



San Antonio Housing Authority
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To Whom It May Concern:

The Designing Success group has been instrumental in the implementation and reporting process of our revitalization projects. The San Antonio Housing Authority's HOPE VI Community & Supportive Services Department (CSS) purchased the Tracking-at-a-Glance system from Designing Success in August of 2004 and has been extremely pleased with its performance.

The HOPE VI CSS department has worked with other case management software but found them very inefficient. Our experience was that the software was not specifically suited for our HOPE VI CSS business thus making it necessary to do "work arounds" to make it functional. This only added work to our ever-increasing caseloads.

Tracking-at-a-Glance enables us to manage our caseloads, provide timely partner reports, pull special reports with very specific criteria and produce our HUD reports with ease. As a manager, I need to be able to ensure that residents were being serviced in a timely manner and Tracking-at-a-Glance provides me with this information so that I can monitor my case managers' work. As a HOPE VI recipient, I also need to ensure certain goals are met and that "in-kind" services are being provided by committed community partners. Tracking-at-a-Glance makes it easy to pull reports to obtain this information including dollar amounts for specific services received by the residents.

Finally, the staff at Designing Success is very supportive and is quick to respond to calls and questions. Their team of experts possesses both technical knowledge and exemplary people skills. Whether their training is in person or by phone, they always make sure there is a total understanding before completing the conversation.

The investment in this product is money and time well spent.

Sincerely,

Lorraine R. Robles
HOPE VI CSS Program Manager