

Grade DC Report: Previous Week

Location Performance Analysis - Previous Week

NAME	GRADE	REVIEWS	INSIGHTS	IMPRESSIONS
DCOA	B	26	160	193
Hayes Senior Wellness Center - Ward 6	B-	8	106	106
DC Office on Aging	--	2	14	14
Congress Heights Senior Wellness Center - Ward 8	--	1	14	14
Seabury Aging Services (Ward 5)	A+	5	10	10

Location Performance Monthly Trends

NAME	SEPTEMBER	AUGUST	JULY	JUNE	MAY
DCOA	▼ A $\frac{542}{97}$	A $\frac{671}{88}$	A+ $\frac{444}{80}$	A+ $\frac{335}{72}$	A $\frac{810}{162}$
East River Family Strengthening Collaborative (Ward 7)	▲ A- $\frac{42}{4}$	-- $\frac{0}{0}$	-- $\frac{0}{0}$	A+ $\frac{14}{3}$	-- $\frac{0}{0}$
DC Office on Aging	◆ A+ $\frac{36}{5}$	-- $\frac{6}{1}$	-- $\frac{2}{1}$	-- $\frac{0}{0}$	B+ $\frac{13}{4}$
Seabury Aging Services (Ward 5)	▲ A $\frac{13}{6}$	-- $\frac{6}{2}$	A $\frac{13}{4}$	A+ $\frac{33}{10}$	A $\frac{29}{9}$
Model Cities Senior Wellness Center - Ward 5	▲ A+ $\frac{37}{6}$	A- $\frac{130}{20}$	A+ $\frac{92}{17}$	A $\frac{39}{7}$	A $\frac{39}{6}$
Family Matters of Greater Washington (Ward 8)	-- $\frac{0}{0}$	-- $\frac{3}{1}$	-- $\frac{0}{0}$	-- $\frac{0}{0}$	-- $\frac{0}{0}$
Hayes Senior Wellness Center - Ward 6	▼ B+ $\frac{236}{30}$	A- $\frac{286}{31}$	A+ $\frac{122}{16}$	A+ $\frac{129}{20}$	A+ $\frac{440}{55}$
Terrific, Inc. (Ward 4)	-- $\frac{0}{0}$	-- $\frac{0}{0}$	-- $\frac{8}{2}$	-- $\frac{3}{2}$	-- $\frac{0}{0}$
Terrific, Inc. (Ward 1)	-- $\frac{0}{0}$	-- $\frac{0}{0}$	-- $\frac{0}{0}$	-- $\frac{2}{1}$	-- $\frac{0}{0}$
IONA Senior Services (Ward 3)	-- $\frac{0}{0}$	-- $\frac{0}{0}$	-- $\frac{4}{1}$	-- $\frac{5}{2}$	-- $\frac{3}{1}$
The Washington Seniors Wellness Center - Ward 7	▲ -- $\frac{17}{2}$	B+ $\frac{58}{8}$	B+ $\frac{13}{3}$	-- $\frac{13}{1}$	-- $\frac{7}{1}$
Congress Heights Senior Wellness Center - Ward 8	▲ A+ $\frac{53}{3}$	A+ $\frac{87}{6}$	A+ $\frac{137}{15}$	-- $\frac{16}{1}$	A+ $\frac{76}{7}$
Hattie Holmes Senior Wellness Center - Ward 4	▲ -- $\frac{32}{1}$	-- $\frac{0}{0}$	-- $\frac{0}{0}$	-- $\frac{0}{0}$	A+ $\frac{8}{3}$
Family Matters of Greater Washington (Ward 6)	-- $\frac{0}{0}$	A+ $\frac{38}{9}$	-- $\frac{0}{0}$	A+ $\frac{17}{6}$	A+ $\frac{69}{30}$
Bernice Elizabeth Fonteneau Wellness Center - Ward 1	▲ -- $\frac{3}{1}$	-- $\frac{0}{0}$	A+ $\frac{17}{4}$	-- $\frac{4}{1}$	A+ $\frac{19}{6}$

