



*Growing Communities One Family At A Time  
For 70 Years*

June 20, 2013

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Designing Success, Inc.  
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Dear Sam and Cheryl:

I just wanted to write and express how grateful I am for the Tracking at a Glance (TAAG) training that Ginger did here at Huntsville Housing Authority (HHA). With that training, the HHA Resident Services staff are really able to use TAAG in a much more efficient and effective manner.

TAAG has been so great because we can monitor all of our grants in one, easy-to-use software and it is so easy to track our resident outcomes. The needs assessments and risk assessments are invaluable tools that allow the staff to pin-point areas of concerns and determine what resources a client needs.

As a supervisor, I especially appreciate TAAG because I can personally view the work of my staff. I can see notes, appointment schedules, upcoming resident workshops, and more. And the customer service has been fantastic. My staff says that it seems like they have only just submitted their technical questions when they immediately receive a call from one of your technicians. The responsiveness has been phenomenal and has gone a long way toward everyone being able to maximize their use of TAAG.

All in all, this software has and will continue to play an essential role toward ensuring better outcomes for HHA residents as we use it to help encourage our residents toward self-sufficiency. Thank you!

Warm Regards,

Danielle Thomas  
Director of Housing Operations