



RHODE ISLAND CIVIC OPERATING SYSTEM

PUBLIC ACCESS. ENGINEERED TO FINISH.

A bilingual, mobile-first Civic OS that guides people through urgent needs, public services, paperwork, institutional waiting and recovery - while giving helpers and partners the tools to move faster without taking control away from the resident.

JOURNEY ENGINE

PAPERWORK

THE WATCH

HELPER MODE

OFFLINE PWA

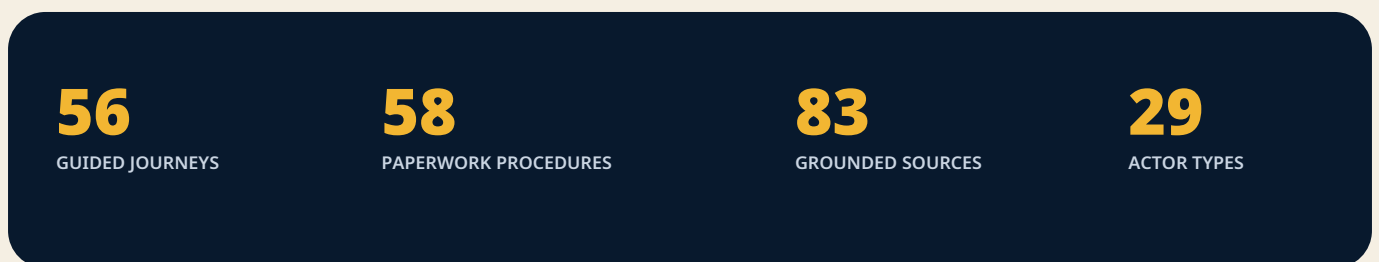
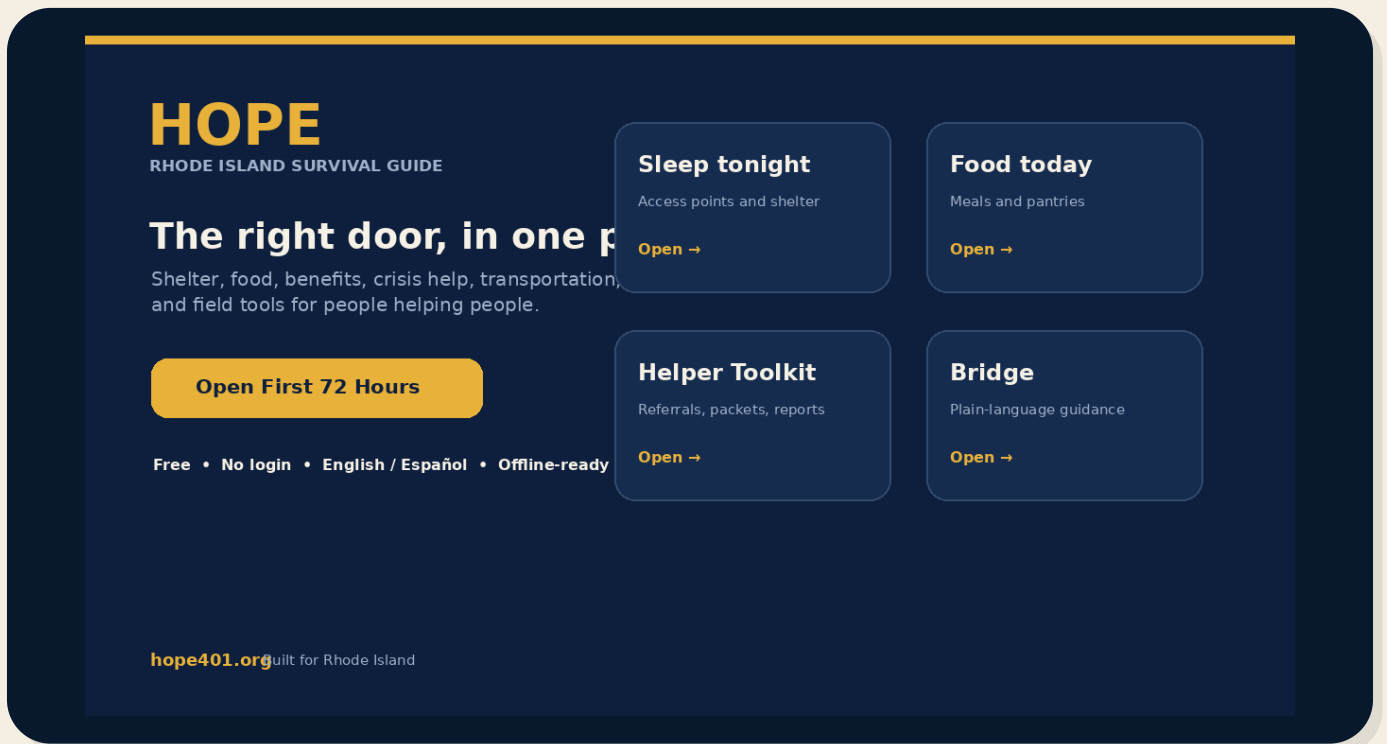
TECHNICAL + FEATURES BROCHURE

The operating layer between finding help
and actually completing the process.

