"Making legal services accessible, affordable and reliable"

Microjustice4All

THE MICROJUSTICE4ALL HANDBOOK FOR HUMANITARIAN CRISES

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The Microjustice4All Handbook for Humanitarian Crises

First Edition

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TABLE OF CONTENTS

1. INTRODUCTION TO THE MICROJUSTICE4ALL METHODOLOGY AND ORGANIZATION 2

1.1. WHAT IS MICROJUSTICE4ALL? 3
1.2. THE MISSION AND VISION OF MICROJUSTICE4ALL 5
1.3. HISTORY OF MJ4ALL 5
1.4. OUR LOCATIONS AND KEY PERFORMANCE INDICATORS 6

2. ADDRESSING LEGAL ISSUES IN THE HUMANITARIAN INTERVENTION: MJ4ALL HUMANITARIAN TOOLKIT 9

2.1. MJ4ALL HUMANITARIAN PRODUCT PORTFOLIO 10
1. Filling out forms and requests, such as forms to get access to humanitarian aid access reconstruction loans 10
2. Arranging correct Civil Documentation 10
3. Real property and housing related issues and fit-for-purpose ownership registrations 11
4. Legal personalities of neighbourhoods, communities, associations and micro & small businesses 12
5. Complementary Related Services 13
2.2. MJ4ALL TOOLS 13
1. Legal Needs Quick Scan 13
2. The Accountability and Transparency Tool: Complaints Registration Systems (CRS) 14
2.3. MJ4ALL SYSTEMS AND ICT APPLICATIONS 15
1. Tools for the service provision 15
2. MJ4All ICT Applications: Case Management System, Need Assessment Tool and Complaints Registration System 15

3. HOW TO SET UP A MJ4ALL PROGRAM 20

3.1. PHASE 1: THE PREPARATION PHASE 20
3.1.1. Establish Partnerships 20
3.1.2. Identify the legal needs, Establish Products, Procedures and Systems 20
3.1.3. Funding 21
3.2. PHASE 2: THE INITIAL EMERGENCY RESPONSE AFTER THE EMERGENCY 21
3.2.1. Co-ordination with Partners 21
3.2.2. Mapping the Emergency Area 21
3.2.3. Identifying Target Groups and Community Leaders 21
3.2.4. Needs Assessment & Product Development 22
3.2.5. Initial Service Provision 22
3.3. PHASE 3: REHABILITATION AFTER THE EMERGENCY 22
3.3.1. Close communication with target groups and community leaders 22
3.3.2. Full Service Provision 22
3.3.3. Capacity Building 23
3.4. THE MICROJUSTICE4ALL ORGANIZATION: THE SOCIAL, LEGAL AND SUPPORT UNIT 23
3.4.1. The Legal Unit 23
3.4.2. The Social Unit 23
3.4.3. The Support Unit 24

4. MJ4ALL'S EXPERIENCE WITH WORKING IN HUMANITARIAN CRISES 26

4.1. EXPERIENCE WITH POST-WAR REHABILITATION OF THE REFUGEES IN THE FORMER YUGOSLAVIA 26
4.2. EXPERIENCES WITH POST-EARTHQUAKE RESPONSE AND REHABILITATION OF THE VICTIMS, MAINLY IDPS IN PISCO, PERU 28
4.3. FLOODING: PREPARATION, RESPONSE AND REHABILITATION IN THE AMAZON IN PERU (IQUITOS-MANYAS) 29

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4.4. ADDRESSING THE LEGAL ISSUES OF THE REFUGEES IN KENYA, WITH FOCUS ON THE SOMALI REFUGEES IN NAIROBI/EASTLEIGH....30

5. CONCLUSION....34

5.1. CONTACT DETAILS....34

5.2. ACKNOWLEDGEMENTS....34

ANNEX 1: TOOLKIT CONTENTS....35

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Chapter 1

Introduction to the Microjustice4All Methodology and Organization

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1. Introduction to the Microjustice4All Methodology and Organization

The legal aspects of emergency prevention, response, disaster relief and rehabilitation are essential and need to be structurally integrated into the humanitarian response. Victims of humanitarian disasters often lose their basic legal and administrative documents, which are necessary to prove their identity and ownership of property, or never had these documents in the first place. This leads to difficulty in obtaining refugee/internally displaced person (IDP) status, accessing aid programs and rebuilding their livelihoods. These problems are compounded by the fact that the institutional infrastructures are often damaged, making the bureaucratic processes slower. Microjustice4All (MJ4All) seeks to provide a solution to this complex web of problems.

