



CASE STUDY

Virginia Housing

Virginia Housing Development Authority (VHDA) offers the Housing Choice Voucher Program (HCVP) administered on behalf of VHDA by 36 Local Housing Agencies (Agency) located throughout the Commonwealth of Virginia.

DOMA PROCESSED & DIGITIZED

1,750 BOXES

DOMA's support included securely digitizing the contents of 1,750 boxes equaling approximately 4.8 million images for 36 housing agencies across the state of Virginia.

VIRGINIA HOUSING DEVELOPMENT AUTHORITY

THE CHALLENGE

Virginia Housing Development Authority (VHDA) has implemented a company-wide "Go Digital" Initiative. DOMA ultimately won the competitive bid for Document Digitization supporting the VHDA's Housing Choice Voucher Program (HCVP). This project required DOMA to collect, process, and return a large volume of highly sensitive individual paper documents held at 36 agency offices across Virginia. In addition to coordinating the intake of documents from many locations, DOMA adhered to strict processing guidelines in order to protect personally identifiable information (PII) and records subject to the Health Insurance Portability and Accountability Act (HIPAA).

DOMA'S DOCUMENT HANDLING PROCESS:

To kick off the project, DOMA worked with VHDA to coordinate pickup of records located at the 36 facilities across the state and transportation back to the DOMA Corporate Production facility in Virginia Beach, Virginia. DOMA's operational facilities include segregated and secure shipping/receiving, warehouse, document conversion, and software development areas. Our closely monitored facilities have controlled access areas secured by approved physical access devices, lock, and key, 24x7 security monitoring, and alarms. DOMA's transport vehicles likewise utilize GPS's and tamper-evident controls whereby all records are packaged in tamper-evident containers that conceal the nature of the records during transfer to and from our facility, and vehicles are never left unattended.

Once the documents arrived, DOMA used an inventory tracking system that provided VHDA with access to live tracking of where boxes were in the digitization process, as well as the ability to put in work orders and requests. The system automatically allocates ready-to-be-scanned to the appropriate scanning stations. Completed boxes are automatically routed to the correct area in our warehouse to be stored or prepared for their final delivery location.



Learn more about DOMA's Services at:
DOMAonline.com

POWERED BY TECH, DRIVEN BY PEOPLE



36 VHDA Locations

**4,794,396
IMAGES UPLOADED**

DOMA completed this VHDA project 5 days ahead of the original project completion date, even with a 155% increase in the volume of work requested.

DOMA'S CONVERSION SOLUTION:

DOMA's document conversion of Housing Choice Voucher Records included indexing based on 3 fields: Head of Household SSN, Document Name, and Document Type. DOMA digitized each paper document into searchable PDF format before tagging it with the appropriate metadata and uploading it to a secure FTP.

WE ARE SO HAPPY TO HAVE MADE THE CONNECTION WITH DOMA! I'VE BEEN HEARING GREAT THINGS ABOUT THE PROJECT AND YOUR TEAMS' EXCEPTIONAL WORK.

ALTHOUGH THIS ONE IS COMING TO A SUCCESSFUL CLOSE, I AM CERTAIN OF MORE OPPORTUNITIES WE LOOK TO SEND DOMA'S WAY."

**KIMBERLY JOHNSON
DIRECTOR OF PROCUREMENT**

At the end of the project, DOMA returned each physical record to its own file following the box's manifest order, resealed it, and securely stored each box until the scheduled return transport. Today, the VHDA team now has instant online access to all their documents allowing for a more flexible hybrid workforce.

PROJECT HIGHLIGHTS

2 VA BASED FACILITIES

- Performed all work within DOMA's Virginia Beach based 30k sq ft Corporate Headquarters and 69k sq ft NARA compliant production facilities.

16 EFFICIENT PICKUP ROUTES

- Alongside VHDA stakeholders, DOMA designed a logistics plan based on grouping VHDA agency locations by region and accomplishing multiple pickups and drop offs during each trip.

>30 DAYS TO RETURN BOXES

- Original documents were returned no later than 30 days from completion of scanning.

5 DAYS AHEAD OF SCHEDULE

- DOMA supported a 155% increase in volume from 685 boxes (2 million images) to 1,750 boxes (4.7+ million images).
- Entire project, with volume increase, was completed in 7 months and ahead of VHDA's schedule.

TIER 1 QUALITY CONTROL

- DOMA staff performed Tier 1 Quality Assurance at the time of scanning, which involved a visual verification of the orientation and legibility of 100% of all scanned documents at the point of capture.