CURRENT PLATFORM CANDIDATE / v29.68.0 + JOURNEY ENGINE 4.2.0

One front door. A whole civic workflow behind it.

HOPE begins with the person's intention, not an agency chart. It connects immediate survival, benefits, paperwork, civic information and human assistance through one governed interface.



FIVE HUMAN INTENTIONS



Built for a cracked phone, a bad day and one useful next step.

HOPE reduces cognitive load without flattening reality.

Immediate actions stay obvious; deeper civic workflows remain available when the person is ready.

UNIVERSAL SEARCH

Search services, Journeys and paperwork from one place.

FIRST 72 HOURS

Crisis-first routing for shelter, food, safety, documents and next steps.

BILINGUAL

English and Spanish across public navigation and paperwork.

NO-LOGIN CORE

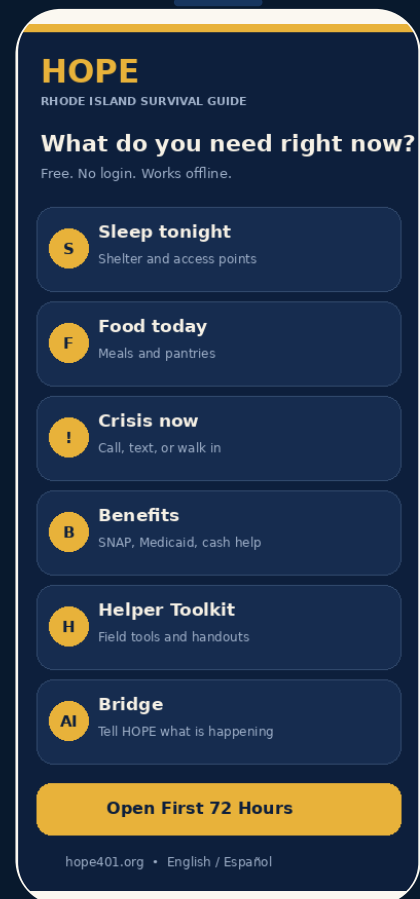
Public basics work without registration or identity collection.

ACCESSIBILITY

Larger text, high contrast, reduced motion and low-data controls.

CIVIC + MULTIMEDIA

Government, regions, events, stories and civic learning in the same system.

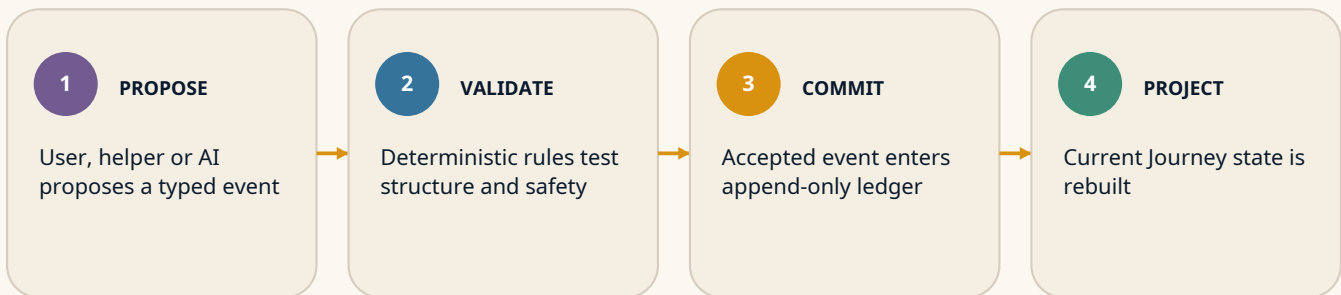


DESIGN DOCTRINE

The interface does not ask, “Which department do you need?” It asks, “What are you trying to do?”

Journey Engine 4.2.0: progress that survives bureaucracy.

Journeys are durable civic workflows, not article pages. The engine records validated events, preserves earned progress, exposes waiting ownership and turns failure into a recovery route.



COMPLETION SPINE



GOAL

What you are trying to finish



NEXT

Smallest useful action



OWNER

Who owes the next move



BRING

Evidence or documents



AFTER

What happens next



RECOVER

What to do when it fails

WAITING_RECORDED
ACTION_RECEIPT_RECORDED
RECOVERY_PATH_USED
STEP_COMPLETED
WHAT_CHANGED_PROJECTED

Private continuity: local action receipts, follow-up dates and deterministic “What Changed?” summaries help a person resume after interruption without pretending HOPE is the agency of record.