Microjustice4All aims to meet basic legal needs, by providing accessible and affordable standardized legal services. People's basic legal needs are often not met because they cannot access the system due to a lack of affordable and reliable legal services. The purpose of Microjustice4All is to develop a sustainable system of standardized legal assistance to enable these people to enjoy the same rights as the rest of the population.

The Handbook, and the MJ4All Methodology Handbook & Toolkit, aim to help humanitarian organizations to integrate MJ4All activities in their work. MJ4All provides organizations with advice and tailor-made support, adapted to the specifics of the situation, on how to develop MJ4All legal services capacity.

We are happy to present the MJ4All Handbook for Humanitarian Crises. Chapter 1 explains the MJ4All Methodology in general. Chapter 2 explains why it is crucial to integrate a MJ4All Program within humanitarian aid projects and provides an overview of the MJ4All Product Portfolio for Humanitarian Crisis, Tools and Systems / ICT. Chapter 3 provides guidance on how to set up a MJ4All program in the various phases of the disaster management. Chapter 4 shares some of MJ4All's experiences with working in the context of humanitarian crises.

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1.1. What is Microjustice4All?

Microjustice (MJ) is justice on a micro-level, taking the person and their vulnerability as the points of departure. Microjustice entails providing a person with legal protection and access to the entitlements (services/benefits/utilities) of the society in which they live. Through legal empowerment, Microjustice transforms a vulnerable person into a citizen, enabling them to exercise their rights. Microjustice4All is the methodology developed by the Dutch organization MJ4All to implement MJ legal services programs.

MJ4All focuses on non-litigious private and administrative legal matters.[1] MJ4All offers practical, legal solutions which often takes the form of a legal document, such as correction of birth certificates, death certificates, contracts, ID, business registration, registration of social organizations, property transfer and land registration. In this way, people can protect themselves, their business and their belongings. In addition, it enables people and groups to access the benefits and entitlements in the system of their country (including access to education, healthcare, pension schemes and enfranchisement). These issues are even more important in the aftermath of a humanitarian crisis, because all the victims need to access aid schemes and need to protect their person and belongings which have been lost or damaged. MJ4All's work is comparable to the work of solicitors in the English legal system, except that the MJ4All Methodology focuses on the basic rights of those at the bottom of the pyramid and victims of humanitarian crises.

Microjustice4All provides legal services which:

1. fulfil the basic legal needs of marginalized people (e.g. internally displaced persons);
2. can be standardized;
3. can be offered in a sustainable way.

In particular, MJ4All focuses on:

1. Civil documents: birth certificates and other documents relating to personal identity; this enables access to education, health services, social benefits, microfinance and voting;
2. Documents relating to property and housing: property registration, documents relating to property transfer and rental issues; this provides legal protection and access to loans;
3. Documents and issues relating to income-generating activities: setting up businesses, co-operatives and other legal entities, employment contracts and other basic labour issues;
4. Documents and issues relating to family law and inheritance matters;
5. Documents and issues relating to the specific geographic context, e.g. post-war/natural disasters, refugee crises and environmental issues. MJ4All services are fundamental for post-war or natural disaster rehabilitation.

The definition of Microjustice4All is as follows:

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[1] In general, we focus on non-litigious matters, but exceptionally we assist with litigation if it addresses the basic legal needs of a large group of people and the service can be standardized (see the definition of MJ4All).

Microjustice4All	(a) the provision of standardized legal services to (b) marginalized target groups (c) with a view to their social, economic and political inclusion in society in the country where they live,
	(d) while undertaking bottom-up institutional reform and capacity-building to increase access to justice, and building bridges between the people and their government/administration,
	(e) financed in a cost-efficient and sustainable way, which can be scaled-up.

'Marginalized target groups' refer to:

1. Victims of conflict and disaster
   Victims of conflict and (natural or man-made) disaster are helped to access the rights, entitlements and benefits of the system and humanitarian aid. They are also helped to restore their pre-disaster legal situation (e.g. restoration of property and arranging civil paperwork).
2. People at the bottom of the social/income pyramid, who do not enjoy the entitlements, opportunities and rights of the system in their country and who lack legal protection. Within this group there are two sub-groups:
   (i) The very poorest, who possess nothing. The focus is on civil documentation that gives them an existence in the system and access to entitlements.
   (ii) People who are trying to escape the poverty cycle by engaging in economic activities, starting to possess a piece of land and tools etc. It is difficult to escape from poverty if one does not arrange legal protection of one's possessions and business.

