



Wheeler Creek Community Development Corporation, Inc.

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It is with immense pleasure and professional admiration that I am writing this letter of recommendation for Ms. Cheryl Wachtel, of Designing Success. Although I have only known Ms. Wachtel a short time, in my capacity as Executive Director of Wheeler Creek Community Development Corporation, her firm's work with our non-profit organization has saved us not only in precious manpower hours but has also effectively and efficiently streamlined our management processes.

In this context, I wish to place on record the consistently brilliant performance of Ms. Wachtel's firm during her work with us as the designer of the case management software -- Tracking at a Glance. During the course of Ms. Wachtel's work with us, she presented material with such ease and humor that she set the positive tone for the entire workshop. Her creative ideas for tracking clients and streamlining the management processes were inventive and entertaining; her ideas were also astonishingly effective.

With participants from a variety of backgrounds, there can often be conflict, and occasionally confrontation. While setting limits, Ms. Wachtel managed to respond consistently with respect and compassion. The experience had a profound effect on our staff and, because of her exceptional skill and professionalism, she has been invited by District of Columbia Housing Authority to present similar workshops.

Ms. Wachtel brings with her the qualities of a natural communicator: genuineness, warmth, compassion, and integrity. She also brings her management experience and program development. Just as importantly, she comes with an enthusiasm for both learning and teaching.

I urge other organizations to carefully consider Ms. Wachtel's firm, which, quite simply, provides the most remarkable case management tracking program I have ever utilized in my more than 20 years experience in community development.

Sincerely,

Bessie E. Swann, D.H.L.