



HARRISONBURG  
REDEVELOPMENT AND  
HOUSING AUTHORITY  
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To Whom It May Concern:

I am writing this letter to recommend the Tracking At A Glance (TAAG) program. We use the program for our Family Self-Sufficiency (FSS) program and highly enjoy the features that TAAG provides.

One of the most convenient features of the program is that every field is searchable, editable, and reportable. I can quickly determine the number of clients who are employed or unemployed and use that information to follow up with clients. As the Program Manager, I am also able to stay updated on my staff's caseload just by reviewing notes on the computer. Additionally, we have the ability to communicate with one another through a note system within TAAGs that allows me to read my employee's note and immediately review information in the client file.

It is also important to take a moment and note the helpfulness of the staff. From the beginning, Jodi assisted me via telephone and email in getting our system built the way that we needed it and helped me to get it running efficiently. Ginger has also been an invaluable resource as she has answered questions for me and helped me solve minor technical issues as they have arisen. I simply cannot say enough about the customer service of the technical support team. Every time that I have emailed with a question, I have received a return call within 10-15 minutes—even on a Friday afternoon at 4:30! They are always friendly, courteous, and seem genuinely interested in solving whatever problem that I have.

There is so much information to keep track of within the FSS program and TAAG has found a way to simply organize the data that is both user-friendly and efficient. I cannot imagine keeping track of all of our client information without this program.

If you are considering using the TAAG program to keep track of tenant data, I highly recommend the program. You will not be disappointed with the ability of the program or with the high level of service provided by the staff.

Sincerely,

A handwritten signature in black ink, appearing to read 'Tiffany T. Runion', is written over a circular stamp or seal.

Tiffany T. Runion  
Family Self-Sufficiency Program Manager  
Harrisonburg Redevelopment and Housing Authority

EQUAL HOUSING OPPORTUNITY PROVIDER

The HRHA provides reasonable accommodations to individuals with disabilities consistent with the Section 504 Final Rule (24 CFR Part 8) and the Fair Housing Amendments Act.