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1.2. The Mission and Vision of Microjustice4All

The vision of Microjustice4All is a peaceful world where everyone lives in dignity, enjoying basic rights and being protected by a system of justice. More concretely, MJ4All envisages that people at the BoP and victims of conflict and disaster will be legally empowered worldwide by legal service provision according to the MJ4All Methodology. This vision is being achieved by developing Microjustice4All Programs in countries where there is a need to integrate marginalized groups into society, in co-operation with local stakeholders and partners.

Microjustice4All works on this vision by supporting and advising in the establishment and development of Microjustice4All Programs in humanitarian crises and development contexts, further developing the Microjustice4All Toolkit, facilitating exchange of experiences within the MJ4All International Network, and promoting Legal Inclusion Programs internationally.

The mission of Microjustice4All is to legally empower people at the bottom of the socio-economic pyramid and victims of conflict and disaster by providing legal services in accordance with the MJ4All Methodology. Microjustice4All believes that the legal protection provided by having one's paperwork in order is a prerequisite for peace and democracy and further development. Without correct civil documentation a person simply does not exist, and is extremely vulnerable. Without housing or land registration, there is no protection of investment (including the ones provided by development projects). Without the recognition of legal entities, a person or a group of people cannot maintain or defend their resources.

The vision and mission will be put into practice through new MJ4All Programs and MJ4All Country or Regional Organizations, that have entered into a MJ4All License Agreement.

1.3. History of MJ4All

MJ4All was established in 1996 under the name of International Alliances, and began its work in the Former Yugoslavia. Its mission then was the legal rehabilitation of victims of conflict. The remit of MJ4All has since grown but this continues to be a key part of its mission. The name was changed to International Legal Alliances in 2004 and then to Microjustice4All in 2012.

Between 1997 and 2005, MJ4All conducted large scale legal rehabilitation programs in the former Yugoslavia. Smaller legal rehabilitation programs in the former Yugoslavia are still ongoing. During this period, MJ4All also undertook assessment missions for legal rehabilitation in Sudan, Colombia, Iraq, Georgia and South Sudan. These assessments showed that settling the legal issues of displaced populations (in large part related to legal paperwork) is crucial for successful post-disaster rehabilitation. Local groups and government institutions showed great interest in working on these legal issues.

In order to promote legal rehabilitation on the international development agenda, MJ4All organized a round-table meeting in Madrid in 2006 in co-operation with MPDL (Movimiento por la Paz), the Spanish Government (AECID) and the Dutch Embassy. Following up from this meeting, two publications were produced. As a result, the concept of Microjustice was born, based on the model of Microfinance and tying into the international concepts of 'legal empowerment of the poor' and 'the responsibility to protect'.

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The concept of Microjustice was tested and developed in Bolivia in 2007. The aim was to develop and refine MJ4All methods by learning from the experience in Bolivia. This would then provide a basis from which MJ4All could expand across the world. The successful pilot resulted in an innovative methodology and instruments for rights-based inclusive development. The successes in Bolivia were used to establish MJ4All Country Organizations across the globe. Together, these MJ4All Country Organizations form the MJ4All International Network that is co-ordinated by MJ4All in The Hague, The Netherlands.

Experiences of MJ4All Country Organizations have been used to produce the MJ4All Handbook and the MJ4All Toolkit, which provide guidance, tools and instruments for replication of the MJ4All Methodology worldwide.

For more information, See the Experiences conflict related in other countries in the Annex. **Review it**

For more information, See the Experiences Kenya refugees in the Annex. **Review it**

For more information, See the Experiences Peru natural disaster related in the Annex. **Review it**

For more information, See the Experiences Post War legal Rehabilitation Western Balkans in the Annex. **Review it**

1.4. Our Locations and Key Performance Indicators

Since 1996 Microjustice4All Country Organizations have handled many cases. The Key Performance Indicators of Microjustice4All and the Microjustice4All country organizations are illustrated in the chart below.