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

HOPE separates what a person possesses from what an agency requires and what may satisfy the requirement. That prevents a common civic-tech mistake: treating a document label as a legal conclusion.



58 PROCEDURES

Searchable bilingual registry of official, owner-specific, private-evidence and contact-first processes.

FORM FINGERPRINTS

Agency, form name, revision, effective date, source and stale-form warning.

FIELD PROVENANCE

Extracted facts remain linked to the page and location they came from.

MANUAL PRIVATE MODE

Paperwork support remains usable without AI or central document storage.

LOCAL DOCUMENT TWIN

Structured metadata can live locally while original image bytes stay off HOPE servers.

RECOVERY FIRST

Wrong edition, missing page, rejected evidence and no-response paths are modeled explicitly.

AI BOUNDARY

AI may interpret, translate, extract and propose. Deterministic rules validate durable state. The resident confirms personal facts. Agencies make official decisions.

Every source is a light. Trust is a visible system state.

The Watch is HOPE's public source-health and accountability surface. It explains what is current, what is aging, what changed and what the user should do when certainty is limited.



BURNING

Human-confirmed inside the review window.



DIMMING

Review due soon. Verify before relying.



DARK

Past the review window. Use caution.



UNLIT

Not yet human-verified.

GUARDIAN STAYS SEPARATE

Guardian performs acquisition, evidence handling, source ancestry, contradiction preservation and human trust decisions in its own application. HOPE consumes no protected Guardian evidence and cannot publish through Guardian.



No shared cookies | No shared browser database | No iframe | No automatic publication

The public app stays simple. The field tools get powerful.

Outreach workers, librarians, case managers, navigators and partner organizations operate under different constraints. HOPE gives them denser, faster tools without exposing private resident data by default.

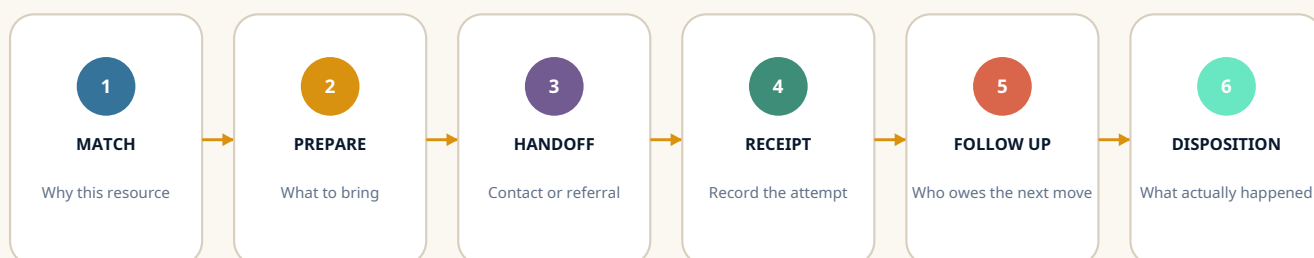
HELPER WORKSPACE

- 1 **DENSE LISTS**
Fast scanning during a shift
- 2 **REFERRAL PACKETS**
Printable and shareable summaries
- 3 **CALL SCRIPTS**
Prompts for complex agency calls
- 4 **RECOVERY NOTES**
What to do after rejection or no response
- 5 **QUICK HANDOUTS**
Field-ready, bilingual materials

PARTNER WORKBENCH

- 1 **RESOURCE UPDATES**
Structured edits with review boundaries
- 2 **OPERATIONS**
Bed, program and service status workflows
- 3 **REPORTING**
Aggregate operational signals
- 4 **TRAINING**
Practice guides and field manuals
- 5 **ROLE SEPARATION**
Public, helper, partner and admin views

CLOSED-LOOP SERVICE WORKFLOW



Principle: helper access should reduce duplicate work and uncertainty, not create a new surveillance system or force the resident into an account.

Local-first where privacy matters. Cloud-backed where coordination needs it.

HOPE is a Progressive Web App with a generated public deployment, protected backend functions and explicit security boundaries. The architecture can scale from an anonymous resident session to partner operations without collapsing everything into one data lake.

PUBLIC EXPERIENCE

HTML, CSS, modular JavaScript, bilingual content, responsive UI

JOURNEY + PAPERWORK

Structured datasets, compiler, event ledger, deterministic projections

LOCAL DEVICE

Indexed/local browser storage, offline cache, private receipts, Leave No Trace

PROTECTED SERVICES

Netlify Functions, role checks, idempotency, Blob-backed operations

EVIDENCE BOUNDARY

Separate Guardian application and future signed public projection

DEPLOYMENT CHARACTERISTICS



PWA

Installable, responsive and offline-capable



SERVICE WORKER

Curated shell and data precaching



NETLIFY

Source build, static public package and protected functions



CSP

Exact page policies and limited documented legacy exceptions



FAIL CLOSED

Unsafe external URLs and malformed local records are rejected



PORTABLE

Static public experience can operate with controlled backend endpoints

The safest sensitive record is often the one never collected.

