



San Antonio Housing Authority  
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[www.saha.org](http://www.saha.org)

August 20, 2004

Cheryl Wachtel  
Designing Success, Inc.  
3800 South Ocean Drive  
Suite 212  
Hollywood, FL 33019

Dear Mrs. Wachtel:

Recently Ginger Brown spent two days training our staff of case managers on how to use the Tracking-At-A-Glance software. Tracking-At-A-Glance, with its array of easy to learn and time saving tools, is a database management system that is making all of our jobs easier and, as a result, more rewarding. The work of a case manager is often bogged down by the extensive amount of documentation and data management required for each client. Tracking-At-A-Glance helps to make that part of our job much less time and labor intensive, and that extra time and energy enables us to serve the clients in our caseloads more efficiently. Ginger's presentation was extremely helpful, always practical and never boring. She presented Tracking-At-A-Glance with passion and was more than glad to give one-on-one instruction to any case manager who needed it. Thanks again, Ginger, for two great days of training and thanks to Cheryl Wachtel and Designing Success for a great product that has empowered all the case managers on our staff.

Sincerely,

Timothy Adams  
Case Manager  
San Antonio Housing Authority