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KEY PERFORMANCE INDICATORS

Microjustice4All Country Programs

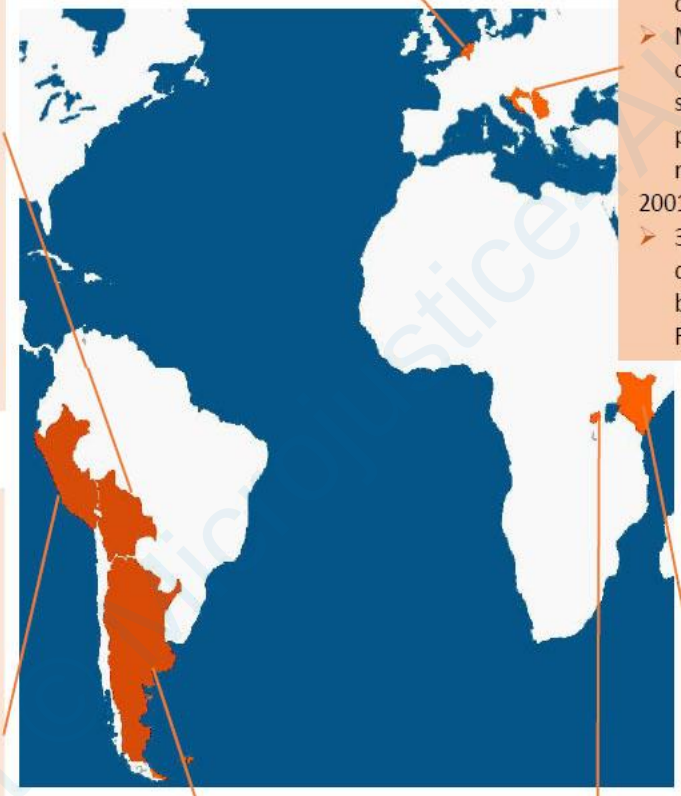
Per Oct 31, 2017

THE HAGUE, THE NETHERLANDS
Headquarters MJ4All

BOLIVIA
Since 2008 (1)
- 20 Outlets in La Paz, Oruro and Cochabamba
- 168,333 consults (3) of which 84,236 are new and 84,097 are connected to a case
- 30,438 cases (4)
- 61,755 Persons directly assisted
- 261,081 beneficiaries from legal solutions
- 7,333 people reached on 143 events(5)

WESTERN BALKANS
Since 1998: (2)
- 50,360 civil documents arranged cross-border
- More than 100,000 consults(3) & legal solutions relating to post-war legal rehabilitation

2001 - 2008: (1)
- 30,717 administrative documents cross border in Croatia for Refugees of Serbia



KENYA
Since March 2015 (2)
- 6 Outlets in the slums of Nairobi
- 5,322 consults(3)
- 468 cases(4)
- 3,921 Persons directly assisted
- 2,466 people reached on 25 events (5)

PERÚ
Since Nov. 2008 (1)
- 18 Outlets in Puno, Pisco, Iquitos and Lima
- 58,584 Consults(3) of which 50,684 are new and 7,900 are connected to a case
- 6,121 Cases (4)
- 32,022 Persons directly assisted
- 100,938 beneficiaries from legal solutions
- 17,688 people reached on 488 events(5)

ARGENTINA
Since 2010 (2)
- 16 mobile outlets in slums of Buenos Aires
- 700 cases(4)
- 5,500 consults(3)

RWANDA
Since Oct. 2014: (2)
- 4 outlets in border regions
- 5,852 consults(3)
- 702 cases(4) solved
- 57,221 people reached on 199 events(5)

(1) The Case Management System of MJ4All (CMS) is the source of information of these numbers
(2) The numbers are based on the reports of the MJ4All Country organizations. The CMS is not the information source
(3) Consult = provided personal legal advice (which is free)
(4) Case = Legal solution developed by the lawyers of a MJ4All Country Organization (for a fee on a cost basis)
(5) Events = Legal training, awareness raising in legal rights, community workings, etc.

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Chapter 2

Addressing legal issues in the humanitarian intervention: MJ4All humanitarian toolkit

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2. Addressing legal issues in the humanitarian intervention: MJ4All humanitarian toolkit

This handbook provides an overview of how to meet basic legal needs following a disaster, by providing accessible, affordable and standardized legal services. Further details can be found in the Microjustice4All Legal Rehabilitation Post-Emergency Product Portfolio, the Microjustice4All Methodology Handbook and the Microjustice4All General Toolkit.

Legal rehabilitation is essential in the aftermath of a disaster. Imagine that your home has been flooded and you have lost all your legal documents. Without your identity documents, you cannot access healthcare or a state pension. Without title deeds, you cannot get a mortgage to raise capital to start a business. Without having your legal documents in order, there can be no secure long-term recovery from the effects of a disaster. That is why Microjustice is crucial to the success and sustainability of the humanitarian aid efforts. But MJ4All does not only work on the legal rehabilitation, there are also a number of legal issues to be addressed in the humanitarian response phase, and in the period before a disaster to mitigate the damage for when the disaster happens:

1. Mitigation - Preventive and preparation phases: in disaster prone areas such as Peru, where earth quacks can happen any moment in the coastal areas and flooding are annually recurring in the Amazon region, one has to be prepared. In the first place, prepare the population of the importance of having a copy (preferably in the' cloud') of all their formal paperwork. And if one does not have its civil documentation and property registration in order, to arrange this. To assess the system including humanitarian aid, one needs to prove one's identity. To proof that one was the owner of the house and to access humanitarian aid and reconstruction aid, one needs paperwork regarding the title of the house.