## Location Benchmarks - Previous Week

	OVERALL	SERVICE	FACILITIES AND AMENITIES	POLICIES	OFFERING
DCOA	160 Insights 26 Reviews	76 Insights 17 Reviews	54 Insights 16 Reviews	8 Insights 2 Reviews	7 Insights 3 Reviews
Hayes Senior Wellness Center - Ward 6	106 Insights 8 Reviews	49 Insights 8 Reviews	38 Insights 8 Reviews	8 Insights 2 Reviews	4 Insights 1 Reviews
DC Office on Aging	14 Insights 2 Reviews	11 Insights 2 Reviews	3 Insights 1 Reviews	0 Insights 0 Reviews	0 Insights 0 Reviews
Congress Heights Senior Wellness Center - Ward 8	14 Insights 1 Reviews	4 Insights 1 Reviews	7 Insights 1 Reviews	0 Insights 0 Reviews	1 Insights 1 Reviews
Seabury Aging Services (Ward 5)	10 Insights 5 Reviews	7 Insights 5 Reviews	3 Insights 3 Reviews	0 Insights 0 Reviews	0 Insights 0 Reviews

## 26 Reviews - Previous Week

<p>Your interaction with our Staff, if any: : <a href="#">Great people</a>. So kind and friendly.                      Your impression of our <a href="#">Facilities</a>, if visited: : <a href="#">Clean all the time</a>.                      Your thoughts on our <a href="#">Services offered</a>, if applicable: : <a href="#">Great place to come and learn a lot</a>                      Any other comments: : <a href="#">I love this place</a>. <a href="#">Great lectures</a>.</p> <p style="text-align: right;">09/27/2013</p>	 Hayes Senior Wellness Center - Ward 6 
<p>Your interaction with our Staff, if any: : <a href="#">I love this center</a>. The <a href="#">activities</a> are <a href="#">great</a>. The <a href="#">lectures</a> are <a href="#">very informative</a> for seniors. The center director, <a href="#">Ms. Kabore</a>, <a href="#">makes sure we get the right information</a> from the folks who come to lecture. Next week we will be having a lecture on diabetes. I asked for that. My neighbor is seeing a dentist for the first time in years because of the director and her staff. <a href="#">Keep up the good work</a>.</p> <p style="text-align: right;">09/27/2013</p>	 Hayes Senior Wellness Center - Ward 6 
<p>Your <a href="#">interaction with our Staff</a>, if any: : <a href="#">Very good</a>                      Your impression of our <a href="#">Facilities</a>, if visited: : <a href="#">Couldn't be better just great</a>.                      Your thoughts on our <a href="#">Services offered</a>, if applicable: : <a href="#">ok</a>                      Any other comments: : <a href="#">I would loke to send out kodo's to Mrs.Sherrell for a wounderful job she did foe getting 36 people to go on the spirit of washington cruise, last Friday, September 20th, we had a great time, she put it together in fine style. We told her we want to do another next year, since his one went off very well. again hats offto her again.. When Mrs. Sherell in charge of any planning its all smooth. Thank you !!! Would like for some one to send her a letter of recognition for a job well done!!!! Thanks again. Great Center.</a></p> <p style="text-align: right;">09/27/2013</p>	 Hayes Senior Wellness Center - Ward 6 
<p>The new <a href="#">#SenoirLiving</a> in <a href="#">#ward8</a> <a href="#">#EOTRNice</a> @DCAgingNews@DrJohnMThompson pic.twitter.com/wYSWmthr0h</p> <p style="text-align: right;">09/26/2013</p>	 DCOA 
<p>Your thoughts on our <a href="#">Services offered</a>, if applicable: : The <a href="#">exercise program</a> is <a href="#">well organized</a> and <a href="#">well run</a> and is <a href="#">very beneficial</a> and <a href="#">convenient</a> for all participants.                      Any other comments: : There appear to be some <a href="#">misinformation</a> on the <a href="#">services provided by Family Matters</a> and who can participate. <a href="#">Family Matters</a> goes to different locations in the Metro area. One of the trips is to the <a href="#">Asiatic Market</a></p>	 Hayes Senior Wellness Center - Ward 6 

