

Grade DC Report: Previous Week

Location Performance Analysis - Previous Week

NAME	GRADE	REVIEWS	INSIGHTS	IMPRESSIONS
DCOA	A-	23	110	134
Model Cities Senior Wellness Center - Ward 5	A-	8	55	55
Hayes Senior Wellness Center - Ward 6	B+	8	40	40

Location Performance Monthly Trends

NAME	OCTOBER	SEPTEMBER	AUGUST	JULY	JUNE
DCOA	▲ A $\frac{162}{35}$	A $\frac{577}{106}$	A $\frac{671}{88}$	A+ $\frac{444}{80}$	A+ $\frac{335}{72}$
East River Family Strengthening Collaborative (Ward 7)	■ -- $\frac{0}{0}$	A- $\frac{42}{4}$	■ -- $\frac{0}{0}$	■ -- $\frac{0}{0}$	A+ $\frac{14}{3}$
DC Office on Aging	■ -- $\frac{0}{0}$	A+ $\frac{36}{5}$	■ -- $\frac{6}{1}$	■ -- $\frac{2}{1}$	■ -- $\frac{0}{0}$
Seabury Aging Services (Ward 5)	■ -- $\frac{0}{0}$	A $\frac{13}{6}$	■ -- $\frac{6}{2}$	A $\frac{13}{4}$	A+ $\frac{33}{10}$
Model Cities Senior Wellness Center - Ward 5	▼ A- $\frac{72}{12}$	A+ $\frac{37}{6}$	A- $\frac{130}{20}$	A+ $\frac{92}{17}$	A $\frac{39}{7}$
Family Matters of Greater Washington (Ward 8)	■ -- $\frac{0}{0}$	■ -- $\frac{0}{0}$	■ -- $\frac{3}{1}$	■ -- $\frac{0}{0}$	■ -- $\frac{0}{0}$
Hayes Senior Wellness Center - Ward 6	▲ A- $\frac{54}{10}$	B+ $\frac{271}{39}$	A- $\frac{286}{31}$	A+ $\frac{122}{16}$	A+ $\frac{129}{20}$
Terrific, Inc. (Ward 4)	■ -- $\frac{0}{0}$	■ -- $\frac{0}{0}$	■ -- $\frac{0}{0}$	■ -- $\frac{8}{2}$	■ -- $\frac{3}{2}$
Terrific, Inc. (Ward 1)	■ -- $\frac{0}{0}$	■ -- $\frac{0}{0}$	■ -- $\frac{0}{0}$	■ -- $\frac{0}{0}$	■ -- $\frac{2}{1}$
IONA Senior Services (Ward 3)	■ -- $\frac{0}{0}$	■ -- $\frac{0}{0}$	■ -- $\frac{0}{0}$	■ -- $\frac{4}{1}$	■ -- $\frac{5}{2}$
The Washington Seniors Wellness Center - Ward 7	▲ -- $\frac{5}{1}$	■ -- $\frac{17}{2}$	B+ $\frac{58}{8}$	B+ $\frac{13}{3}$	■ -- $\frac{13}{1}$
Congress Heights Senior Wellness Center - Ward 8	■ -- $\frac{0}{0}$	A+ $\frac{53}{3}$	A+ $\frac{87}{6}$	A+ $\frac{137}{15}$	■ -- $\frac{16}{1}$
Hattie Holmes Senior Wellness Center - Ward 4	■ -- $\frac{0}{0}$	■ -- $\frac{32}{1}$	■ -- $\frac{0}{0}$	■ -- $\frac{0}{0}$	■ -- $\frac{0}{0}$
Family Matters of Greater Washington (Ward 6)	■ -- $\frac{0}{0}$	■ -- $\frac{0}{0}$	A+ $\frac{38}{9}$	■ -- $\frac{0}{0}$	A+ $\frac{17}{6}$
Bernice Elizabeth Fonteneau Wellness Center - Ward 1	■ -- $\frac{0}{0}$	■ -- $\frac{3}{1}$	■ -- $\frac{0}{0}$	A+ $\frac{17}{4}$	■ -- $\frac{4}{1}$

Location Benchmarks - Previous Week

	OVERALL	SERVICE	FACILITIES AND AMENITIES	OFFERING
DCOA	 110 Insights 23 Reviews	 42 Insights 15 Reviews	 30 Insights 11 Reviews	 17 Insights 5 Reviews
Model Cities Senior Wellness Center - Ward 5	 55 Insights 8 Reviews	 25 Insights 7 Reviews	 22 Insights 7 Reviews	 4 Insights 1 Reviews
Hayes Senior Wellness Center - Ward 6	 40 Insights 8 Reviews	 11 Insights 7 Reviews	 8 Insights 4 Reviews	 12 Insights 3 Reviews