   The preventive phase is also important to get one's response mechanism ready as soon as a humanitarian disaster occurs: a) embedding MJ4All legal services in the humanitarian response in cooperation with the relevant agencies b) preparing already the products.

2. Emergency response: most relevant in this phase is helping people registering for the aid programs, and explaining them the procedures. Furthermore, in this phase it is essential that there is a complaint procedure if the victims feel that they cannot access the system in the way they should be able, and if they see that the distribution is not according to the rules. Helping people with civil documentation is also important in this phase, and possibly with ownership papers to prove that the destroyed property was theirs.

3. Recovery or Rehabilitation: this is to get back to normal, one has to access reconstruction, aid, reclaim property, or get new housing registered and connected to public services. Also this is the stage to recover livelihoods, registering a business or accessing employment. All kind of paperwork is needed for this: civil documentation, property papers, legal personality (regarding communities and/or neighbourhoods) and all other legal issues related to one's pre-disaster rights. Often, especially if the humanitarian disaster is caused by violent conflict, and the victims are refugees, cross-border legal aid is needed to help people access their rights in the places where they are from.

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Chapter 3 will give more details on how to set up a MJ4All program during these 3 phases.

This chapter will provide an overview of the (2.1) MJ4All Humanitarian Product Portfolio, (2.2) the MJ4All Humanitarian Toolkit, and (2.3) MJ4All Systems and ICT applications.

2.1. MJ4All Humanitarian Product Portfolio

MJ4All has developed the following product portfolio for humanitarian crises that is relevant during the various phases of the disaster.

For more information, See the product portfolio used in Peru in 2015/16 natural disasters (earthquake in Pisco and inundations in Amazon) in the humanitarian toolkit used in Peru during humanitarian crisis in the Annex.

Review it

1. Filling out forms and requests, such as forms to get access to humanitarian aid access reconstruction loans

During the pilot projects in the post-earthquake context in Pisco, Ica; and post flooding context in Maynas, we didn't help beneficiaries to fill out forms because it was not a requirement for accessing relief assistance. However, according to the baseline reports after larger disasters, as the 2007 earthquake in Pisco and the 2012 floods in Loreto, filling out forms are requested to access relief assistance. About 40% of disaster victims said it was a barrier to access humanitarian assistance. This was an important product in the legal rehabilitation of the refugees in the former Yugoslavia (1998-2006).

2. Arranging correct Civil Documentation

The provision of Civil Documentation (birth certificate, ID, etc.) allows victims to protect and exercise their rights, access benefits and aid schemes, and is also necessary in their rehabilitation to access loans and recover their rights lost during the disaster:

- Without having civil documentation before the disaster, victims simply don't exist for the government and are even more vulnerable without the protection that these offer.
- Without having civil documentation before the disaster or without having a copy of it, the recovery of these documents after the disaster could be much more complicated. This could be an unnecessary obstacle to access relief assistance and could considerably delay/obstacle the recovery of victims (e.g. access to health, education, job, vote, etc.)

To address this need, MJ4All has developed and tested the following products:

- *Civil Documentation Manual:* the Legal Facilitators need this manual for providing legal orientation and the Case Managers for solving the cases. This legal manual contains the legal framework, procedures, requirements and templates.
- *Civil Documentation Training Guide for Beneficiaries:* Based on the Civil Documentation Manual described above, a training manual guide has been developed for disaster victims. The objective of this guide is raise awareness and builds local capacity among disaster victims to access civil documentation. It

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includes clear information about what is the right to identity, what are the civil documents in the locality, why it is important having civil documents, including the protection of receiving humanitarian assistance after emergencies; and how to access relevant civil documents.

In the former Yugoslavia, MJ4All has obtained over 30.000 civil documents for the refugees on a cross-border basis, which was the precondition for their further rehabilitation. Microjusticia Peru (MJP), has been providing over 100 civil documents per month to floods victims in peri-urban areas in the Amazon region of Peru (Maynas, Loreto).

For more information, See the Civil Documentation Products from Product Portfolio humanitarian crisis used in Peru the Annex.

Review it

3. Real property and housing related issues and fit-for-purpose ownership registrations

During an emergency, many people lose paperwork proving ownership of land or property. Other people never had this paperwork in the first place. This complicates the rehabilitation process, as it is unclear who owns the land and who is entitled to government restoration subsidies. People try to take advantage of the situation by claiming more land or property than belongs to them, or to claim government restoration subsidies for land or property which does not belong to them. Consequently, official land and property registration procedures often take a very long time.

