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SCCAA Automates with Docubee to Help More Children Succeed

SCCAA took their application process digital with Docubee, making it easy for the families they help to submit the necessary paperwork.

Overview

Stark County Community Action Agency (SCCAA) Head Start is a federally funded preschool for low-income families in Canton, Ohio. Their program provides children from 6 weeks old to kindergarten with a head start on education.

"This year, there's been a huge surplus of actual documentation coming from the families because they can just easily upload that to their application and send it right over to us."

 - **Melissa Rogers**, "ERSEA" Enrollment, Eligibility, Selection, and Recruitment Manager
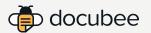
Challenges

Enrolling children in SCCAA's Head Start program requires families to complete an application and submit the necessary documentation. Previously, this process took place on-site, using physical application forms. Applicants would have to come to the SCCAA center to pick up and drop off their paperwork. Team members would have to repeatedly reach out to applicants as vital information, signatures, and the submission of the proper documents were often missing.

"Families that were coming in-house and picking up an application either weren't bringing it back or were bringing it back with signatures and missing required information. Another problem we were running into was that regardless of how they got the application, collecting crucial documents like birth certificates, income status, and doctor and shot records weren't being submitted. That meant we had a ton of applications sitting out there incomplete and were never able to place the kiddos because of this missing info."

The SCCAA Head Start team, led by Melissa Rogers, "ERSEA" Enrollment, Eligibility, Selection, and Recruitment Manager, often attends partner locations and events to recruit new children into their program. At these events, applicants previously had to fill out a request with basic contact info and info about their child. Then, the Head Start team would have to reach out via phone or email to organize a time for the family to stop by and complete their paperwork.

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Filling out the forms and collecting the correct documents was tedious, taking around 45 minutes to an hour for each family, with applicants often abandoning the process and leaving children unplaced in the program. Rogers knew this process would be more straightforward with a digital tool and decided to do a trial of a digital application through Adobe Sign to see if parents would be receptive.

While the digital process worked well for parents, after testing Adobe, Rogers wanted to pursue a tool that would fit her team's needs more seamlessly. With Adobe Sign, participants had to enter the same data multiple times throughout the lengthy application. Plus, creating one-off documents to collect health information or request more documents from parents proved tedious. Rogers wanted a tool that featured a digital form to collect data and autofill fields to save applicants' time. Rogers shared, "I needed a couple of things. First was the ability for my staff to be able to manage some of this paperwork. I also needed to automate the process of collecting information to avoid duplicate data collection. I didn't know how to do that in Adobe."

Rogers also vetted Docusign as a potential tool but did not like its pricing model or the limited formatting options offered for documents. That's when she discovered Docubee.

Results

With Docubee, Rogers found a pricing model that made sense for her team, workflow capabilities to minimize touchpoints with applicants, and easy one-off sends for last-minute documents that may be needed.
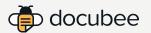
Both staff and the families they assist love the change and are having an easier time with enrollment.

"We service a lot of younger families who are more into technology than sitting in front of someone for an hour filling out a bunch of forms."

 - **Melissa Rogers**, "ERSEA" Enrollment, Eligibility, Selection, and Recruitment Manager

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No More Barriers to Enroll Students

Docubee enables SCCAA to format documents in an applicant-friendly way and eliminates duplicate data collection by automatically populating fields across forms. With required fields in place, SCCAA ensures all applications include necessary information, signatures, and documents.

SCCAA uses two primary workflows:

- ✓ **Staff-Assisted Workflow:** When families call the center, staff can pre-fill basic information into a digital form. Docubee automatically emails the form to parents, who complete and sign it digitally. The SCCAA team receives a finalized copy, ready for processing.

- ✓ **Parent-Led Workflow:** Families receive a link to a digital form that collects all necessary data and populates the document packet. Parents cannot submit the packet until all required fields are completed, drastically reducing follow-ups for missing information.

Rogers shared, "I like the flexibility of creating multiple workflows because we have different scenarios based on what application we need to send out to our families."

Easy One-Off Document Sends

Previously, updating records was a tedious chore. For example, the paperwork needed to add an authorized adult to the school pickup list often required a parent or guardian to stop by the center.
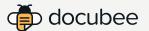
They needed more flexibility for when emergencies or unforeseen situations arose. Now, Rogers and the SCCAA Head Start team can quickly send a document and get a response in minutes to ensure both parents and their team are happy.

SCCAA Head Start also works with parents to create health plans for students and ensure all allergies are noted and medications are on hand. This process is simplified with the help of one-off sends from Docubee. "It's also helped as far as our health concerns go," shared Rogers. "Now, our Health Nutrition Manager can just send forms from the library to the families and get care plans signed much quicker. Families no longer have to come into the building two or three times to get things taken care of."

SCCAA Head Start Enrolls More Students with the Help of Docubee.

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About SCCAA Head Start

Stark County Community Action Agency (SCCAA) is a 501C (3) non-profit organization incorporated in 1981 by the federal government and Ohio designated anti-poverty agency for Stark County, Ohio. The SCCAA is a significant program provider of services, working with commitment and creativity to promote self-sufficiency among low-income persons. The SCCAA carries out its mission by providing innovative, practical, and timely programs. The SCCAA provides opportunities for approximately 20,000 individuals and families each year to improve their lives and contribute to the Stark County community.

About Docubee

Docubee, an Accusoft brand, is a simple contract automation platform that lets businesses create, manage, sign, and track digital contracts in one secure platform. Docubee powers contracts by enabling users to gather vital customer data, create contracts using tools like generative AI or pre-built templates, and connect pieces of the process with dynamic workflows. Users can integrate Docubee with their existing site or platform via the API or connect to thousands of apps and CRMs using native and webhook-powered integrations. For more information, visit docubee.com