23 Reviews - Previous Week

<p>Thx U 2! @AWayofLife0: @DCAgingNews my pleasure!! Hope y'all are having a good weekend, so far :-)</p>	10/12/2013		DCOA	
<p>Your interaction with our staff, if any: : I am happy with my interaction with staff Your impression of our Facilities, if visited: : very nice Your thoughts on our Services offered, if applicable: : great</p> <p>Please provide us with your email so that we can better respond to your feedback. : giglo39@aol.com</p>	10/12/2013		Model Cities Senior Wellness Center - Ward 5	
<p>Your interaction with our Staff, if any: : the best wellness center. So many useful services. Cake and ice cream today. I come here even if it rains.</p> <p>Any other comments: : Good thing for Ward 6.</p>	10/11/2013		Hayes Senior Wellness Center - Ward 6	
<p>Your interaction with our Staff, if any: : Great place to spend the day. Good program. Everybody is so nice. I love this place</p>	10/11/2013		Hayes Senior Wellness Center - Ward 6	
<p>Your interaction with our Staff, if any: : Very wonderful people. I love this place. Your impression of our Facilities, if visited: : Looking forward to a great year</p>	10/11/2013		Hayes Senior Wellness Center - Ward 6	
<p>Your interaction with our Staff, if any: : I signed up for a hearing aid. The director makes sure we get what we need. Today was a party for the one year anniversary. Dr. Thompson and his staff came as well.</p>	10/11/2013		Hayes Senior Wellness Center - Ward 6	
	10/11/2013		Hayes Senior Wellness Center - Ward 6	

Your interaction with our staff, if any: : I love the staff. What delicious cake and ice cream for our first year anniversary. Two big cakes and lots of ice cream. What a nice group of people.
Your impression of our Facilities, if visited: : Best center in town. Clean and fresh

10/11/2013



Hayes Senior Wellness Center - Ward 6

A+

Your interaction with our Staff, if any: : Today we had a one year anniversary for the wellness center. Mrs. Kabore is doing a great job. She is the best director. I have a dental appointment next week because of her and her staff. I love this center and come every day.

10/11/2013



Model Cities Senior Wellness Center - Ward 5

A+

Your interaction with our Staff, if any: : I enjoy participating in activities. I get along with all the staff members.

Your impression of our facilities, if visited: : The facilities here at the center are wonderful. I enjoy waking on the treadmill most.

Your thoughts on our Services offered, if applicable: : The services here are outstanding.

Any other comments: : I enjoy the staff and the courtesy they show to the members.

10/11/2013



Model Cities Senior Wellness Center - Ward 5

A+

Your interaction with our Staff, if any: : I participate in most the activities with all staff members.

Your impression of our facilities, if visited: : The facilities are kept very nice, clean and in good working condition most of the time.

The facilities here at the center are great.

Your thoughts on our Services offered, if applicable: : The services offered her at the center are the best.

Any other comments: : I truly enjoy attending this center

10/11/2013



Model Cities Senior Wellness Center - Ward 5

D

Your interaction with our Staff, if any: : we have excellent staff at the front desk and for instruction. Maintenance staff needs to be more aware of the condition of the ladies' room.

Your impression of our Facilities, if visited: : well kept rooms but sometimes ladies' room is not clean in teh morning

Your thoughts on our Services offered, if applicable: : outstanding offer of services

Any other comments: : The center cannot accommodate the number of seniors wishing to participate in classes. Every exercise class is over subscribed and we have had to beginning limiting the number in attendance. That results in those needing to exercise not getting to do so. The exercise room needs to be enlarged and the exercise equipment should be placed in a contained area, not on the exercise floor.

10/11/2013

Thanks 4 RTs and favorites, @susiecambria @KeithJonesJr @DCAgingNews @mayorvincegray @kdking97 @DCPACrat



DCOA

A+

10/10/2013



Hayes Senior Wellness Center - Ward 6

C-

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

Your impression of our Facilities, if visited: : Good

Your thoughts on our Services offered, if applicable: : Good some times

Any other comments: : To whom it may concer, I am a senior at the wellingness center, three classes for us has been canceled, and we want to know why? The director of the center has lied to us to often and we don't know who to believe. I have a computer at home and there are some seniors in Ms.Green class that do not and they want to learn. we all were

making progress, then it stoped,the director says they don't have a schedule for her yet, nor for Mr, Jackson, the massage theripist, and the arts and craft person, I know that the Mayor has put money in the budget for the center so why/ haven't it been put to us? And she keeps telling Mr, Yates that weights will be here on Friday one week and when it rolls around nothing, and she told him it will be this Friday so we will see, she keeps lying to us so what are you all going to do about it/ The count for the seniors are going down, and its because of the canceled classes. So only come for lunch and leave, so what can be done? If I have to I will go to another center, to get the classes in. Some one needs to come here and talk to the srniors about this situation they would like to voice their opinion, and displeasuresalso, also to you or whom ever will listen. This matter needs to be address and fixed as soon as possible before next monyh. She might be trying to get people from Howard University to take these other peoplr places and its not right, she lies to much and **not telling us the truth is wrong**. The money is ther the Mayor put it here for the seniors in the amount of 10 million dollars to go around and this is not chicken feed. So please we all ask of you to fixed this please. Thank You

10/10/2013



Hayes Senior Wellness Center - Ward 6

B-

Your interaction with our **staff**, if any: : I **do not have a problem** with the staff at this center.

