - Ward 5	A+	25	114	114
Congress Heights Senior Wellness Center - Ward 8	--	2	24	24
Hayes Senior Wellness Center - Ward 6	--	2	16	16
Family Matters of Greater Washington (Ward 8)	--	2	11	11
Seabury Aging Services (Ward 5)	--	2	6	6

Location Performance Monthly Trends

NAME	DECEMBER	NOVEMBER	OCTOBER	SEPTEMBER	AUGUST
DCOA	12/2	A+ 406/82	A+ 402/73	A 577/106	A 671/88
East River Family Strengthening Collaborative (Ward 7)	0/0	-- 0/0	-- 0/0	A- 42/4	-- 0/0
DC Office on Aging	0/0	-- 0/0	-- 10/1	A+ 36/5	-- 6/1
Seabury Aging Services (Ward 5)	0/0	A+ 10/3	-- 3/1	A 13/6	-- 6/2
Model Cities Senior Wellness Center - Ward 5	0/0	A+ 121/27	A 105/15	A+ 37/6	A- 130/20
Family Matters of Greater Washington (Ward 8)	0/0	-- 11/2	-- 0/0	-- 0/0	-- 3/1
Hayes Senior Wellness Center - Ward 6	0/0	A 133/22	A 153/28	B+ 271/39	A- 286/31
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	-- 0/0	-- 5/1	-- 17/2	B+ 58/8
Congress Heights Senior Wellness Center - Ward 8	0/0	A+ 60/4	A+ 44/4	A+ 53/3	A+ 87/6
Hattie Holmes Senior Wellness Center - Ward 4	0/0	A+ 19/3	-- 0/0	-- 32/1	-- 0/0
Family Matters of Greater Washington (Ward 6)	0/0	-- 0/0	-- 0/0	-- 0/0	A+ 38/9
Bernice Elizabeth Fonteneau Wellness Center - Ward 1	0/0	A+ 34/9	A+ 13/3	-- 3/1	-- 0/0

Location Benchmarks - Previous Week

	OVERALL	FACILITIES AND AMENITIES	SERVICE	OFFERING	GENERAL EXPERIENCE
DCOA	 182 Insights 39 Reviews	 87 Insights 35 Reviews	 71 Insights 32 Reviews	 4 Insights 2 Reviews	 1 Insights 1 Reviews
Model Cities Senior Wellness Center - Ward 5	 114 Insights 25 Reviews	 64 Insights 25 Reviews	 37 Insights 23 Reviews	 0 Insights 0 Reviews	 0 Insights 0 Reviews
Congress Heights Senior Wellness Center - Ward 8	 24 Insights 2 Reviews	 9 Insights 2 Reviews	 14 Insights 2 Reviews	 1 Insights 1 Reviews	 0 Insights 0 Reviews
Hayes Senior Wellness Center - Ward 6	 16 Insights 2 Reviews	 4 Insights 2 Reviews	 12 Insights 2 Reviews	 0 Insights 0 Reviews	 0 Insights 0 Reviews
Family Matters of Greater Washington (Ward 8)	 11 Insights 2 Reviews	 3 Insights 2 Reviews	 5 Insights 2 Reviews	 3 Insights 1 Reviews	 0 Insights 0 Reviews
Seabury Aging Services (Ward 5)	 6 Insights 2 Reviews	 4 Insights 2 Reviews	 2 Insights 2 Reviews	 0 Insights 0 Reviews	 0 Insights 0 Reviews

39 Reviews - Previous Week

Thank you for MTs & RTs: @rachelvth @SolanoBizNews @DCAgingNews @FremontPD @TyWooten_ENP @SpringdalePD @jsv3726 @Teresatka618 @dxcrzyxspeed

11/29/2013



DCOA



Wow! Awesome time @ Capital Area Food Bank! Seniors received Thanksgiving bags of goodies! Met the 1St Family! @DCAgingNews @seaburysays

11/27/2013



DCOA



Hayes Senior Wellness Center - Ward 6



Your interaction with our Staff, if any: : excellent

Your impression of our Facilities, if visited: : wellness gymstate of the art and staff

Your thoughts on our services offered, if applicable: : services are excellent in the fitness center

Any other comments: : Observations of the interns that work in the Hayes Wellness fitness center. Just recently a old man fell off of one of the treadmills but at no time was there a instructor or staff on that sight during this incident. I have witness one of the intern staff continue to be in the computer room for several hours on his email account or involved into the internet which doesn't pertain to his duties being in the fitness room or watching for incidents that just recently occurred. Pauline the director of the Wellness center has assigned one of her other staff member to watch the fitness center while the interns sit around and do nothing but internet on the senior computers and have total disregard for the safety of the seniors using the machines. It bothers me to watch people manipulate the senior by using their computers when they should be working or maintaining a safe environment in the Hayes Wellness Center.

