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August 26, 2013

To Whom it May Concern,

I want to share the positive experience I've had working with John Hughes, who has been lending his expertise to the nonprofit Sacramento Area Animal Coalition (SAAC) since 2009.

SAAC provides low-cost spay/neuter services for pets belonging to low-income families. We hired John to build an online application and database to manage our Voucher Program, the primary vehicle through which we serve pet owners in need. Prior to John building the database, we managed this program manually, taking applications over the phone, keeping track of clients in a spreadsheet, and writing vouchers by hand. This was time consuming and inefficient.

The database has changed our entire program: it enables us to issue more vouchers more quickly. The program is now so efficient that several animal control agencies have chosen to use our program to serve their own residents, rather than create their own programs. Our Voucher Program is continually changing to accommodate these new partnerships, and John has helped us every step of the way by updating the database and problem-solving for new contingencies that come up when we bring a new animal control partner on board.

Whenever I contact John with a question or a request for an enhancement, he responds within hours. If he is unable to make the adjustment right away, he lets me know when it will be done. I am constantly surprised by how easily John "gets it" when I explain a new scenario that we have to account for. We have different requirements for residents of different areas, and these rules are often so complicated that even the members of our board of directors get confused. Yet, John is always able to understand what needs to be done and propose a solution that will make the most sense for the volunteers who run our program and the clients who use the online application.

We were so happy with John's work on the Voucher Program database that we hired him to design two other databases for our other programs. John is smart, conscientious, patient, intuitive, compassionate, and responsive. He would be an asset to any organization lucky enough to hire him.

Warmly,

Alexis Raymond  
President, Sacramento Area Animal Coalition