Based on pilots conducted by the Kadaster International, Microjustice4All has developed the Microjustice4All Fit-For-Purpose Land Registration Tool, whereby communities register themselves land, defining the borders among neighbours. Within a community it is well known who owns which piece of land, so the division made by the community is often just as accurate as that of an official land registration institution, and serves the purpose of proving that one is the owner, to protect one's rights, to avoid conflict, and to be able to claim humanitarian aid and/or reconstruction help after a disaster.

The provision of property documentation allows victims to protect their lands and rebuild their houses after emergencies, especially earthquakes:

- Without property (legal or alternative) documents that prove tenancy, victims are in danger of losing their properties. The lack of clear boundaries could generate social conflicts.
- Without property documents victims won't be able to access housing programs or credit for the recovery of their livelihoods.

To address this need, MJ4All has developed and tested in the earthquake affected region of Pisco/Ica/Peru the following products:

- *Property Rights Manual:* a Lawyer expert on property regularization in Latin America was in charge of developing the product manual. It includes the legal framework, procedures and requirements to regularize urban and rural lands in Peru.

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- *Legal Roadmaps for beneficiaries:* These are flyers that contain the needed information to know what steps follow up to and what required documents prepare to solve notarial and administrative property cases. This is the final product after conducting a legal diagnostic to know the exact "legal route" they need to follow. In total we produced 9 "legal roadmaps". The "legal roadmaps" were designed for disaster victims whom lack the needed requirements or time to solve in the instance the legal problem but they need orientation on how to get prepare.
- *MJ4All fit-for-purpose Land Administration Manual:* this product explains how to assist people with their property rights in the aftermath of a natural disaster. This methodology is a mixture of the MJ4All method; the Fit-For-Purpose Land Administration methodology developed by the World Bank and UN Habitat and identified successful experiences of massive titling in Latin America. MJ4All and MJP developed this method looking for innovative, cost-effective approaches to regularize massively property after emergencies, especially earthquakes. This method aims to protect property tenure and prove tenancy after disasters. The manual contains the needed steps for the provision of land titles and alternative non-legal documents to prove tenure with the use of new technologies and low cost tools. It includes preparatory conditions as forming the team and mapping the areas with satellite and pre-existing legal and geographical data. It also explains how approach the target populations and relevant actors, how to do the legal diagnostic and solving cases.
- *The Manual on using GPS to measure land:* This manual explains how to use GPS to map settlements. This is part of the MJ4All fit-for-purpose Land Administration method. This manual is needed for explaining team members how to size lots and boundaries during the communal mapping process. This tool was tested in Pisco.

For more information, See the Property Registration Fit for Purpose methods from Product Portfolio humanitarian crisis used in Peru the Annex.

Review it

4. Legal personalities of neighbourhoods, communities, associations and micro & small businesses

The formalization of legal personalities allows neighbourhoods and communities to access relief assistance and recovery development programs; and allows associations and micro & small businesses to recover their livelihoods.

- Without having the legal personality, before the disaster, of an association, community or neighbourhood, the access to relief assistance could be block by political decisions.
- The Legal Personalities of associations, communities, neighbourhoods and micro-small enterprises offer opportunities to human groups to recovery, as access to housing, basic services, credit, technical trainings and supplies.

To address this need, MJ4All has developed and tested (among others in Peru in earthquake affected Pisco and flooded Maynas) the following products:

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- Legal Personalities Manual for the project Team: This legal manual contains the legal framework, procedures, requirements and templates.

For more information, See the Legal Personality Products from Product Portfolio humanitarian crisis used in Peru the Annex.

Review it

5. Complementary Related Services

For legal case solution, it is important to develop other product manuals on complemented related legal services to Civil Documentation, Legal Personalities and Property, fulfilling a need for which these documents are needed. For example in order to solve Inheritance related issues and procedures, or to access governmental social programs. Accessing these complementary needs is important to raise awareness with the population about the benefits of having basic legal documents. For example, with an ID, low-income people could access pension programs for elders and population with disabilities, health insurance and conditional cash transfer programs, etc. With a property title, low-income families could access governmental housing programs. With a Legal Personality a communal/neighbour/social organization could present proposals in the municipal participatory budget, etc.

For more information, See the Related Services from Product Portfolio humanitarian crisis used in Peru the Annex.

Review it

2.2. MJ4All Tools

In order to quickly set up a MJ4All program responding to the humanitarian needs in a disaster, various tools and systems have been developed.

