



# Honeycomb

**Accelerating collaborative action to fight homelessness, in partnership with Mary's Place Seattle.**



## Problem

Mary's Place Seattle is a nonprofit organization that provides resources and shelter to vulnerable communities in King County to help them in their journey out of homelessness. The Outreach Specialists at Mary's Place have hands-on experience working with these families, assessing their situation, and understanding their needs.

However, a lack of a centralized online forum was producing out-of-date, disparate, and inaccessible data for resources. This left Specialists to rely on emails, pings, and hand-written notes, making families having to wait longer for key resources like shelter.

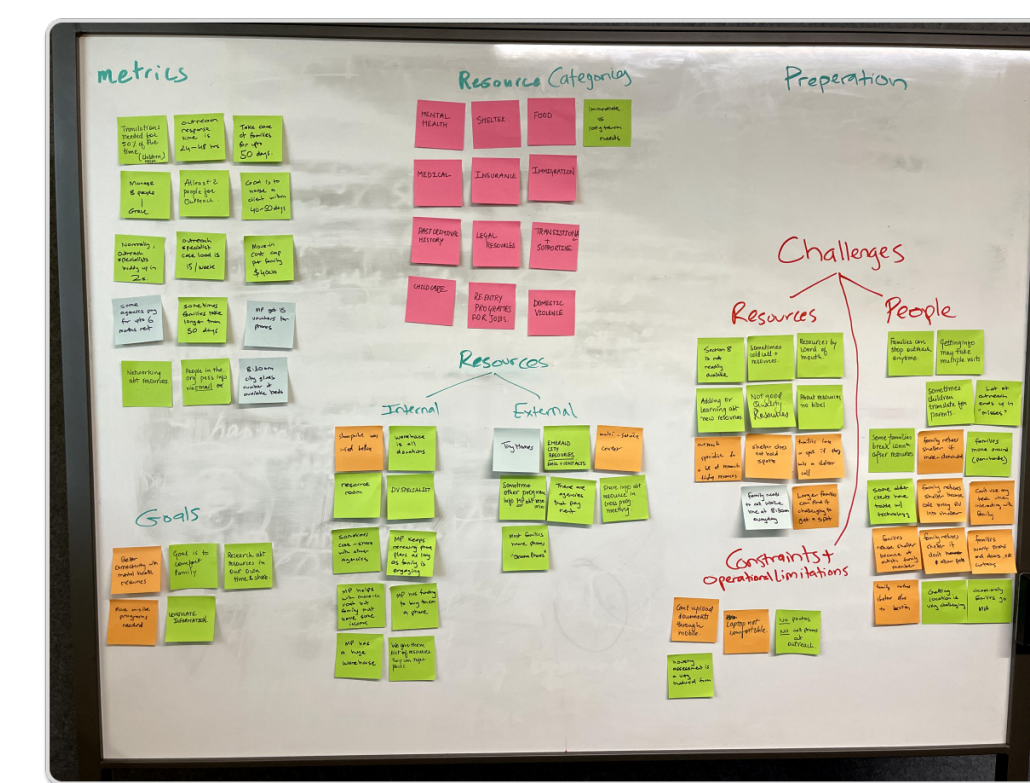
Washington state has over 22,923 residents experiencing homelessness on any given day. A lack of appropriate resources for these individuals and families burdens Mary's Place shelters with average wait times exceeding 45 days.

## Process

We followed a user-centered design approach in understanding Mary's Place's pain points. Through outreach observations in the field, focus groups, and interviews, we realized quickly that our solution needed to fit well into the Specialists' existing process.



Collaborative research with Outreach Specialists



Analysis, planning, and design based on findings



Iterative, frequent, hands-on user testing

## Solution

Honeycomb is a mobile app that allows Outreach Specialists to contribute resources to a shared database, view resources based on a family's location, and share lists of useful resources directly with their assigned clients.

