



CIV-CARE P001

Overview of Recovery

Oriented Reports (HPP003 / SHPP003) for SaaS Implementation

EXECUTIVE SUMMARY (TECHNICAL / API-LEVEL)

This SaaS is a **dossier-driven analysis and report generation engine** based on the normative framework **HPP003 – Herstel van impasse zonder juridisering** and its sub-framework **SHPP003-01 to SHPP003-08**.

CORE FUNCTION

The system ingests structured or semi-structured **dossier data** (documents, timelines, notes, correspondence) and performs **pattern-based analysis** against HPP003/SHPP003 concepts such as:

- vastgelopen zorgrelaties (stalled relationships),
- verlies van tijdelijkheid (loss of temporariness),
- juridisering-risico (escalation risk),
- uitsluiting van sociaal netwerk,
- verlies van autonomie en zeggenschap,
- disproportional continuation of measures,
- ontbreken van exit- of afrondingsstrategieën.

PROCESSING LOGIC

At API / logic level, the system performs:

1. **Signal Extraction**
Identify textual and structural indicators of impasse patterns.
2. **Normative Mapping**
Map detected signals to relevant **SHPP003 position papers** using the **Herstel-inzetmatrix** (many-to-many mapping supported).
3. **Recovery Path Selection**
Determine applicable recovery phases (herstelboog) without assigning fault or legal conclusions.



4. Report Assembly

Generate standardized **Dutch-language reports** following a fixed structure:

Situatieschets → Impasse-identificatie → Matrix-toepassing → Herstelinterventies →
Tijdslijn → Rollen → Evaluatiemomenten → Exitstrategie.

OUTPUT CHARACTERISTICS

- Non-judicial, non-accusatory
- Normatively grounded, explainable (SHPP references)
- Directly usable in care, governance, supervision, or dialogue contexts
- Suitable for pre-legal, parallel, or alternative workflows

SYSTEM BOUNDARIES

- No legal qualification or evidence assessment
- No blame, liability, or decision enforcement
- Does not replace legal or procedural systems

VALUE PROPOSITION

The SaaS operationalizes HPP003 as a **scalable recovery-oriented reporting layer**, enabling early detection of impasses and structured de-escalation **before systems default to juridising**.

Implementation Note (for Web Developers)

This MVP assumes a **standard web-based SaaS architecture** with a clear separation between:

- **Frontend**
Responsible for dossier upload, case selection, report-type selection, and document download.
- **Backend / API**
Responsible for dossier parsing, impasse signal detection, SHPP003 mapping via the Herstel-inzetmatrix, and report generation.

Processing may be implemented as **stateless per request** (recommended for MVP), with optional case persistence for auditability and iteration.

The system can be implemented as **single-tenant for MVP**, with multi-tenant support deferred to later versions.

No real-time processing, user profiling, or legal decision logic is required.



1. DOCUMENT FRAMEWORK THE SAAS IS BASED ON

The SaaS operates on a **closed normative corpus** consisting of:

Core Framework

- **HPP003 – Herstel van impasse zonder juridisering**
(Overarching normative framework for recovery-oriented, non-legalized handling of impasses)

Sub-Recovery Position Papers

- **SHPP003-01** – Herstel bij vastgelopen zorgrelaties
- **SHPP003-02** – Herstel zonder schuld of bewijsstrijd
- **SHPP003-03** – Tijdelijkheid, pauzering en heroverweging
- **SHPP003-04** – Herstel van directe communicatie
- **SHPP003-05** – Herstel van het sociaal netwerk
- **SHPP003-06** – Herstel van autonomie en zeggenschap
- **SHPP003-07** – Herstel van proportionaliteit en maatvoering
- **SHPP003-08** – Herstel zonder winnaar of verliezer

Supporting Instruments

- **Formele Vaststellingsverklaring SHPP003**
- **Herstel-inzetmatrix SHPP003** (maps impasse signals → relevant SHPPs → recovery actions)

The SaaS should treat these documents as **authoritative reference sources**, not as optional guidance.