For more information, See the product portfolio used in Peru in 2015/16 natural disasters (earthquake in Pisco and inundations in Amazon) in the humanitarian toolkit used in Peru during humanitarian crisis in the Annex.

Review it

1. Legal Needs Quick Scan

An emergency context urges fast responses. The provision of lost basic legal documents, mainly civil documentation and property papers, is crucial for the protection of disaster victims' rights, the access to relief assistance and recovery. To respond to this phase of the emergency, MJP, in coordination with MJ4All, developed a Legal "Quick Scan" which enables the MJ4All team quickly to identify which legal needs the victims have.

The legal needs quick scan has been tested after a large fire in Pisco that destroyed destroyed over 75 houses in the human settlements "Juan Vergara Matta and Beatita de Humay". To identify their legal needs, a questionnaire was developed with 12 questions. It was divided in four parts:

i. Demographics of household

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ii. Identification of all basic legal documents of the family members destroyed during the incident. We use a table with the options of name, age, and a list of basic legal documents related with disasters: birth certificate, ID, property title, property certificate, legal personality, other.
iii. Access to basic legal documents before the fire, to identify if all the family members had the above mentioned basic legal documents before the incident.
iv. Access to legal aid: We asked them if they wanted help from MJP to obtain or recovery the basic legal documents. Also we asked them if they needed/wanted MJP help to do other processes as filling out forms, etc.

The use of the Legal "Quick Scan" was successful and allowed MJP identified 155 fire victims and help them recovery over 200 basic legal documents, mainly civil documents.

For more information, see the Legal Quick Scan Tool of Tools Humanitarian crisis used in Peru in the Annex.

Review it

2. The Accountability and Transparency Tool: Complaints Registration Systems (CRS)

The complaint procedure is essential in the aftermath of a humanitarian disaster. Following a humanitarian disaster, there is a lot of material aid available and at the same time, there is often chaos due to the malfunctioning of the ordinary administrative and legal procedures. Therefore, it is important to have a mechanism in place so there is someone that people can complain to; the complaints need to be followed-up with evidence-based lobbying activities.

In the MJ4All daily work, the Legal Unit identifies legal obstacles for the solution of basic legal documents and the Social Unit identifies irregularities in the provision of humanitarian aid and other relevant topics. These irregularities should be registered in the MJ4All Complaints Registry System (CRS). The CRS is a software system that enables irregularities and corrupt practices to be registered. This information is used for lobbying. The registry of the obstacles and irregularities permits MJ4All present reports of recommendations to relevant institutions.

For more details about the CRS see below in 2.3 MJ4All systems and ICT application. For more details on how MJ4All conducts evidence-based lobbying, see the Microjustice4All Accountability and Lobbying Tool.

For more information, see the Transparency & Accountability Tool of Tools Humanitarian crisis used in Peru in the Annex.

Review it

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2.3. MJ4All Systems and ICT applications

1. Tools for the service provision

In the daily work, the MJ4All teams work with useful tools needed for the provision of legal services:

Pricing tool: we calculated the costs using the MJ4All pricing tool. This tool enables MJ4All organizations calculate internal and external costs for case solution. Internal costs include basic legal documents fees, communication, transportation and supplies costs; and external costs include the time of each team member for solving each individual case and the functioning of the legal clinic.

Case Management Systems related Work sheets:

- *Legal consultations sheet*: when beneficiaries ask for legal advice, the legal facilitator fills out a sheet with information about the consultation and the user's contact details. This information is saved in the MJ4All Case Management System (CMS) – see below for details about the CMS.
- *Opening case sheet:* when we undertake a legal case, we ask the client to sign an opening case sheet that includes the client's contact information, a description of the case, a list of the legal papers, the agreed subsidy and user contribution fee and the client's signature and the terms and conditions.
- *Closing case sheet:* when the case has been finished, we asked the clients to sign a sheet that contains a list of the returned documents. The original sheet is saved in the client's case file as proof of our work and a copy is given to the client.

The opening and closing case sheets could be printed out from the CMS.

- *Satisfaction case sheet:* after the case has been closed, the client is interviewed by a staff member who was not involved with the case. The questionnaire explores the efficiency and quality of the service. This information is saved on the CMS and in hard copy.
- *Legal campaign sheets:* we improved the checklist of materials for the campaign. We created a special consultation sheet for public events, which is simpler and faster to fill out than the regular consultation sheet.

