

#### Application Related Information

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Application:	Application Verified	Iteration Name:	202510_GR_G
Grad Program Applying To:	MPA	Program Name:	MPA

#### Recommendation Information

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Recommended By:	Aley Thompson	Recommenders Title:	Deputy Executive Director
Recommenders Institution:	Tacoma Housing Authority	Contact Name:	Musa Abdirahman
Waive Access to Recommendation Ltrs:	I do not waive my right to review this recommendation.	Recommendation Waiver Choice:	I do not waive my right to review this recommendation.
Recommendation Form Submitted:	✓	Recommendation Status:	Received
Received Date:	01/26/2024 10:29 AM	Recommender Assessment:	I recommend this applicant.
Recommendation Type:	General	Recommender Form:	MPA Letter of Recommendation/Form
Recommendation Entity ID:	1024000117297476	Recommendation Owner:	Josephine Bernier

#### Recommender Form Questions

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How long have you known applicant:	2 years	Applicant ability as self-directed learner:	Musa demonstrates exceptional capabilities as a self-directed learner, a quality he consistently exhibits in his role at Tacoma Housing Authority. On a daily basis, he engages in independent research and on-the-ground problem-solving before seeking assistance from supervisors. His approach involves equipping new staff with the necessary tools to collaborate and independently address challenges, fostering a culture of self-sufficiency and proactive problem-solving.
Time since last contact with applicant:	1 week	Applicant as productive member of group:	Despite his soft-spoken nature, Musa excels in group environments. He has emerged as a leader within a department comprising over 40 staff, overseeing front desk operations that cater to hundreds of weekly visitors, many of whom are in crises. Musa's promotion to a leadership position is a testament to his exceptional skills in guiding groups, training staff, and adeptly solving problems.

Relationship with Applicant:		Applicant most significant strengths:	Curiosity and research capabilities Problem solving Training staff and groups Process improvement Basing policy and process recommendations based on operational experience
	Staff member (Skip level)		
Ability to complete rigorous grad program:	Outstanding	Responsibility/reliability:	Outstanding
Communication Skills - Oral:	Excellent	Communication skills - written:	Outstanding
Service Orientation-sensitivity/empathy:	Outstanding	Ability to work independently:	Outstanding
Ability to handle stress:	Outstanding	Ability to think critically:	Outstanding
Ability to analyze/problem solve:	Outstanding	Ability to think creatively:	Outstanding
Openness to feedback:	Outstanding	Potential for leadership:	Outstanding
Ability to work in a team:	Outstanding	Personal/professional reflection:	Outstanding

#### Description Information

Description:

Form URL: <https://evergreenstatecollege.radius>

#### Other Information

Created Time: 01/19/2024 08:02 AM

Created By: Josephine Bernier

Modified Time: 01/26/2024 10:29 AM

Modified By: Josephine Bernier



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## Letter of Recommendation: Musa Abdirahman

Dear Marcia Zitzelman,

I write with enthusiasm to highly recommend Musa Abdirahman for admission to the Master of Public Administration program at The Evergreen State College. Musa has been an invaluable member of the Tacoma Housing Authority (THA) team for nearly two years, where we provide low-income housing and operate housing subsidy programs.

Musa embodies our agency's core value that housing is a fundamental human right on a daily basis. His dedication to our mission is exceptional. In his initial role as an Office Administrator, Musa took on one of the most challenging positions within the agency. Serving as the face of THA, he consistently delivered outstanding customer service to clients often facing crises. Musa's insatiable curiosity and commitment to learning have propelled him to excel in this demanding role. He actively seeks to understand program mechanics, identifying areas for improvement and effectiveness.

THA operates intricate housing programs, requiring a deep understanding of HUD regulations, local laws, and community resources. Musa has immersed himself in this complex landscape, demonstrating leadership and grace since day one. Presently, he not only manages his responsibilities but also leads and trains a team of Office Administrators. Musa's approach to training incorporates trauma-informed methods while maintaining a high standard of customer service.

Musa consistently embraces challenges and contributes insightful questions to guide his team toward effective solutions. His growth within THA is remarkable, and I am thrilled that he aspires to pursue further education to enhance his contributions to public service. Musa is not just the future of THA but also the future of Tacoma. He is an empathetic leader with excellent problem-solving skills, and a remarkable ability to tackle systemic challenges.

I strongly recommend Musa for admission to your program. He will undoubtedly be an asset to your academic community and the cohort of learners pursuing their MPAs. Please feel free to reach out to me for further details about Musa's outstanding contributions to our agency.

Sincerely,

*Alessandra Thompson*

Aley Thompson  
Deputy Executive Director  
Tacoma Housing Authority