participate. Family matters sponsor trips to different locations in the metro area. One of the trips is to the Amish Market which took place on 9/26/2013. To participate in these trips, interested parties are to sign their names on a sheet that is supposed to be made available in the Multipurpose Room. This sheet is **very difficult to access**. For 5 consecutive days before the trip, this **sheet** was not available on the table in the Multipurpose Room. Finally, with the assistance of the Center's administrative assistance, my name was placed on the sheet on 9/23/13. On the day of the trip, a second sheet miraculously appeared that contained 7 names. No one have taken credit for this sheet. The bus only holds 12 people. The driver made a decision to use the sheet with the 7 names and announced there was space for 5 more people. There was 9 people waiting to go on the trip. Subsequently 4 people were not allowed to go that had signed the trip sheet. There was **no attempt to determine who the people were that was boarding the bus** and what sheet contained their names. The program director and the nutrition coordinator were both in the building. The driver also stated that if you were not part of the nutrition program you could not participate in these trips sponsored by Family Matters. We have always been told we could participate in any program in the Center. I have spoken with the Program Director, Pauline Kabore and Ms. Swinton(?) concerning my **dissatisfaction with this matter** and the **lack of established procedures that allow transportation personnel to make policy decisions**. Many of us at the Center have very full lives and do not spend our day at the center in the Multipurpose Room. This **makes it difficult for us to take part** in activities of interest unless there are established procedures that are followed. My goal is to prevent any other participant from having to experience the frustration and inconvenience that I have.

Please provide us with your email so that we can better respond to your feedback. : brit89@verizon.net

09/26/2013



Hayes Senior Wellness Center - Ward 6



Any other comments: : Made a wonderful comment about how a **conflict was resolved** yesterday by Mrs. Shirelle Brisco and today I have an entirely different incident to report on that was **handled horribly!** Today, a trip was planned for the Amish Market in which several of us had already signed up. Mrs. Swinton who handles the **trips through Family Matters**. It seems that the trip to the Amish Market is one of the more POPULAR trips and a lot of have not been able to go due to other part obligations. Several of us, who arent lunch-time regulars, signed up and a misunderstanding occurred. We didnt get to go on the trip tooday. The bus that provides the transportation for this trip only handles 12 participants -- and those 12 participants are usually the same ones who get to go ALL THE TIME BECAUSE THEY ARE ALWAYS HERE! I am hoping that this trip will get scheduled TWICE-A-MONTH to accomodate those of us who dont get a chance to go when the "Hayes Senior Wellness Center Regulars" get first crack. When the 2nd trip is planned, maybe they will be considerate enough to let those who didnt go the first trip go on the second trip;. The scene was UGLY for one of the participants because she had really looked forward to go to the Amish Market this time. I can wait, but I wanted to alert whoever is in charge will re-think how this is handled and do a better job of organizing the NEXT trip to the market. Thank you for your kind attention to this matter.

Please provide us with your email so that we can better respond to your feedback. : dorcass.dessaso@comcast.net

09/26/2013

Time for lunch! Everyone at #LeadingAgeDC is **enjoying a bite to eat** before @DCAgeingNews and @DCOpenDoors present.



DCOA



09/26/2013

Your interaction with our staff, if any: : The staff is **very good well mannered, with smiles etc. especially Mrs. Sherell who greets every one with her beautiful smile** each and every morning.  
Your impression of our Facilities, if visited: : **Very,Very nice** I must say.and **clean**.  
Your thoughts on our Services offered, if applicable: : The services that are offered to the seniors are **very informative**.  
Any other comments: : I went to the **Mayors Picnic**, it was **very nice**,the **people was very friendly** also, the **vendors was very informative** too,. The **driver was great** getting us ther and back.  
The **complaint** I have is that the **director should have been ther to represent** us instead, it was Mrs Sherell she is the best, I **can't say enough** about her, **helpful and always with a smile**, and she was **there to help** also, she **knows all of us by name** too. We **need a new director** to run the center this woman **has no clue of whats going on**, if some one want off at the front desk its her job to see that some one covers not the person it self to find coverage, that not right, she is the director , she has **no management skill**, at all,, she is **not aprochable**. The people that did't go to the picnic today said she came up to the all purpoe room where we have our lunch program and said that this day was our town hall meeting day, but they put the picnic on this day. She started talking about some cuts, well if they cut Mr. Williams Yates classes, Angela Davis, and Mr. Jackson massage terapist then the center is going to loose a lot of clints and this is a sure fact. Also Mrs.Green the computer instructor also. If you cut thes classes you might as well close the center. But I reiterate **get another director** I **can't stress this enough**, she is **crazy**, she **lives in that office of hers, with the door close** and most of the time **late getting to work**. She **don't even know some of the clints names**, **Don't even come in to say good morning**, if so it **just to give us information** on other matters. The **programlunch** is **good** but we **need a variety of meats, veggies, and other deserts** but over all **every thing is very good**, and Mrs Swinton is good at what she dose. I **thank God for this center**.

