



HELP SHOULD ARRIVE BEFORE FRUSTRATION

HOPE Civic OS Help Manual

Plain-language guidance for residents, helpers, partners, and implementation teams.

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HOPE CIVIC OS

Help Manual

Resident, helper, partner, and implementation guidance for the Rhode Island Civic Operating System.

Operating doctrine

Rules decide. AI explains. The person reviews. The agency decides.

How to use this manual

Use the searchable in-app version at hope401.org/help.html for bilingual navigation and contextual links. This printable edition preserves the core operating instructions for training, field work, meetings, and low-connectivity environments.



Scan for the live bilingual manual.

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1. Start Here

HOPE is a navigation and preparation tool. It helps people find services, organize a civic task, prepare paperwork, preserve the next action, and connect to official sources or human help.

- HOPE is not a government agency, emergency service, law firm, medical provider, benefits decision-maker, or case-management database.
- Danger now: use 911, 988, 2-1-1, or the fixed crisis route before normal navigation.
- Need a service: use Search or Directory. Need to finish a process: use Journeys. Have a form or notice: use Paperwork.

2. Search and Directory

Use ordinary words such as “replace ID,” “food today,” “eviction notice,” “bus,” or “school enrollment.” Search combines Journeys, services, and paperwork.

- Directory results are starting points, not promises of live availability.
- Call before traveling when hours, intake, capacity, or document rules may change.
- Keep a backup option and check The Watch when source status matters.

3. Journeys and Progress

A Journey carries a civic task through multiple steps. It can show the next action, evidence to prepare, official source, what happens next, and a recovery path.

- The State ID pilot adds the Completion Spine, waiting ownership, burden indicators, private receipts, recovery, and a deterministic What Changed summary.
- Progress stays on the current device. Earned progress is preserved when a blueprint is refreshed.
- Record institutional delay as waiting on the agency, not failure by the person.

4. Paperwork Bridge

Manual Private Mode is the default. It runs in the browser and does not upload a case file to HOPE.

- Tools include State ID readiness, Shelter Residency Letter, HealthyRhode/DHS checklists, Explain My Notice, document-photo guidance, and a local receipt locker.
- AI is optional. It may explain, extract, organize, translate, draft, and flag conflicts after consent.
- AI may not invent facts, choose sworn answers, determine eligibility, authenticate evidence, enter passwords, or submit without final review.
- Delete any proposed field that has no visible source.

Paperwork boundary

A document in hand does not prove that an agency will accept it. Confidence is not evidence. Keep the original visible and hand the final decision to the official agency.

5. The Watch and Guardian

The Watch is HOPE's public trust surface. Guardian remains a separately deployed evidence-acquisition and verification application.

- A source-health state does not guarantee live service capacity.
- A future Guardian-to-HOPE contract must be narrow, versioned, read-only, and privacy-safe.
- Operator identities, research notes, protected evidence, authentication, and publication controls remain inside Guardian.

Separate-app boundary

The Watch may later receive a narrow public status projection. HOPE must not inherit Guardian sessions, protected evidence, operator identities, research notes, or publication authority.

6. Privacy and Shared Devices

Use the minimum necessary. Saved Journeys and receipts live on the current device unless a feature clearly says otherwise.

- Do not place Social Security numbers, full case files, immigration records, medical records, agency passwords, document photographs, or trauma narratives into general HOPE tools.
- Use Leave No Trace before returning a borrowed phone or leaving a public computer.
- Leave No Trace clears HOPE-prefixed local data without silently re-enabling analytics.

Shared-device rule

Before leaving a library computer, shelter device, borrowed phone, or unsafe device, use Leave No Trace and confirm the session is gone.

7. Helper Toolkit

Golden rule: help with the next action. Do not build a permanent client file in HOPE.

- A warm handoff should include WHAT, WHERE, WHEN, BRING, SAY, CALL, and BACKUP.
- Show the person exactly what may be shared before texting, printing, copying, or calling.
- Escalate court, eviction, appeal, immigration, utility shutoff, safety, benefit cutoff, custody, and other penalty deadlines to a qualified human the same day.

8. Partner Workbench

Partner tools coordinate resource facts and operational readiness. They do not become a resident case-management system.

