BoldSign By Syncfusion

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Making Housing Recertification Fast, Simple, and Stress-Free



Introduction

In her role as housing program manager at the Western Piedmont Council of Governments' Regional Housing Authority (RHA), Elizabeth Moncrief ensures that residents are provided the opportunity to obtain affordable, livable housing without discrimination.

Challenge

Recertification is an essential annual process for RHA's clients. That process isn't complete until all documents are returned with client signatures. However, given the expense of paper and postage for mass mailings, this was a heavy burden on the RHA and its clients.

Elizabeth knew that digitizing the process would make it easier. And she was making progress migrating documents to an online system, consolidating everything into an online portal, but then the COVID pandemic hit; overnight, the urgency to bring the process online grew twofold.

The first e-signature solution she used didn't integrate with the RHA's software, and it required a license for each person who needed to create documents—a costly proposition at 10–12 staffers.

What Elizabeth wanted was a simple, one-button way to send documents to clients, track document status, and avoid paying extra to license each staff member.

Solution

Fortunately, RHA's software provider already had a strong relationship with Syncfusion®. Hearing Elizabeth's concerns, they suspected that the Syncfusion e-signature solution, BoldSign®, might be the right fit.

Industry
Government Administration

Product used
BoldSign®

Region
United States

Use case
Having all the documents in our software system, we can pull up the signed documents. So, if I'm out for whatever reason, then co-workers can pick up from the process at any time.

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> "I really love hearing stories from clients that they're able to complete our paperwork so quickly."
>
> – Elizabeth Moncrief, Housing Program Manager, Western Piedmont Council of Governments

Results

All RHA's documents are now more trackable and searchable, and since BoldSign integrated with RHA's existing software, staff members didn't have to learn a new system.

Elizabeth loves that her clients can complete their recertification so quickly. One client completed and submitted all their documents while on a 15-minute break at work, meaning they didn't have to take time off.

That kind of efficiency makes the RHA work well for its clients.