

**The Housing Authority of the City of Meridian
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Cheryl Wachtel, CPC, CTS
President
Designing Success, Inc.
3800 South Ocean Drive, Suite #212
Hollywood, FL 33019

RE: Reference Letter

Dear Cheryl Wachtel, CPC, CTS,

I am more than pleased to provide this letter of support for your outstanding case management software program. "Resident Tracking at a Glance" is by far the best software of its type. I have worked in the Social Service field for well over twenty years and have been performing case management duties for a variety of agencies and I have never encountered a more comprehensive software package as the one you have developed. The program is first of all remarkably user friendly, it allows 90% user access without instruction. The program is easily to understand for the most unfamiliar computer user and when you factor in the professionalism of your trainers and the patience they demonstrate in providing users with the technical knowledge required to enter data and operate the program words can not adequately describe the efficiency of your product.

Specifically, I would like to mention the Triage component, which allows for the objective determination of level of need and frequency of intervention. This is truly a tool all case managers can use to determine initial contact visits and monitoring clients needs. The program allows for Case Manger input in adjusting frequencies after the client has been in the case load for some time and the case manager has had ample opportunity to evaluate the case and adjust contact need and monitoring frequency.

Lastly, the maintenance and reporting tools are the most advanced and easily to use I have ever used. I am able to monitor staff time, client contacts, HUD reporting deadlines and even have resident resumes posted for review by potential employers. When I think of managing without this software, I simply do not know how I did so in the past.

Again, this is the greatest investment the Authority has made in many years and I am confident it will prove to be the best tool the Case Managers will use for some time to come. I would recommend any Authority thinking of purchasing this type of software to make the investment, in the long run you will not regret it and your program will become a more effective and efficient program because of your decision to purchase.

Sincerely yours,

Cecil Johnson, PHM, SHM
Resident Services Coordinator
Meridian Housing Authority