11/27/2013



Congress Heights Senior Wellness Center - Ward 8



Your interaction with our Staff, if any: : My reaction with the Staff is very good, very loving and kind people.

Your impression of our facilities, if visited: : My impression of the facilities is wonderful, it provides us seniors with all our needs.

Your thoughts on our Services offered, if applicable: : The Services offered are fantastic and we seniors are most grateful.

Any other comments: : Yes, Our Director, Ms. Sherry Compton, our Teachers and Staff gave us Seniors here at The Congress Heights Senior Wellness Center a wonderful Thanksgiving Luncheon on Thursday November 21, 2013. It was so very nice they were cooking and prepping the food for three days, and the meal was outstanding, we Seniors really enjoyed it, as our staff really can cook and plan activities for us and we Thank them. WE also collected over 1500 lbs of food to be given to the Food bank for Thanksgiving. This is an annual activity that the Center does every year. We have an outstanding community here at Congress Heights. We wish you all a Happy and Safe Thanksgiving as well!

outstanding community here at Congress Heights. we wish you all a Happy and Safe Thanksgiving as well.

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

11/27/2013



Family Matters of Greater Washington (Ward 8)

A+

Your interaction with our staff, if any: : I enjoy the staff here in ward 8 they are very nice people
Your impression of our Facilities, if visited: : The facility we are in is very nice and accessible to all of the seniors
Your thoughts on our Services offered, if applicable: : I enjoy the ipad class they offer and it gets me out daily. I met new people and am learning a lot

11/27/2013



DCOA

A+

Your interaction with our Staff, if any: : The transportation staff was very patient
Your impression of our Facilities, if visited: : Nice
Your thoughts on our Services offered, if applicable: : I appreciate being able to order coupons to go to my Dr. appointments

11/27/2013



Family Matters of Greater Washington (Ward 8)

A+

Your interaction with our staff, if any: : The staff there was very pleasant and helpful
Your impression of our Facilities, if visited: : the facility was very nice
Your thoughts on our Services offered, if applicable: : the worker helped me to complete paperwork that was needed for my housing interview

11/27/2013



Model Cities Senior Wellness Center - Ward 5

A+

Your interaction with our Staff, if any: : I THINK THEY ARE VERY GOOD PEOPLE
Your impression of our Facilities, if visited: : GOOD DAY BY DAY
Your thoughts on our Services offered, if applicable: : I FEEL FREE TO GO TO THE STAFF FOR ANYTHING
Any other comments: : I LIKE THE WHOLE CENTER

11/27/2013



Model Cities Senior Wellness Center - Ward 5

A+

Your interaction with our Staff, if any: : I LIKE THE PLACE ITS A GOOD PLACE
Your impression of our Facilities, if visited: : GREAT
Your thoughts on our Services offered, if applicable: : WONDERFUL
Any other comments: : GREAT PLACE TO BE

11/27/2013



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: : GREAT
Any other comments: : I LIKE THE PLACE

11/27/2013



Model Cities Senior Wellness Center - Ward 5

A+

Your interaction with our STAFF, if any: : ALL STAFF MEMBERS RESPOND IMMEDIATELY TO QUESTION WHEN INFORMATION IS NEEDED
Your impression of our Facilities, if visited: : LOOKS ORDERLY AND SMELLS VERY CLEAN
Your thoughts on our Services offered, if applicable: : VERY GOOD CROWDED SOME DAYS
Any other comments: : I LOVE THE CENTER ITS A HOME AWAY FROM HOME

11/27/2013



Model Cities Senior Wellness Center - Ward 5

A+

Your interaction with our Staff, if any: : THEY ARE UNBELIEVABLE AND VERY HELPFUL

Your interaction with our Staff, if any: : THEY ARE MARVELOUS AND VERY HELPFUL
Your impression of our Facilities, if visited: : THE FACILITES ARE VERY CLEAN
Your thoughts on our Services offered, if applicable: : THE SERVICES ARE GREAT
Any other comments: : THE PEOPLE ARE FRIENDLY

11/27/2013



Model Cities Senior Wellness Center - Ward 5

A+

Your interaction with our Staff, if any: : VERY GOOD
Your impression of our Facilities, if visited: : GREAT
Your thoughts on our Services offered, if applicable: : I LOVE THE PLACE
Any other comments: : VERY CLEAN AND NEAT THERE

11/27/2013



Model Cities Senior Wellness Center - Ward 5

A+

Your interaction with our Staff, if any: : I BELIEVE MY INTERACTION ARE VERY GOOD I FEEL THAT IF I NEED INFORMATION OR HELP WIYH SITUATIONS THEY ARE HELPFUL WITH THEM
Your impression of our Facilities, if visited: : GREAT
Your thoughts on our Services offered, if applicable: : VERY GOOD
Any other comments: : VERY GOOD

