

Five Key People-Centered Justice Processes

People-centered justice (PCJ) interventions must be data-driven, solutions-focused, user-friendly, prevention-oriented, and acknowledge multiple possible pathways for solving justice problems. The figure below illustrates five repeating processes required for USAID Missions, partners, and practitioners to put these principles into practice as part of their rule of law programming and related PCJ approaches.

DATA

Identify people and their problems.

PCJ approaches and interventions need data to accurately understand who has legal problems, how the problem impacts their life, and their knowledge of available solutions.



EXPERIMENT

Experiment to find the best problem—solution “fit.”

No reform effort works perfectly initially. Rather, it is often the case that multiple possible solutions must often be tried and evaluated.



IMPROVE

Improve the enabling environment to support implemented solutions.

An enabling environment is key to sustainable PCJ approaches. This requires durable reforms, public-private partnerships, and developing new technologies that support PCJ.



SOLUTIONS

Research and develop evidence-based solutions. Efforts to improve the resolution of legal problems and prevent their recurrence will need to be justified by data, evidence, and reasoning.



ENGAGE

Engage partners to iterate and learn. Engaging ordinary justice seekers and local actors in ideating solutions, mapping justice journeys, and evaluating how possible solutions are working is crucial.



Additional References: [Rule of Law Technical Note: People-Centered Justice in Five Key Processes](#)