HOPE treats privacy, security and accessibility as operating requirements, not compliance confetti sprinkled on release day.



PRIVACY

- No-login public core
- Document image bytes stay off HOPE servers
- Local action receipts
- Leave No Trace purge
- Minimal aggregate telemetry



SECURITY

- Content Security Policy
- Protected backend endpoints
- Strict cross-app URL validation
- Secret and package hygiene
- Append-only Journey events



ACCESSIBILITY

- English / Spanish
- Larger text and high contrast
- Reduced motion
- Low-data and offline access
- Screen-reader and keyboard design

NON-NEGOTIABLE BOUNDARIES

- 1 AI explains and proposes; it does not decide eligibility, credibility or scarce-resource allocation.
- 2 Guardian does not receive private HOPE Journey or document data.
- 3 Basic help does not require registration.
- 4 Analytics measure workflow friction, not vulnerable people.

Built to be inspected. Designed to be implemented.

The release process treats content, code, routes, privacy, security and offline behavior as one integrity problem. The same platform can be piloted narrowly, then expanded Journey by Journey.

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JOURNEY ENGINE ASSERTIONS

33

HTML ROUTES INSPECTED

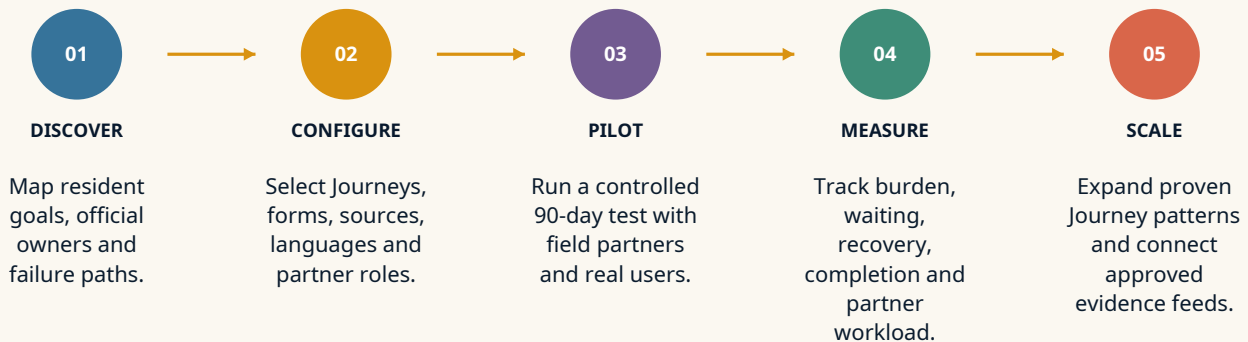
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STATIC REFERENCES CHECKED

0

MISSING ASSETS

IMPLEMENTATION PATH



WHO CAN DEPLOY IT

State and local government
Continuums of Care and coalitions
Health plans and health systems
Libraries and outreach networks
Universities and civic partners
Employers and community foundations

CONTACT

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A Civic OS, not a pile of pages.

Each feature solves a different failure in the public-service journey. Together they create continuity from first question to useful outcome.

FEATURE	WHAT IT SOLVES	PRIMARY USER
Universal Search	Find the right doorway	Resident / helper
First 72 Hours	Immediate crisis triage	Resident
Journey Engine	Carry a process across time	Resident / helper
Paperwork Library	Find the correct procedure	Resident / partner
Paperwork Bridge	Understand and prepare	Resident / helper
The Watch	See source health and uncertainty	Everyone
Helper Workspace	Move faster in the field	Outreach / library / casework
Partner Workbench	Maintain operational information	Organizations
Civic OS	Understand and participate in Rhode Island	Public / civic partners
Corkboard + Community	Structured contribution and local voice	Community
Offline PWA	Keep essentials available	Low-connectivity users
Leave No Trace	Erase private local continuity data	Shared-device users

HOPE does not replace agencies, case-management systems or human judgment. It connects the resident's goal to the next honest action, preserves continuity and makes the system's uncertainty visible.



HOPE CIVIC OS

THE RIGHT DOOR. THE NEXT STEP. A WAY BACK.

Technical enough for government. Human enough for the person standing outside the office with the wrong form.

BUILT FOR RHODE ISLAND. DESIGNED TO TRAVEL.

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Partnerships | Pilots | Licensing | Implementation | Research | Investment



HOPE CIVIC SYSTEMS / 2026