11/27/2013



Model Cities Senior Wellness Center - Ward 5

A+

Your interaction with our Staff, if any: : VERY GOOD
Your impression of our Facilities, if visited: : VERY GOOD
Your thoughts on our Services offered, if applicable: : GREAT
Any other comments: : A VERY GOOD PLACE

11/27/2013



Model Cities Senior Wellness Center - Ward 5

A+

Your interaction with our STAFF, if any: : I FIND THE STAFF VERY GOOD,GREAT AND ALSO FRIENDLY
Your impression of our Facilities, if visited: : NICE WELL KEPT PLACE
Your thoughts on our Services offered, if applicable: : THESE SERVICE OFFERED ARE GREAT

11/27/2013



Model Cities Senior Wellness Center - Ward 5

A+

Your interaction with our Staff, if any: : VERY GOOD
Your impression of our Facilities, if visited: : GOOD/CLEAN
Your thoughts on our Services offered, if applicable: : VERY GOOD
Any other comments: : A NICE OLACE TO SPEND TIME

11/27/2013



Model Cities Senior Wellness Center - Ward 5

A+

Your interaction with our Staff, if any: : EVERYONE IS VERY FRIENDLY
Your impression of our Facilities, if visited: : VERY CLEAN AND NEAT
Your thoughts on our Services offered, if applicable: : THERE ARE SO MANY THINGS WE CAN DO THERE
Any other comments: : THEY ARE VERY POLITE THERE

11/27/2013



Model Cities Senior Wellness Center - Ward 5

A+

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: : I LOVE THE PROGRAM

11/27/2013



Model Cities Senior Wellness Center - Ward 5

A+

Your interaction with our Staff, if any: : VERY UNDERSTANDING AND VERY PATIENT WITH EVERYONE

Your impression of our Facilities, if visited: : VERY CLEAN AND VERY COMFORTABLE
Your thoughts on our Services offered, if applicable: : THE BEST OF THE BEST
Any other comments: : KEEP UP THE GOOD WORK

11/27/2013



Model Cities Senior Wellness Center - Ward 5

A+

Your interaction with our Staff, if any: : VERY GOOD
Your impression of our Facilities, if visited: : THE FACILITES ARE UP TO DATE
Your thoughts on our SERVICES offered, if applicable: : THE SERVICES ARE REALLY GOOD
Any other comments: : NO NOT AT THIS TIME

11/27/2013



Model Cities Senior Wellness Center - Ward 5

A+

Your interaction with our Staff, if any: : GREAT
Your impression of our Facilities, if visited: : GREAT
Your thoughts on our Services offered, if applicable: : GREAT
Any other comments: : SOME MORE MATRIAL AND MUSIC INSTRUMENTS

11/27/2013



Model Cities Senior Wellness Center - Ward 5

A+

Your interaction with our STAFF, if any: : THE STAFF MEMBERS ARE CONDIAL AND ALSO VERY POLITE
Your impression of our FACILITIES, if visited: : FACILITIES ARE WELL MAINTAINED
Your thoughts on our Services offered, if applicable: : THERE ARE PLENTY ACTIVITIES FOR EVERYONE HERE
Any other comments: : I ANOT COMMENT ON THE MEALS CAUSE I DNT PARTICIPATE IN THEM

11/27/2013



Model Cities Senior Wellness Center - Ward 5

A+

Your interaction with our STAFF, if any: : THE STAFF HAS BEEN GREAT ALSO VERY KIND ALWAYS SUPPORTIVE
Your impression of our Facilities, if visited: : THE FACILITES ARE ALWAYS NEAT AND CLEAN
Your thoughts on our SERVICES offered, if applicable: : SERVICES ARE VERY GOOD
Any other comments: : THE CENTER IS VERY ENJOYABLE THERE ARE MANY ACTIVITIES THERE

11/27/2013

@seaburysays Thanks 4 inviting me & 4 your awesome service 2 seniors! This will definitely make their holiday a special one. @DCAgingNews



DCOA

A+

11/26/2013



Seabury Aging Services (Ward 5)

A+

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

11/25/2013



Seabury Aging Services (Ward 5)

A+

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

11/25/2013



Hayes Senior Wellness Center - Ward 6

A+

Your interaction with our Staff, if any: : Great.
Your impression of our Facilities, if visited: : Wonderful.
Your thoughts on our Services offered, if applicable: : Magnificent.