2. CORE FUNCTION OF THE SAAS

Input:

- One or more dossier files (case descriptions, timelines, correspondence, notes)

Processing logic:

- Pattern recognition against HPP003 concepts (impasse, escalation, juridisering)
- Mapping detected signals to relevant SHPP003 position papers
- Applying the **Herstel-inzetmatrix**
- Generating **structured Dutch-language reports** without blame attribution

Output:



- One or more formal reports, each following a fixed recovery-oriented structure

3. REPORT CATEGORIES THE SAAS MUST BE ABLE TO GENERATE

3.1 ANALYSIS & DIAGNOSTICS

Purpose: **Diagnose stagnation without assigning fault**

- **Impasse-analyse rapport**
Identifies stalled patterns (vastgelopen patronen) in a specific situation
- **Systeemdiagnose**
Identifies structural bottlenecks in care or governance chains
- **Escalatie-risicoanalyse**
Predicts where juridisering (legal escalation) is likely if no recovery occurs

3.2 ASSESSMENT & EVALUATION

Purpose: **Normative testing of ongoing interventions**

- **Proportionaliteitstoets**
(Is the intervention still passend, noodzakelijk en evenredig?)
- **Tijdelijkheid- en pauzeringsaudit**
(Have “temporary” measures become de facto permanent?)
- **Autonomiemonitor**
Measures loss or restoration of zeggenschap (decision-making agency)
- **Netwerkbetrokkenheidsscan**
Analyses inclusion or exclusion of the sociaal netwerk

3.3 RECOVERY-ORIENTED PLANNING

Purpose: **Move from diagnosis to concrete recovery**

- **Herstelplan conform SHPP003-01 t/m 08**
Step-by-step recovery arc
- **De-escalatiestrategie**
Explicit actions to prevent juridisering
- **Communicatieherstelplan**
Roadmap for restoring directe communicatie
- **Exit- en afrondingsstrategie**
Responsible completion of care or intervention



3.4 PROCESS MONITORING

Purpose: **Track recovery over time**

- **Voortgangsrapport herstel**
Periodic monitoring of recovery steps
- **Toepassing herstel-inzetmatrix**
Documents which SHPPs were applied, when, and why
- **Pauze- en heroverwegingslogboek**
Records reflection moments and reassessments

3.5 GOVERNANCE & ACCOUNTABILITY

Purpose: **Management, supervision, and quality assurance**

- **Managementrapportage**
Overview of impasses and recovery interventions
- **Toezichtrapport herstelgericht werken**
For inspectors or supervisory boards
- **Kwaliteitsrapport**
Comparison: herstelgericht werken vs. juridisering
- **Professionaliseringsadvies**
Recommendations for teams and organizations

3.6 CASE STUDIES & REFLECTION

Purpose: **Learning without blame**

- **Casusanalyse volgens herstelkader**
- **Reflectierapport (tegenlezers-vragen per SHPP)**
- **Leer- en evaluatierapport**
- **Best-practices documentatie**

3.7 POLICY ADVICE

Purpose: **Structural embedding of recovery-oriented work**

- **Beleidsadvies herstelgericht werken**
- **Procedurele aanpassingsvoorstellen**
- **Juridisch-normatief positioneringsadvies**
(Relation to existing legislation, without replacing it)
- **Gefaseerd implementatieplan**



3.8 STAKEHOLDER COMMUNICATION

Purpose: **Explain recovery to different audiences**

- **Clëntenrapportage (heldere taal)**
- **Netwerkbrief (familie / naasten)**
- **Interdisciplinaire overlegnotities**
- **Publieke verantwoording**

3.9 RESEARCH & DEVELOPMENT

Purpose: **Knowledge development**

- **Effectiviteitsonderzoek**
- **Patroon- en systeemonderzoek**
- **Innovatierapport herstelinterventies**
- **Wetenschappelijke publicatie**

3.10 SPECIFIC APPLICATIONS

Purpose: **Pre-legal and alternative pathways**

- **Pre-juridische screening**
- **Mediationvoorbereiding**
- **Klachtafhandeling zonder escalatie**
- **Second opinion bij vastgelopen situaties**



4. MANDATORY REPORT STRUCTURE (ALL REPORTS)

Every generated report must follow this **fixed structure**:

- A. **Situatieschets** (no blame attribution)
- B. **Identificatie van de impasse** (patterns, not persons)
- C. **Toepassing van de herstel-inzetmatrix** (linked SHPPs)
- D. **Herstelgerichte interventies** (concrete proposals)
- E. **Tijdslijn en fasering** (herstelboog)
- F. **Verantwoordelijkheden** (roles, not guilt)
- G. **Evaluatiemomenten** (pauze en heroverweging)
- H. **Exit- en afrondingsstrategie**

5. KEY DESIGN PRINCIPLES FOR THE SAAS

- Reports are **normative, not juridical**
- No blame, fault, or evidentiary conclusions
- Recovery is positioned as a **professional, responsible alternative**
- Outputs must be **directly usable** in governance, care, oversight, or dialogue contexts
- The system supports **de-escalation before legalization**



DEVELOPER HANDOFF DOCUMENT

Project: HPP003 / SHPP003 Recovery-Oriented Reporting SaaS

Purpose: MVP implementation handoff for web developers

1. PROJECT PURPOSE (WHAT WE ARE BUILDING)

This project delivers a web-based SaaS application that analyzes uploaded dossier files and generates recovery-oriented Dutch-language reports based on the normative framework:

- HPP003 – Herstel van impasse zonder juridiseren
- SHPP003-01 to SHPP003-08 (sub-recovery position papers)
- Herstel-inzetmatrix SHPP003 (mapping signals → recovery frameworks)

The system is explicitly non-judicial and non-decisional.
It does not determine facts, liability, compliance, or legal outcomes.

