

Fighting poverty with a paperless office

Brightpoint is a community action agency located in Northeast Indiana specializing in poverty programs. Brightpoint's family services include: helping preschool children prepare for kindergarten, helping high-school students gain skills for jobs, assisting with housing for homeless veterans, health insurance guidance, and so on.

When faced with the challenges introduced by the global pandemic, Brightpoint immediately knew they needed to digitize their paperwork so they could continue serving vulnerable families. To achieve this, they transitioned to virtual services and electronic signatures with signNow.

Key challenges before using signNow:

- ✗ Expensive to print, copy, and send documents
- ✗ Difficult to track signature process and document completion status
- ✗ Slow turnaround times and inefficient signing process
- ✗ Alternative solutions were costly and lacked usage flexibility

Results achieved with signNow:



Quickly collected signatures digitally without putting families' or staff's health at risk and saved money by going paperless.



Easily tracked who has received and signed documents with real-time document status tracking in the Audit Trail.



Saved time by streamlining communication and leveraging the bulk send feature to send parent consent forms to 300 families at once.



Provided families with a user friendly tool — even those who didn't have or use much technology were able to easily open, sign, and send back documents.



Before signNow, we spent a lot of money on printing, sending, and making copies of signed documents. With the money we've saved, we'll be able to continue using signNow, even when in-person meetings and visitations are possible again. We've been wanting to go paperless, and Covid forced our hand on that. There's no going back now that we've digitized with signNow.

Tammy Pifer

Brightpoint Early Head Start
Program Director

