

# Transforming Homeless Outreach in Hawaii

Hawaii, USA

*Institute for Human Services partnered with NEC to utilize digital ID for inclusive societies*



## The Challenge

Rising homelessness in Hawaii presented a complex problem for the island's social service providers. Many individuals lacked basic necessities like shelter, food, and healthcare, further hindered by the challenge of unverifiable identities. This made it difficult for social workers to track their clients, manage existing cases, and provide personalized care.



## The Solution

Hawaii's Institute for Human Services (IHS), NEC, and Technology Readiness User Evaluation (TRUE) have collaborated to implement a face recognition-based client identification system. This innovative solution provides individuals with digital IDs, facilitating access to essential services and enabling social workers to:

- ❖ **Verify client identities:** This ensures resources reach the intended individuals and prevents duplicate services.
- ❖ **Access comprehensive client histories:** Social workers can view past encounter logs, allowing them to build upon existing case management strategies and provide more informed care.
- ❖ **Collect and store data efficiently:** A mobile application allows social workers to record information quickly and securely, readily accessible through the digital ID system.



## The Results

This partnership has delivered several positive outcomes:

- ❖ **Improved trust and accuracy:** NEC's award-winning technology ensured highly accurate identity verification, building trust and reducing the risk of fraudulent claims.
- ❖ **Increased efficiency and convenience:** Social workers utilize a mobile application to conveniently capture information during outreach encounters. This application streamlines onboarding new clients and accessing existing case details, eliminating the need for repetitive data collection.
- ❖ **Improved quality of care:** By leveraging secure digital IDs and comprehensive case histories, social workers can provide personalized and targeted support tailored to each client's specific needs and circumstances. This fosters stronger client relationships and contributes to more effective long-term support.

*"I think ultimately technology has the power to help us end homelessness more quickly. And when that happens, I think everybody benefits. It's a win, win, win for the person we're serving, for my staff, and for the community in which they live."*

**Connie Mitchell,**  
Executive Director,  
Institute for Human Services (IHS)

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01

### Fighting homelessness globally

By providing a unique identifier, digital IDs allow shelters, food banks, and healthcare providers to accurately record and track individuals, ensuring no one is left unseen or forgotten, regardless of their location.

02

### Scaling up for the future

This project aims to create a coordinated care system across the entire community with the NEC digital ID as a common identifier.