2. CORE USER FLOW (MVP)

1. User uploads one or more dossier documents
2. User optionally selects a report type
3. System analyzes dossier for impasse patterns
4. System maps detected patterns to relevant SHPP003 frameworks
5. System generates a structured Dutch-language report
6. User downloads report (PDF / DOCX)

3. FUNCTIONAL SCOPE (MVP)

3.1 DOSSIER INGEST

- **Supported formats:** PDF, DOCX, TXT
- **Metadata:**
 - **case_id**
 - **upload timestamp**



- optional free-text description
- Dossier stored as a case object

3.2 ANALYSIS LOGIC

The backend performs rule-based or heuristic analysis to detect:

- stalled progression (repetition without change)
- loss of temporariness (long-running “temporary” measures)
- indirect / dossier-driven communication
- escalation or juridising indicators
- exclusion of social network
- loss of autonomy or decision-making power
- absence of exit or completion strategy

⚠ No factual verification or legal interpretation.

4. SHPP003 MAPPING LOGIC

Input

Detected signals from dossier analysis

Process

- Map each signal to one or more SHPP003 documents using the Herstell-inzetmatrix
- Support many-to-many mapping
- Store mapping result as:

```
{
  "signal": "loss_of_temporariness",
  "mapped_shpp": ["SHPP003-03", "SHPP003-08"],
  "explanation": "Temporary measures appear structurally continued"
}
```

Output

Used as justification layer in report generation



5. REPORT GENERATION

Language

- Dutch only (mandatory)

Fixed Report Structure

All reports must follow:

- A. Situatieschets
- B. Identificatie van de impasse
- C. Toepassing van de herstel-inzetmatrix
- D. Herstelgerichte interventies
- E. Tijdlijn en fasering (herstelboog)
- F. Rollen en verantwoordelijkheden
- G. Evaluatiemomenten (pauze / heroverweging)
- H. Exit- en afrondingsstrategie

Output Formats

- PDF
- DOCX

Mandatory Characteristics

- No blame attribution
- No legal qualification
- Explicit SHPP003 references
- Neutral, formal tone

6. NON-FUNCTIONAL CONSTRAINTS (HARD BOUNDARIES)

The system must not:

- assess legal compliance
- determine fault or liability
- score or rank individuals
- predict legal outcomes
- function as a case management system

The system may operate:

- pre-legal
- parallel to legal processes



- as an alternative reflection layer

7. ARCHITECTURE ASSUMPTIONS (MVP)

Frontend

- File upload
- Case overview
- Report-type selection
- Download generated reports

Backend / API

- Stateless request-based processing (recommended)
- Optional persistence of cases and reports
- No real-time processing

Suggested Endpoints

- `POST /cases`
- `POST /analyze`
- `POST /generate-report`
- `GET /reports/{id}`

8. MVP MUST / SHOULD / COULD SUMMARY

MUST

- Dossier upload
- Impasse signal detection
- SHPP003 mapping
- Dutch report generation
- PDF/DOCX export
- Non-juridical safeguards

SHOULD

- Multiple report types
- SHPP traceability section
- Timeline & recovery phase hints



- **Basic REST API**

COULD

- **Interactive review**
- **Multiple reports per case**
- **Pattern analytics**
- **Role-based access**
- **Multilingual UI (reports remain NL)**

9. SUCCESS CRITERIA (ACCEPTANCE)

The MVP is accepted if:

- **One dossier reliably produces one valid recovery report**
- **Reports correctly reference SHPP003 frameworks**
- **No juridical or accusatory language appears**
- **Output is directly usable in professional or governance contexts**

10. OPEN DECISIONS (FOR TECH TEAM)

- **Storage: temporary vs persistent**
- **Mapping logic: rules vs lightweight NLP**
- **Template engine for DOCX/PDF**
- **Authentication (out of scope for MVP?)**

11. KEY PRINCIPLE (DO NOT VIOLATE)

Recovery before escalation.

Explanation before judgment.

Structure without juridising.

End of Developer Handoff Document