



City of Phoenix

HOUSING DEPARTMENT
RESIDENT SERVICES SECTION

February 4, 2013

To whom it may concern:

Designing Success' Tracking at a Glance (TAAG) database has been an exceptional tool to help the City of Phoenix Housing Department's grant programs track and maintain data for HUD Logic Models. The owners worked with the Housing and Information and Technology departments to setup the program behind the City's firewall. Without this accommodation, the program could not have been used on our computers.

Designing Success' customer service promptly addresses problems in a professional and friendly manner. When some of our staff were having problems adjusting to the software, they developed training specific to our needs and understanding.

The program is easily customizable by persons assigned the coordinator role. In our case, a case manager or program coordinator requests the change via email and the supervisor makes the change. We're also able to track historical data.

Over the course of our years with them, they have adopted suggestions we've made to improve and enhance the system. They added the ability to add additional assessment tools (since we use a very specific one). Recently, they added the ability to look at statistics from grants in the dashboard system.

Our case managers use the notes system and we have eliminated virtually all hard copy files because we can scan documents and certificates into the system. This allows others to have access to the data without needing to track down the hard copy file.

We recommend Designing Success' Tracking at a Glance program without hesitation.

Sincerely,

Lou Ann Smith
Resident Services Supervisor
City of Phoenix Housing Department



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