



December 14, 2004

Cheryl Watchel
Designing Success, Inc.
3800 South Ocean Drive
Suite 212
Hollywood, FL 33019

Dear Cheryl,

It has been a pleasure working with you on the installation of the Tracking At-A-Glance Software for the Orlando Housing Authority (OHA) Community Supportive Services (CSS) Case Management. Your product was far superior to any of the software we evaluated during the Request for Proposal procurement processes.

OHA, like many agencies, has been frustrated with the lack of true case management software. Much of the software available on the market only tracks data for reporting purposes. Your software can actually track case management activities in a comprehensive and coherent manner. The features, such as the comprehensive assessment and triage, that reminds case managers of the frequency of contact for specific clients is a real plus.

We have also been impressed with Designing Success's willingness to make modifications to the Tracking-At-A-Glance software to meet the specific needs of the OHA. We particularly appreciate all the time you spent on implementing the interface with the Emphasis Computer Solutions software that the OHA uses as public housing software. You really went above and beyond the call of duty in modifying your software to accommodate the needs of the OHA Homeownership Programs.

Since the software is self explanatory, the training went very well. You and your trainer were very informative and conducted the training in a detailed and understandable manner. Most question concerning the operations of the software have been easily answered by the built in operations manual. However, we appreciate that you have been very accessible since the training to clarify any questions the OHA staff may have had.

Although the OHA has only had the software for a few months, it has made a difference in our case management and homeownership operations. The ability to track the progress of individual residents, search, sort and create reports using a wide variety of fields and communicate internally with staff has enhanced the OHA's ability to serve our diverse client base. Thank you for providing us with such a valuable tool. We look forward to working with you in the future.

Sincerely,

Barbara Lawrence
Assistant to the Executive Director