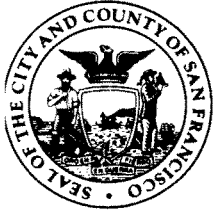


Mayor's Office of Housing and Community Development  
City and County of San Francisco



Edwin M. Lee  
Mayor

Olson Lee  
Director

March 1, 2015

To Whom It May Concern,

This letter is a reference for Designing Success, Inc. who has worked in partnership with the City and County of San Francisco HOPE SF Initiative since September 2010. We have engaged Designing Success for their Tracking At A Glance (TAAG) software to be used for our onsite HOPE SF data collection. This system was recommended by Urban Strategies, Inc., and strongly supported by our federal government partner, Housing and Urban Development (HUD).

Our HOPE SF Initiative is an ambitious cross-sector effort to transform 4 San Francisco public housing projects into environmentally and economically sustainable mixed-income communities. This work includes complete replacement of all public housing units, neighborhood redesign and improvements, as well as intentional investment in on site social services. Our sites are Hunters View, Alice Griffith, Potrero (consisting of Potrero Terrace and Annex), and Sunnydale – all of which are located in the southeast corner of the city.

TAAG has been successfully used by HUD at numerous HOPE 6 sites and is equipped to be used with the Choice neighborhood grants of which we are a recipient at Alice Griffith. It can be tailored to your needs and is active now at all of our 4 sites. Because it is highly customizable, we are able to design reports and track data from all funding sources in one system. Staff has found it to be intuitive and logical. Managers find the reports helpful for both planning and tracking outcomes.

Additionally our experience with Designing Success, Inc. has been most beneficial and very professional. They are all very responsive, knowledgeable, and innovative. We would highly recommend this organization to others looking for a quality case management data system.

I hope this information is helpful. Please don't hesitate to reach out to me should you have any questions at 415-701-5566 or [helen.hale@sfgov.org](mailto:helen.hale@sfgov.org).

Sincerely,

A handwritten signature in cursive script that reads "Helen M. Hale".

Helen M. Hale  
Director of Residential and Community Services  
Mayor's office of Housing and Community Development