Implementation Status & Results
Jordan
Enhancing Community-Driven Legal Aid Services to the Poor (P128689)

Operation Name: Enhancing Community-Driven Legal Aid Services to the Poor (P128689)
Project Stage: Implementation
Seq.No: 3
Status: ARCHIVED
Archive Date: 09-Jul-2013

Country: Jordan
Approval FY: 2012
Region: MIDDLE EAST AND NORTH AFRICA
Lending Instrument: Technical Assistance Loan

Key Dates
Board Approval Date 12-Oct-2011
Original Closing Date 08-Aug-2015
Planned Mid Term Review Date 02-Sep-2013
Last Archived ISR Date 30-Oct-2012
Effectiveness Date 04-May-2012
Revised Closing Date 08-Aug-2015
Actual Mid Term Review Date 07-Sep-2013

Project Development Objectives
The development objective is to support the legal empowerment of the poor and other vulnerable persons by improving access to justice sector services based on demand-side priorities of poor communities and supported by community-driven implementation.

Has the Project Development Objective been changed since Board Approval of the Project?
☐ Yes ☐ No

Component(s)
Component Name Component Cost
Capacity-Building of Legal Aid Institutions 0.18
Provision of Enhanced Legal Aid Services 2.19

Overall Ratings
Progress towards achievement of PDO Satisfactory Satisfactory
Overall Implementation Progress (IP) Satisfactory Satisfactory
Overall Risk Rating Low Low

Implementation Status Overview
Component 1
Activity 1 – Develop work policies and standards
Justice Center for Legal Aid (JCLA) documented its current administrative procedures including the processes for intake and review of requests for legal aid, eligibility criteria, case referral from partner organizations, case documentation, and file management including automated case management procedures. These documents will be reviewed by an expert consultant to identify gaps and recommend revisions to administrative practices. Once amended, as necessary, the documents detailing administrative procedures will be used as a
Activity 2 – Improved Case Management and Statistics
JCLA hired a local IT consultant who conducted an initial evaluation of its existing case management system. The consultant made recommendations on improving administrative procedures, and prepared the technical specifications to be used in a RFP document which will be used to contract a national IT company to upgrade the existing case management system. The Request for Proposal and procurement processes are now taking place.

Activity 3 – Quality Assurance and Institutionalizing Feedback from Local Communities
A TOR for a quality assurance consultant was developed.

Component 2
Activity 1 – Establishment of a Comprehensive Legal Aid System for the Most Poor and Vulnerable
Rollout of Legal Aid Clinics:
JCLA conducted site visits and meetings with CSOs operating in targeted geographical locations including, Irbid, Mafraq, Jerash, Ajloun, Aqaba, Karak and Ma'an.
JCLA conducted several round table discussions with stakeholders and probable partners operating in the said areas, in order to identify needs and possible challenges.
JCLA also conducted meetings with the municipal officials in the major cities. Two of the main municipalities have agreed to host legal aid clinics - the Municipality of Irbid and the Aqaba Special Economic Zone Association.

Recruitment of Staff
JCLA hired seven lawyers who were already trained and knowledgeable in provision of legal aid services to the poor to serve as the initial nucleus of the legal resources, they have initiated the provision of legal services and later will be involved in training and supporting the full legal team, to be recruited in each governorate as the project progresses.
JCLA also prepared TORs, advertised and started the recruitment process that will enable it to hire the project team on a national level.
JCLA hired a procurement specialist to be able to update the status of the program regularly.

Legal Services
Throughout this reporting period, JCLA provided more than 1419 legal counseling sessions and 1014 legal representation services, most of them related to personal status (family law) issues.
Beneficiaries are poor persons, primarily women (68% of beneficiaries), and vast majority of beneficiaries (1008 of the 1419 consultations and 719 of the 1014 legal representations) are related to personal status issues (access to alimony child support and dowries, and divorce cases). The statistics are demonstrating the common intersection of the justice sector and poverty - poor women needing assistance in accessing what might be their only considerable economic assets (alimony, child support and dowries).

