

How DocuDriven Helped Spokane Housing Authority Digitize 2 Million+ Tenant Files for Remote Access



CHALLENGE

Spokane Housing Authority (SHA) needed to digitize its HAP and tenant files for a new document management system — and when COVID-19 hit, that need became urgent, since many employees suddenly needed remote access to files they'd only ever worked with on paper. Collin Karibo, SHA's Financial Systems Manager, was named Digitization Project Manager and ran into two major obstacles: the sheer volume of files, and the requirement to scan more than 5,000 tenant files while keeping day-to-day access to them throughout. "Our agency had neither the resources nor expertise regarding how to break down files and produce high quality scanned images for a long term and permanent paperless filing system," Karibo said. Relying on in-house staff and equipment would have been slow, costly, and inconsistent, so SHA began searching for a vendor that specialized in file digitization.

SOLUTION

After an exhaustive search, SHA found that DocuDriven was one of only a handful of companies with the experience to handle the project — and the willingness to proceed under pandemic conditions. Reference checks sealed the decision: "What impressed me about the responses I got from DocuDriven's references was they felt like DocuDriven was really sensitive to the variety and nature of the documents being scanned, how they were organized, and put emphasis on leaving these documents in the state they were found in," Karibo said. Combined with DocuDriven's low-cost solution, the choice was easy. Within two weeks of signing the agreement, DocuDriven was on-site scanning SHA's files, setting up workstations and equipment while keeping staff able to access them throughout the process.



"I would have no problem recommending DocuDriven to any agency."

COLLIN KARIBO

DIGITIZATION PROJECT
MANAGER, SPOKANE HOUSING
AUTHORITY



RESULTS

DocuDriven delivered timely milestones throughout the project, giving SHA visibility into individual files and overall progress. When the pandemic forced changes to work areas and delivery schedules, "DocuDriven was completely responsive to these needs and worked quickly to modify work areas and delivery schedules," Karibo said. The scans came back high quality, with strong attention to quality control, and the team stayed professional, friendly, and highly communicative — flagging potential delays early and offering solutions quickly. DocuDriven stayed within budget and on SHA's timetable, digitizing roughly 2,000,000 images across about 750 standard bankers boxes. SHA was pleased enough with the results to bring DocuDriven back for an additional scanning project.

THE DOCUDRIVEN DIFFERENCE

SHA's tenant files came with real complexity — the kind that would have been extremely difficult, if not impossible, to handle in-house. DocuDriven treated that complexity as a specialty, staying sensitive to the variety and nature of each document, how files were organized, and leaving them in the state they were found. The team was ready to complete any HUD-required EIV training needed to handle tenant files, and brings hands-on experience with S8, Multifamily, and Tax Credit files — including HAP contracts, HUD forms like the 50058, and certifications.



**With DocuDriven,
I cannot
emphasize
enough the
professionalism
and integrity
they brought to
the table and
would have no
hesitation
recommending
them to any
agency
regardless of
industry for their
document
imaging needs."**

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ABOUT DOCUDRIVEN

DocuDriven optimizes the value of your records, delivering expertly designed solutions — on-time and on-budget. Whether you have decades of paper boxes, large format blueprints, or dormant/unstructured data, we help you cull out what you don't need and make your vital data searchable and easy to find.

When records accuracy, accountability, and scale matter, organizations choose *DocuDriven*.