

Choose. Confirm. Create. Act.

The entire HOPE workflow in one practical field guide.

Under 30 seconds

One screen or one page

Minimum necessary information

Warm handoff

1. Choose the destination.
2. Choose the immediate need.
3. Confirm what may be shared.
4. Create the handoff.
5. Show the person the exact text.
6. Text, print, copy, or call.

Every slip includes

- **WHAT** service or action
- **WHERE** address and landmark
- **WHEN** hours or call first
- **BRING** actual requirements
- **SAY** literal script
- **CALL** current number
- **BACKUP** next option

Static safety intercepts

911	Immediate danger or medical emergency. Stop the normal flow and use fixed emergency guidance.
CRISIS	Behavioral-health distress without immediate danger. Use approved static crisis support.
UNSAFE DEVICE	Domestic violence, stalking, trafficking, or monitoring concern. Use the safe-exit workflow and do not generate a normal handoff.

Privacy boundary

Use the minimum necessary and obtain permission. Do not enter SSNs, full dates of birth, medical records, case notes, immigration files, private addresses, confidential destinations, document photographs, or detailed trauma narratives.

Report resources, not people

Wrong phone, changed hours, no walk-ins, full, waitlist, temporary closure, changed documents, language, or accessibility.

Offline rule

Cached public information may remain available. Personal handoff fields never enter the offline cache. Show stale-data warnings and call first.