2. MJ4All ICT Applications: Case Management System, Need Assessment Tool and Complaints Registration System

To increase efficiency, MJ4All has developed three software systems: the Case Management System (CMS), the Needs Assessment Tool (NAT), and the Complaints Registration System (CRS):

- *Case Management System (CMS):* the CMS software was developed by MJ4All in 2014 and was adapted to emergency contexts in 2015. The Case Management System (CMS) enables organizations to administer their cases, consults, outreach events, financial administration and workflows. This is an important source of information for a number of purposes:
  - Assessing the products and the corresponding manuals;
  - Assessing the legal needs of clients;
  - Tracking how many cases and consultations are processed each month;

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- Setting targets for how many should be processed in the coming months;
- Refining the pricing of products.

The CMS automatically generates a number of different reports, such as:

- Lists of recent/or old cases and consults;
- Lists of completed cases and consults;
- Comparisons between different types of cases;
- Summary of different types of beneficiaries;
- Lists of attendees at events;
- Lists of Key Performance Indicators (KPI)

The CMS is a monitoring tool that is vital for monitoring and improving the organization's performance.

For the pilot projects we created a CMS for each project location (Pisco, Maynas) in Peru. For the project we made minor adaptations, including more demographic details, project reports and specifications of the local context (specific legal services, prices, etc.). Furthermore, we created a new option in the CMS to save copies of legal documents provided during the project as prevention for future disasters.

- *The Needs Assessment Tool (NAT):* It is a software tool designed to measure the needs of a target population by creating personalized questionnaires and then analyzed. This tool seeks to be flexible and easy to understand and use for field staff. In the next stage, more tools will be added to the system.

  For the baseline study conducted in the Pisco pilot project in Peru, we used Kobo Toolbox. It is a free and open source software tool for field data collection for use in humanitarian crises; however we had some issues obtaining automatized reports for each area. So it took longer for our research team to organize the data manually. Based on this experience, MJP and MJ4All created NAT. One of the main challenges we faced using Kobo Toolbox and NAT was that we could not use this software on smartphones due to the insecurity of the areas. Consequently, the local teams had to fill out the responses first on paper and later in NAT. Despite this difficulty, NAT saved time in terms of organizing and analysing data. We used NAT for the Maynas baseline study, the Pisco Legal "Quick Scan", the "fit-for-purpose" land administration field mapping, and the pilot projects evaluation.

- *The Complaints Registration System (CRS):* This is the software that supports the Accountability and Transparency Tool. It is an online computer tool designed to measure in order to record incidents occurring in the public and private administration in various areas regarding the attention to the population. This tool seeks to be flexible and easy to understand and use for staff working in the field. This software complements the Accountability & Transparency Tool developed by MJ4All. It enables irregularities and corrupt practices to be registered. This information is used for lobbying.

  In Peru, during the pilot projects, the majority of complaints were about corruption of municipalities and local leaders in the provision of relief assistance

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and problems with accessing governmental social programs after emergencies. The local teams said the CRS system was simple and easy to use. The CRS took a while to develop so it was only ready to use towards the end of the pilot.

For more information, see the ITC of Tools Humanitarian crisis used in Peru in the Annex.

Review it

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End of the preview of Microjustice4All Humanitarian Crisis Handbook.

If you are interested in the method and/or the toolkit, please send an email to info@microjustice4all.org to obtain the complete document.

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Annex 1: Toolkit Contents

- **Addressing Legal Issues of victims in Disaster Contexts: A Desk Study of Existing Best Practices**

This paper has been written as the first component of this program of MJ4All, in order to provide an overview of existing best practices in legal rehabilitation in humanitarian aid settings and provide an analysis of several case studies.

Review it

- **Brief Introduction Microjustice4All Legal Service Provision in Humanitarian Crises**

The legal aspects of emergency response, disaster relief and rehabilitation are essential and need to be structurally integrated into the humanitarian response.

Review it

- **Experiences conflict related in other countries**
  - Colombia
  - Georgia
  - Iraq
  - Sudan
- **Experiences Kenya refugees**
  - Feasibility Study Report MJ4All for refugees in Nairobi Kenya
- **Experiences Peru natural disaster related**
  - Baseline Studies MJ4All Programs
  - Impact Evaluations of MJ4All programs
  - Report on experiences
- **Experiences Post War legal Rehabilitation Western Balkans**
  - Lobbying reports on refugee rehabilitation Balkan
  - Report legal rehabilitation refugees Serbia 2002-2004

- **Product Portfolio humanitarian crisis used in Peru**
  - Civil Documentation Products
  - ICT Tools
  - Legal Personality Products
  - Legal Quick Scan Tool
  - Pricing Tool
  - Property Registration Fit for Purpose methods
    - background fit for purpose surveying
    - guides and tools
    - hojas de ruta
  - Related Services
  - Transparency and Accountability Tool
  - Work Sheets

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