Activity 2 – Enhanced Legal Awareness
Through this period, JCLA implemented 14 awareness sessions in targeted areas in Amman, Zarqa, Rusaifah and Madaba. Sessions were attended by 415 persons.
The topics covered include: Sexual Harassment, Civil Status Law, Labor Law, Child Rights, Lord Tenant Law, Social Security, Inheritance Rights and Elections Law. Targeted groups included: Women, Youth, public in general. Feedback forms have been developed for beneficiaries, which help ascertain the knowledge gained during the awareness sessions, provide feedback on the quality of the awareness sessions and provide opportunities for beneficiaries to identify additional priorities for future awareness sessions.
JCLA developed the two video clips for their public information campaign.

The first video is of actual beneficiaries, and they highlight the most common types of cases (the head-scarved woman that shows her face is actually now employed at one of the legal aid centers, she was the victim of domestic abuse):
husbands failing to provide living expenses to wives (required under the Personal Status Code)
access to alimony and child support after divorce
domestic violence
employment abuse (non-payment of salaries and benefits)
financial fraud (using the names of poor persons to fraudulently obtain loans without their knowledge, usually done by forging documents)
http://www.youtube.com/watch?v=zo_FmraV9oI

The second video is for public information. It is a dramatization raising issues usually viewed as taboo, while conveying the message that JCLA provides legal assistance to people with such problems. It was linked to a graffiti contest done by JCLA.
http://www.youtube.com/watch?v=mKViT61KEp4&feature=endscreen

Activity 3 – Building Partnerships with Local Communities
JCLA has prepared for the rollout of its legal aid clinics by conducting meetings with civil society organizations in all governorates, and developing collaboration mechanisms including referral systems and co-location of JCLA staff. The total number of partnerships established is as follows: Irbid 6; Mafraq 3; Jerash 3; Aqaba 3; Maan 1; Tafileh 4; Zarqa 6; Rusaifah 4; and Salt 2.

Locations
No Location data has been entered

Results

Project Development Objective Indicators

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<thead>
<tr>
<th>Indicator Name</th>
<th>Core</th>
<th>Unit of Measure</th>
<th>Baseline</th>
<th>Current</th>
<th>End Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Poor persons accessing legal counseling and representation are able to exercise their legal rights and/or resolve disputes</td>
<td>☐</td>
<td>Number</td>
<td>Value</td>
<td>Date</td>
<td>Comments</td>
</tr>
</tbody>
</table>

Intermediate Results Indicators

Review of legal counseling cases (post-counseling surveys) and legal representation cases (automated case management system) demonstrate positive results, to be defined by the type of case, in 75% of cases.
**Indicator Name**

| Poor communities are more aware of their legal rights and the mechanisms for exercising and enforcing them |

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**Comments**

JCLA implemented 14 awareness sessions in targeted areas in Amman, Zarqa, Rusaifah and Madaba. Sessions were attended by 415 persons.

At least 80% of beneficiaries attending legal aid awareness sessions report an increase in awareness during exit interviews.

**Indicator Name**

| Legal aid services are delivered to the most poor and vulnerable Jordanians in a comprehensive, coordinated and efficient manner |

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**Comments**

Beneciaries to date: Legal representation - 1014 Legal Counseling - 1419 Public Information - 415

Number of direct target beneficiaries
Legal representation: 6400 individuals
Legal counseling: 9,500 individuals
Legal awareness: 7,500 community member

- 20 MoUs with CSOs signed regarding referrals
- Expansion of pro bono lawyer’s network to include Irbid and Ma’an Governorates
- Six new legal aid clinics established
- Four legal aid clinics co-located with local civil society organizations
- Implementation of means test

**Data on Financial Performance (as of 30-Jul-2012)**

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<thead>
<tr>
<th>Financial Agreement(s) Key Dates</th>
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<tr>
<td><strong>Project</strong></td>
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<td>P128689</td>
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**Disbursements (in Millions)**
**Project** | **Ln/Cr/Tf** | **Status** | **Currency** | **Original** | **Revised** | **Cancelled** | **Disbursed** | **Undisbursed** | **% Disbursed**
--- | --- | --- | --- | --- | --- | --- | --- | --- | ---
P128689 | TF-11326 | Effective | USD | 2.61 | 2.61 | 0.00 | 0.30 | 2.31 | 12.00

**Disbursement Graph**

![Disbursement Graph](image)

**Key Decisions Regarding Implementation**

None.

**Restructuring History**

There has been no restructuring to date.

**Related Projects**

There are no related projects.