09/26/2013

Your interaction with our Staff, if any: : **excellent**



Seabury Aging Services (Ward 5)



Your thoughts on our Services offered, if applicable: : excellent

09/26/2013



Seabury Aging Services (Ward 5)

A+

Your interaction with our Staff, if any: : excellent

Your thoughts on our Services offered, if applicable: : good

09/26/2013



Seabury Aging Services (Ward 5)

A+

Your interaction with our Staff, if any: : good

Your thoughts on our Services offered, if applicable: : good

09/26/2013



Seabury Aging Services (Ward 5)

A+

Your interaction with our Staff, if any: : good

Your thoughts on our Services offered, if applicable: : good

09/26/2013



Seabury Aging Services (Ward 5)

A+

Your interaction with our Staff, if any: : good

Your thoughts on our Services offered, if applicable: : good

09/26/2013



DC Office on Aging

A+

Your interaction with our Staff, if any: : Alice Thompson,(DCOA) has been instrumental and

helpful in assisting

DCREA plan a Health and Wellness Fair for our members.

Your thoughts on our Services offered, if applicable: : Making Dc an age friendly city is wonderful and providing informative workshops and valuable materials to seniors is fantastic.

Any other comments: : Dr. Thompson and Ms. Alice Thompson provided DC Retired Educators Association (DCREA) with

a worthwhile and valuable

presentation in October, 2012.

Please provide us with your email so that we can better respond to your feedback. : emmajean524@aol.com

09/25/2013



DC Office on Aging

A+

Your interaction with our Staff, if any: : Workshop at Hubbard Place Apartments by Ms. Alice Thompson conducted by

Your impression of our Facilities, if visited: : N/A

Your thoughts on our Services offered, if applicable: : Resident Services Staff was extremely impressed by the amount of information dispensed by Ms. Thompson. she was knowledgeable and upbeat...GREAT speaker! You could have heard a pin drop because she was that good!

Any other comments: : THANK YOU for hiring such top notch ambassadors for your programs. Ms. Thompson is truly an asset to you and a resource to the community!

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

09/25/2013



Hayes Senior Wellness Center - Ward 6

A

Your interaction with our staff, if any: : The staff at the Hayes Sr. Wellness Center is tops!

Your impression of our Facilities, if visited: : The facilities are **always well-kept, clean and refreshing**.  
 Your thoughts on our **services** offered, if applicable: : The services offered are **good**, but they **could be a little better**. Not enough good jobs for seniors who are still willing and able to work.  
 Any other comments: : Today, **Mrs. Shirelle Brisco helped to heal a misunderstanding** about a trip planned for this Thursday at the Amish Market. She went to the source, found out who handled the list of participants and added the names of those who wanted to participate and **took care of the situation**. She has done this before, but this time the situation was **handled exceptionally well**. She is **gem always making sure the seniors are well taken care of at all times!** A whole-hearted THANK YOU to Mrs. Brisco!  
 Please provide us with your email so that we can better respond to your feedback. : dorcas.dessaso@comcast.net

09/24/2013

What a **success** the **Age-Friendly DC Forum** was! 200 people committed to making the idea a reality! @mayorvincegray @DCAgingNews @AARPDC



DCOA



09/24/2013

@FallsFreeDC @DCAgingNews @AgeFriendlyDC this is **great news!** What **great information** for our DC community.