11/25/2013

Great turnout of seniors at @DCHA2 Annual Holiday Senior Fellowship Luncheon #OperationGetOutandServe
pic.twitter.com/4tnKNv00r



DCOA

A+

pic.twitter.com/FTU3orkbFR		11/25/2013
<p>@ DCHA's 3rd Annual Holiday Dinner for Seniors. Great turnout of seniors! @DCAgingNews pic.twitter.com/FTU3orkbFR</p>		DCOA 11/25/2013
<p>Your interaction with our STAFF, if any: : STAFF HAS BEEN VERY HELPFUL Your impression of our Facilities, if visited: : VERY ACCOMADATING Your thoughts on our Services offered, if applicable: : GREAT SERVICES Any other comments: : I LOVE THE PROGRAM</p>		Model Cities Senior Wellness Center - Ward 5 A+
<p>Your interaction with our Staff, if any: : GREAT THIS IS MY HOME AWAY FROM HOME Your impression of our Facilities, if visited: : I THANK GOD FOR A DECENT PLACE TO COME TO I MISS THIS PLACE WHEN IM GONE Your thoughts on our Services offered, if applicable: : GREAT SERVICES Any other comments: : A VERY GOOD PROGRAM</p>		Model Cities Senior Wellness Center - Ward 5 A+
<p>Your interaction with our STAFF, if any: : STAFF IS FAIRLY GOOD,AND INTERESTING TO WORK WITH FOR THE MOST PART Your impression of our Facilities, if visited: : ITS A WONDERFUL FACILITY,ONE OF THE BEST IN THE CITY AND MOST INSPIRING Your thoughts on our Services offered, if applicable: : AS FAR AS SERVICES ARE CONCERN, ITS FAIR WITH SOME EXCEPTIONS Any other comments: : ITS A BEAUTIFUL PROGRAM</p>		Model Cities Senior Wellness Center - Ward 5 A-
<p>Your interaction with our Staff, if any: : VERY GOOD Your impression of our Facilities, if visited: : VERY GOOD Your thoughts on our Services offered, if applicable: : VERY GOOD Any other comments: : VERY GOOD PROGRAM</p>		Model Cities Senior Wellness Center - Ward 5 A+
<p>Your interaction with our Staff, if any: : GREAT Your impression of our FACILITIES, if visited: : THE FACILITIES ARE GREAT THE PEOPLE THERE ARE WONDERFUL Your thoughts on our Services offered, if applicable: : VERY GOOD Any other comments: : I LOVE THE CENTER THE PEOPLE THERE ARE GREAT</p>		Model Cities Senior Wellness Center - Ward 5 A+
<p>Your interaction with our Staff, if any: : GOOD Your impression of our Facilities, if visited: : WONDERFUL Your thoughts on our Services offered, if applicable: : GREAT Any other comments: : I LOVE THE CENTER</p>		Model Cities Senior Wellness Center - Ward 5 A+
<p>Your interaction with our Staff, if any: : GREAT, OK Your impression of our Facilities, if visited: : GREAT,OK Your thoughts on our Services offered, if applicable: : OK,GREAT Please provide us with your email so that we can better respond to your feedback. : WE SHOULD HAVE A BACK UP DRIVER ON THE VAN</p>		Model Cities Senior Wellness Center - Ward 5 B+
		Model Cities



Your interaction with our Staff, if any: : GOOD AND BAD

Your impression of our Facilities, if visited: : GOOD SOMETIMES A LATE START

Your thoughts on our Services offered, if applicable: : SOME MEMBERS HAVE SPECIAL PLACES TO PARK

Please provide us with your email so that we can better respond to your feedback. : NONE

11/25/2013



Your interaction with our Staff, if any: : My interaction with the Staff is wonderful, they show much love to us Seniors daily.

Your impression of our facilities, if visited: : The facilities is awesome,
its always kept up and it

wonderful to be able to have such a lovely establishment to come to.

Your thoughts on our Services offered, if applicable: : The Services warrant much
credit to all the providers that help and give us Seniors so much, as to make us Healthier
each and every day.

Any other comments: : Yes, on Friday November 22, 2013, Family Matters of
Greater Washington and the

AARP Foundation Connecting

to Community(C2C) Facilitated a Pilot Program,

designed to combat the issue of Social Isolation

in Older Adults by connecting individuals age 50 and older to activities

where they can adopt new

skills, increase social

networks and receive technology training, hardware and internet connection.(OATS) the Program, believes that

Technology can be a powerful force for empowering older adults to

improve their Health, stay

connected with friends and

relatives, and carry out

productive lives. One of our members Ms. Brenda Woodland, was a Volunteer

Trainer. for Ward 8.

As was the Associate Pastor of my Church, Bethlehem Baptist Church on Howard Road, S.E.. Our

Pastor. The Reverend, James Coates, who is a

Community awareness person,

who helps, the homeless and drug abused individuals on a daily basis is an Ambassador in his own right, he works

tireless for ward 8 individuals at all times.

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

11/24/2013