

## 4. SCALING PARALEGALS AND FACILITATORS

Paralegal programs and judicial facilitators already reach a certain scale, see our report [Understanding Justice Needs](#). They connect local, informal interventions, with the systems of courts and lawyers. Other variations of this local provision of legal services exist as well, and provide additional inspiration. This venture would improve the overall quality of services, find ways to make them sustainable and make them ready to cover 90% of the population. Inspiration would come from the health care sector, which has developed several models for delivering primary health care.

### 4. SCALING PARALEGALS AND FACILITATORS

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| Goal:                                | Scaling the best bridge-building models and making them sustainable.  |
| Activity                             | Develop funding models that integrate the volunteer, paid and subsidized services effectively. Create systems that bring transparency and safeguard quality. Investments in standardization and IT. Redesign of professional rules for lawyers. Develop links to informal or formal judges so that bridge-builders can guarantee solutions. (Develop secure, fair and predictable processes for accountability of government agencies.) |
| Deliverables                         | Funding models. Quality systems. Standardization and IT. Next version of professional rules for lawyers. Systems for linkages to informal or formal judges in which bridge-builders can refer problem to court quickly and effectively.   |
| Proof of concept and partners        | Facilitadores judiciales program in Latin America (OAS). Paralegal programs brought together by Namati. NGOs supported by donors such as Oxfam. HiiL Justice Innovation Accelerator Program.  |
| Business model                       | User fees. Micro-insurance and financing models. Contracts with (local) governments. Legal aid subsidies.   |
| First indication of resources needed | \$5 million for research and development in 10 countries<br>\$5 million per bridge-building organization to become scalable and sustainable.  |

SEE OUR REPORT *UNDERSTANDING JUSTICE NEEDS* FOR BACKGROUND AND DATA

Contact us at [info@hiil.org](mailto:info@hiil.org).

Visiting address: Fluwelen Burgwal 58, 2511 CJ The Hague, The Netherlands | [www.hiil.org](http://www.hiil.org)