DCOA



09/23/2013

Thank you @WalmartAction @Walmart for **vision screens during Fall Prevention Day!** @AARPDC @DCAgingNews pic.twitter.com/nYeQ63xvfr



DCOA



09/23/2013

@FallsFreeDC @DrJohnMThompson @DCAgingnews **wonderful** news and this is the 1st year! #AgeFriendlyDC



DCOA



09/23/2013

@WalmartAction @Walmart pharmacy was **great** today at **Fall Prevention Awareness Day** @AARPDC @DCAgingNews pic.twitter.com/ujPxArsEPT



DCOA



09/23/2013

Thanks for following ! @DCAgingNews



DCOA



09/23/2013

Your interaction with our Staff, if any: : **Interaction with Director of Wellness Center and Director of Fitness are excellent**. Interaction with staff of Office on Aging is terrible. Office on Aging Staff member said that noises from the Wellness Center was disturbing the administrative employees up above the Hayes Wellness Center.  
 Your impression of our Facilities, if visited: : The **Wellness Center is excellent for the seniors** added that formal workshop on health and wellness are being held periodically. Today I attend a workshop for elderly that take medications and clients that may have falling problems at home.  
 Your thoughts on our Services offered, if applicable: : Again the **Wellness Center area is perfect**. Could you all find another location for the Office on Aging because this Wellness Center has **become a concentration camp with so many restriction and changing rules** that it feels **uncomfortable and like being incarcerated**. Again the **Elliptical Machine or stepping machine has been broken or not repaired in over a year**.  
 Any other comments: : Is it possible to have the **Hayes Wellness Center** relocated from the Office on Aging which **seems to be having conflict** with clients or seniors use of the same facility. Again I would like an oversight committee to determine if all the benefits due the seniors at the Hayes Wellness Center are appropriately being used for the correct purpose. The Office on Aging can be relocated back to 441 4th Street N.W. All the Fitness and Wellness Centers are separated or individually operated. It was **an error to put the Office on Aging and The Hayes Wellness Center in the same building or location**. The Office on Aging uses this facility to their advantage all the time with no regards to the senior tax dollars that have been spent to establish the Senior Wellness Centers around the city. Oversight committee with clients input could determine the fate of this declining environment due to the selfishness of the Director of Office on Aging and many of their staff members that are irritated with the sounds of people working out or having laughter at the Hayes Wellness Center.



Hayes Senior Wellness Center - Ward 6



09/23/2013

Thank you for following us!!! @DCAgingNews



DCOA



09/23/2013

Your interaction with our Staff, if any: : **Benita Callaway**  
 Your impression of our Facilities, if visited: : She was **extremely helpful** in a very stressful situation that I had to deal with  
 Your thoughts on our Services offered, if applicable: : Ms Callaway was **very knowledgeable and quite pleasant at all times**.  
 Any other comments: : Ms Callaway **made a very stressful situation a very tolerable transaction**. She **helped me throw the paperwork** and emailed the results promptly. I work as an agent for Fannie MAe dealing with Vacant property issues.  
 Please provide us with your email so that we can better respond to your feedback. : buyahome4you@aol.com



DCOA



09/22/2013

Your **interaction with our Staff**, if any: : My interaction with the staff is **fine**, they are **so attentive** to each and everyone of us seniors, and **show much love and concern** for us all.



Congress Heights Senior Wellness Center - Ward 8



Your impression of our Facilities, if visited: : my impression of the Facilities is very nice, the teachers are fantastic and the equipment is outstanding.

Your thoughts on our Services offered, if applicable: : My thoughts on the Services are exceptional, the Programs that we are serviced with are very interesting , fun and we learn so much from them.

Any other comments: : Yes, I would like to give Office on Aging, Dr. Thompson and his Staff for introducing Age Friendly

DC, to us Seniors.We were able to attend the Program

on Saturday September 21, 2013, and it was very nice.

We learned a lot about all

of us Seniors all over the DCarea and what we wanted

to see here in the near future to broaden our Horizons and to just be

comfortable in our old age.

We, Seniors were provided with Transportation and a

meal and it was very nice.

We are very grateful to the Office on Aging. Thank you.

I would like to suggest to the Office on Aging if they could provide all the Senior Centers with High-

Raise Toilet Seats for the Bathrooms, as the seats are very slow, and we who

are handicapped one way or the other cannot properly

use these toilets, and I am afraid that one day someone will have an accident of some sort, while using these Toilets.

I know they can be purchased from Amazon.com,

and they are very resonable, as they do not cost very much. I ordered one for my Apartment and it is a wonderful

appliance, as I have Osteosritis in my body. They only cost 85.90, and

they are well worth it and

comfortable.I hope you will consider this suggestion. Thanking You In Advance, Florestine Jones(Congress Heights Senior

Wellness Center, Ward 8.

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

09/22/2013