- Do not place sensitive paperwork, personal case notes, trauma histories, or private Guardian evidence into Workbench status fields.
- Public live bed availability remains off until governance, training, verification, readiness, and failure handling are complete.
- The existing interactive Partner Academy remains the advanced partner curriculum.

9. Install and Offline Use

HOPE is a Progressive Web App. Open it once with a connection so the offline shell can be stored.

- Android: use Install or Add to Home Screen. iPhone: use Share → Add to Home Screen.
- Cached Help, Academy, public pages, selected Journeys, and local progress may remain available offline.
- AI, Guardian, partner operations, maps, and live capacity require a connection. Cached facts may be stale, so call first.

10. Language and Accessibility

Supported learning surfaces are bilingual English/Spanish and designed for keyboard, zoom, reduced motion, contrast, and low-data use.

- Use the person's preferred language and confirm important deadlines, addresses, and document names against the official source.
- Report screen-reader, zoom, caption, contrast, keyboard, or tap-target problems.
- Accessible design is a release gate, not a decorative audit at the end.

11. Corrections and Field Reports

Report facts about resources, not people.

- Useful reports include wrong hours or phone, no walk-ins, temporary closure, waitlist, changed eligibility or documents, accessibility, language access, and broken links.
- Do not include a person's private case details.
- Use the technical problem form for app failures and the submission workflow for resource corrections.

12. Troubleshooting

When a page is stale, reconnect and reload, close all HOPE tabs, and reopen the installed app.

- Clearing browser site data may erase local Journey progress and receipts; use it only when necessary.
- When a live function fails, use the manual or official-source route and record a follow-up.
- Report repeatable failures with the page, device, browser, time, and what happened before the failure.

13. Implementation and Deployment

Production uses the full Netlify source, Node 24, complete release gates, preview deployment, physical-device testing, and post-deployment smoke tests.

- Verify Netlify Functions, Blobs, environment variables, cookies, response headers, service worker, offline behavior, screen readers, and physical iOS/Android devices.
- Guardian has separate authentication, storage, APIs, service-worker scope, and deployment.
- Manual Private Mode keeps its network deadbolt; privileged partner pages retain stricter policies.

14. Boundaries and Emergencies

HOPE provides general information, navigation, preparation, and local continuity. The official agency or qualified professional remains the decision authority.

- Call 911 when life is in immediate danger. Use 988 for suicide or behavioral-health crisis support. Use 2-1-1 for statewide information and referrals.
- HOPE does not provide legal advice, clinical diagnosis, guaranteed availability, professional representation, or eligibility decisions.
- Consequential deadlines require qualified human help.

Quick-reference cards

Warm handoff card

WHAT	The service or immediate action.
WHERE	Address plus a simple landmark.
WHEN	Current hours or “call first.”
BRING	Only what is actually required.
SAY	A literal sentence the person can use.
CALL	Current phone number.
BACKUP	The next option when the first path fails.

Before paperwork submission

- The person reviewed every answer.
- Every field has a visible source or is blank.
- Deadlines are addressed.
- Originals are ready where required.
- No helper signs for the person.
- The official portal or agency receives the final submission.

After an action

- Save only a minimal local receipt.
- Record who owns the next move.
- Set a follow-up date.
- Share a copy only with permission.
- Delete temporary files.
- Watch for agency follow-up.

Inicio rápido en español

HOPE ayuda a encontrar servicios, organizar una tarea cívica, preparar trámites y conservar el próximo paso. HOPE no es una agencia gubernamental, servicio de emergencia, firma legal, proveedor médico ni decisor de beneficios.

- Peligro inmediato: llama al 911. Crisis suicida o de salud conductual: 988. Información estatal: 2-1-1.
- Usa Búsqueda para servicios, Recorridos para tareas de varios pasos y Trámites para formularios o avisos.
- Modo Privado Manual funciona en el navegador. La IA es opcional y nunca decide elegibilidad.
- La persona revisa; la agencia decide.
- En un dispositivo compartido usa No Dejar Rastro.
- Llama antes de viajar cuando horarios, capacidad o documentos puedan cambiar.

Contacto

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