

## CASE STUDY

### Streamlining Government Services: Pittsburg CA's Success with Self-Service Kiosks



*“The cost is  
so low that  
it doesn’t  
make sense  
for people  
not to do  
this.”*

**Abstract:** This case study explores how the Pittsburg Housing Authority’s successful utilization of extra funding and downtime during the pandemic to address their longstanding “paper addiction” and streamline their operations through the adoption of a self-service filing system using the Advanced Kiosks® [Office Extension system](#), a self-service kiosk platform configured to automate front line services.

Housing Manager  
Pittsburg, CA Housing  
Authority

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## CHALLENGES: THE OLD WAY

The Pittsburg Housing Authority provides affordable housing for 1,123 low and moderate-income households through its Section 8 Housing Choice Voucher (HCV) program. They relied on outdated and inefficient methods: a receptionist greeting every customer, collecting large amounts of confidential paperwork (which then needed to be distributed to the proper parties) only to be filed away into an outdated filing system, and then ultimately shredded. The writing was on the wall before the pandemic even came, which only exacerbated the already obvious problems.

*“One of the biggest problems we have is receiving documents and having them find their way to the correct housing specialist, and this eliminated it. Now, no one leaves the office with any doubt about the delivery of their important documents.”*

Housing Manager  
Pittsburg, CA Housing Authority

## THE SOLUTION: THE NEW WAY

The Pittsburg Housing Authority embraced new processes and technologies to overcome these challenges. They deployed Advanced Kiosks' Office Extension Kiosk and its configuration with scanning and customer service workflows. This configuration included uploading files to Laserfiche, a file management software platform that automated the filing process. The introduction of the Office Extension system played a pivotal role in their efforts to go paperless and improve customer service.

They recognized the need to stay accessible while minimizing opportunities for transmission through human contact. By restructuring their workflow and incorporating self-service solutions, they kept their office open despite the unpredictable nature of the public health situation. This budgetary restructuring also enabled them to reallocate funds and hire an analyst instead of a receptionist, enhancing the team's effectiveness.

The new process ensured customers' confidence in document submission by providing time-stamped receipts for scanned documents. The Housing Manager expressed their satisfaction, stating that scanned documents would reliably reach the correct housing specialist without any chance of misplacement or misfiling. They achieved this through the Office Extension's management software ([Zamok](#)) question-and-answer-driven scan workflow, where the Housing Authority could add questions for the end customer to answer during the document scanning process. When a customer finished, the document scans were sent as PDF documents to file directories or to a housing specialist by email along with the answers to identify and sort the documents quickly and accurately.



*“When it’s scanned, it’s going to go to the correct housing specialist, and there’s no way that that document can be misplaced or misfiled.”*

Housing Manager  
Pittsburg, CA Housing  
Authority



## THE RESULTS

The introduction of the self-service scanning workflow facilitated the transition to electronic records while maintaining the same services, but in a more efficient manner. The Pittsburg team successfully utilized the Office Extension system as a bridge into the modern age. Their experience serves as a blueprint for other housing authorities and government offices, showcasing the power of self-service technology creatively applied to address multiple pain points.

The Housing Manager emphasized the remarkable return on investment of the Office Extension system, which came at a comparatively low cost. Compared to other products in the market, the Office Extension 2.0 stood out for its affordability and practicality. The Housing Manager envisioned it as a highly useful tool with minimal expenses, making it a compelling choice for everyday use.

## CONCLUSION:

The Pittsburgh Housing Authority's successful transformation highlights the importance of embracing technology and applying it to address organizational pain points. Adopting a self-service kiosk filing system significantly improved efficiency, customer experience, and cost-effectiveness. Their experience serves as a valuable guide for other housing authorities and government organizations seeking to modernize their operations. To learn more about the Office Extension configuration process, refer to the [Visual Guide for Kiosk Workflows](#), which provides visual step-by-step instructions for setting up a self-service workflow tailored to your organization's needs.

## UPDATE: NEW FEATURES 3.0

Since this article was written, Office Extension 2.0 has been upgraded to [Office Extension 3.0](#).

### Exciting new features include:

- **New Translation Capabilities:** Users can instantly transform the interface into their choice of one of the hundreds of languages via a convenient dropdown menu. Web pages are automatically translated into the chosen language.
- **New & Improved Secure File Upload:** Files can be uploaded via directly scanning documents.
- **Human Detection Technology:** Built-in human detection technology can trigger custom workflows such as welcome videos, tutorials, check-in screens, and more.
- **Improved User Experience:** Managing and customizing kiosks is now easier than ever with a brand new, more intuitive dashboard interface and homepage theme editor.

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If you have questions about Pittsburgh's solution or the process behind it, please do not attempt to contact them directly. Instead, please reach out to our team at: [onboarding@advancedkiosks.com](mailto:onboarding@advancedkiosks.com) or call (603) 865-1000.