Your impression of our **facilities**, if visited: : Overall,I find the facilities to be in **conditionexcellent**.

Your thoughts on our **services** offered, if applicable: : The services that are now being offered are excellent.

Any other comments: : Although the services that are now being offered are excellent,I am **very dissatisfied** with the following services being cut:

The **computer class** that was being taught by **Ms. Dorothy Green**. Ms. Green has taught us **very valuable** lesson on the use of he computer.

Many seniors have become computer literate because of these lessons.In today's world of technology,it is imperative that seniors have this knowledge. Many

business' require the use of online banking,medical,etc.

Why are we seniors being denied the use of **Ms.Green' service**?

Also, I am **disappointed** that Mr.

Jackson our **Massage Therapist has been cut** from the program. **Many seniors look forward** to **Mr. Jackson's visit**. We are sincerely

in need of this service.Both of these services are needed to stimulate the mind as well as the body? Isn't this a Senior

Wellness Center? **Aren't we suppose to have a well balance program? Please re-evaluate** your

decision about these two programs. Thank You.

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

10/10/2013



Model Cities Senior Wellness Center - Ward 5

A+

Your interaction with our **STAFF**, if any: : THE STAFF AT **Model Cities ARE EXTREMELY HELPFUL AND VERY KIND**

Your impression of our **Facilities**, if visited: : MY IMPRESSION OF MODEL CITIES IS THAT IT IS **WELL ORGANIZED WITH VARIOUS PROGRAMS AND ACTIVITIES ON A DAILY BASIS**

Your thoughts on our **Services** offered, if applicable: : I **HAVE RECOMMENDED SOME OF MY FRIENDS HERE AND THAT HAVE JOINED AND VERY PLEASED WITH THE PROGAMS**

Any other comments: : I **COMMEND MS. STACY THWEATT, MONICA CARROLL, ROBBIE WILLIAMS AND MR. WASHINGTON FOR THE EXTREME KINDNESS WITH THE SENIORS HERE**

10/10/2013



Model Cities Senior Wellness Center - Ward 5

A+

Your interaction with our **staff**, if any: : The staff remains **professional even when stressed** with events of the day.

Your impression of our **Facilities**, if visited: : I have seen **employees and volunteers** keeping the outside area clean.

Your thoughts on our **Services** offered, if applicable: : A tournament between card players here and other centers.

10/10/2013



Model Cities Senior Wellness Center - Ward 5

A+

Your interaction with our **Staff**, if any: : **Very friendly and helpful**.

Your impression of our **Facilities**, if visited: : **The best**.

Your thoughts on our **Services** offered, if applicable: : **Fantastic!!!**

10/09/2013



DCOA

A+

Your interaction with our Staff, if any: : On Wed Sept 18, 2013 DCOA,Ms Alice Thompson brought a Health Fair to my church Nineteenth Street Baptist Church, 4606 16th St NW.
 As Health Ministry representative, I met with Ms Thompson to plan the event. Using her experience in the Community, Ms Thompson helped guide the planning process and took extra time to telephone and meet with us and to personally coordinate the program. It was a pleasure to work with Ms Thompson and to benefit from her expertise.
 Your impression of our Facilities, if visited: : n/a
 Your thoughts on our Services offered, if applicable: : Ms Thompson provided an excellent variety of health service providers, including flu shots and vision testing, Senior Services representatives, Emergency Planning and community Services representatives. There was an excellent seminar on Elder Abuse.
 Any other comments: : Members of our church and the community have asked that we have the Health Fair again next year. I will certainly make that recommendation.

Please provide us with your email so that we can better respond to your feedback: : Evelyn Sellers
 2goneson@msn.com

10/09/2013

@DCAgingNews Hey there DCOG! Thanks so very much for the follow!

10/09/2013



DCOA



Thx 4 RT! @kenhdcgov DC voted top 10 for fittest boomer cities this & more included in DCOA E*News visit
<http://dcoa.dc.gov/page/dcoa-e-news?? #AFDC>

10/09/2013



DCOA



Thx 4 RT! @DCDGS DC voted top 10 for fittest boomer cities this & more are included in DCOA E*News visit
<http://dcoa.dc.gov/page/dcoa-e-news?? #AFDC>

10/09/2013



DCOA



DC voted in top 10 for fittest boomer cities this & more are included in latest DCOA E*News visit
<http://dcoa.dc.gov/page/dcoa-e-news? #AgeFriendlyDC>

10/08/2013



DCOA



Your interaction with our Staff, if any: : Worked with Mrs. Alice Thompson



Model Cities Senior Wellness Center - Ward 5



Any other comments: : Mrs. Thompson worked with Pilgrim AME Church to provide community Health Fair services on October 2nd and 5th. Both events were excellent and with her support the church was able to provide valuable exams/flu shots/ and medical information to our surrounding Rosedale citizens. We look forward to future projects with your agency and Mrs. Thompson.

Please provide us with your email so that we can better respond to your feedback: : pbaker1945@aol.com

10/07/2013