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EVALUATION REPORT



**UDF- RLC-09- 338 Training of Justice System Professionals to Litigate before the
IACtHR (Inter-American Court of Human Rights) in Argentina, Brazil, Chile, Paraguay**

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Disclaimer

The evaluators are solely responsible for the content of this publication, which in no case can be considered to reflect the views of UNDEF, Transtec, or other institutions and/or individuals mentioned in the report.

Authors

This report was written by Luisa María AGUILAR and Irene GARCÍA. Landis MacKellar (Evaluation Team Leader and Transtec Quality Manager) provided methodological and editorial input, as well as quality assurance with the support of Aurélie FERREIRA, Evaluation Manager. Eric TOURRES was Project Director.

TABLE OF CONTENTS

- I. Executive Summary..... 1**
- II. Introduction and development context 4**
 - (i) The project and evaluation objectives 4
 - (ii) Evaluation methodology 5
 - (iii) Development context..... 5
- III. Project strategy..... 7**
 - (i) Project approach and strategy 7
 - (ii) Logical Framework 9
- IV. Evaluation findings 10**
 - (i) Relevance 10
 - (ii) Effectiveness 11
 - (iv) Impact 14
 - (v) Sustainability 15
- V. Conclusions 17**
- VI Recommendations 19**

- ANNEXES 20**
- Annex 1: Evaluation questions: 20
- Annex 2: Documents reviewed 21
- Annex 3: Persons interviewed..... 22
- Annex 4: Acronyms 23
- Annex 5: Survey of project beneficiaries..... 24

I. Executive Summary

(i) Project Data

This report presents the findings from the evaluation of the *Training of Justice System Professionals to Litigate before the IACtHR*¹ project implemented by the Centro de Derechos Humanos de la Facultad de Derecho de la Universidad de Chile (CDH)² in collaboration with the Inter-American Association of Public Defenders (AIDEF) and executed from November 1, 2010 to January 31, 2013.^{3,4} UNDEF provided a grant of US\$200,000, \$20,000 of which was retained for monitoring and evaluation purposes. Other donors, Ford Foundation and Open Society Institute, provided cofinancing of US\$89,000, bringing the total budget to US\$289,000.

The aim of the project was to increase victims' access to international justice through the Inter-American Court of Human Rights (IACtHR), whose Rules of Procedure were recently amended to improve their access to legal representation. The beneficiaries were AIDEF justice system professionals who had been named Inter-American Defenders (IADs) and public defenders (PDs). The project strategy focused on upgrading the technical and legal advocacy skills of these individuals for the promotion and protection of human rights, improving their understanding of international human rights standards, the 100 Rules of Brasilia Regulations, and the Inter-American Human Rights System (IAHRS), especially when arguing before the Inter-American litigation mechanism.

Part of the post-project evaluations financed by the United Nations Democracy Fund (UNDEF), the evaluation mission's objective is to undertake an in-depth analysis of UNDEF-funded projects to gain a better understanding of what constitutes a successful project, which will in turn help UNDEF devise future project strategies. Evaluations also assist stakeholders in determining whether projects have been implemented in accordance with the project document and whether anticipated project outputs have been achieved.

(ii) Evaluation Findings

As the first and only initiative in the region aimed specifically at training Inter-American Defenders, the project is highly **relevant** to the Latin American context, since the role of the IAD is still of very recent vintage and needs to be strengthened. The project is also in line with the IACtHR reform of 2009, instituted to improve victims' access to a legal defense through equality of the parties in proceedings, greater transparency, and greater involvement of the alleged victims. Capitalizing on earlier joint experiences, the CDH and AIDEF designed this project to empower public defenders, primarily promoting a more thorough knowledge of the Inter-American System, in terms of both theory and practice, at the regional level.⁵ The testimonies gathered confirm the relevance of the issues addressed and methodological approach to the expectations and needs of the IADs and PDs of the countries involved. The beneficiary groups acknowledge that they have gained a better understanding of the Inter-American Human Rights system at the regional and national level and have qualitatively improved their capacity to litigate before the IACtHR, an increasingly specialized and complex process.

¹ Inter-American Court of Human Rights

² Human Rights Center, University of Chile School of Law.

³ AIDEF is composed of national public Defender's organizations from 24 countries in the Americas.

⁴ According to the Project Document (contract signed on October 6, 2010), the initial project end-date was October 31, 2012; however, the project received a 3-month extension.

⁵ AIDEF <http://www.aidef.org/wtk/pagina/apresentacao>

The project's high degree of **effectiveness** enabled it to meet its objective, since all the Inter-American Defenders received a sound theoretical foundation and had the opportunity to complement it with practical experience through in-person sessions, participation in IACtHR hearings, and exchanges with the judges of the Court and public defenders from other countries of the region—all of which enriched their professional experience and gave them better tools for appearing before the IACtHR. A total of 53 public defenders, including all 21 Inter-American Defenders, took the four courses offered. The quality of the assistance offered by the technical team from CDH, as well as the academic level of the publications and course materials, contributed to the effectiveness of the activities.

The project likewise achieved a highly satisfactory degree of **efficiency** and an excellent cost-benefit ratio. Here, it is appropriate to note the professional competence of the CDH and the quality of the infrastructure provided by the University, which made a modern E-learning platform available to implement the online phase of the training courses and personalized assistance to the beneficiaries. The CDH optimized the use of financial resources and, moreover, secured IACtHR collaboration in financing several complementary activities—all of which is reflected in the academic quality of the courses and research conducted and in the design and distribution of the publications produced. Excellent use was also made of online sources, accessing the websites of social organizations and the participating public defender's offices.

With regard to **impact**, significant tangible achievements were observed both regionally and nationally. All the Inter-American Defenders in the Hemisphere and a substantial number of public defender's offices say that the project transformed their point of view and work practices and convinced them that proper interpretation of the law, considering international human rights standards is fundamental to protecting the rights of individuals. The public defender's offices of countries such as Colombia and Ecuador, which do not yet have Inter-American Defenders, participated in some activities. Beyond the geographical coverage, the beneficiaries appreciated the opportunity to share experiences and viewpoints and learn about the needs and problems of other countries. AIDEF's role in supporting public defender's offices has been strengthened. Several countries have succeeded in replicating the courses. The PDs are convinced that the process has helped build democracy in the countries, and they are willing to get involved in creating new venues for regional networking.

Factors pointing to the project's sustainability were identified, mainly at the technical and institutional level. First, the CDH's involvement and competence in research and training in the areas of justice, human rights, and democracy have built a solid foundation for continuity. Second, the involvement of AIDEF and other inter-American institutions has the potential to forge closer ties among public defender's offices in the region. IADs and PDs have served as multipliers in their countries and replicated the training they received. Growing demand for training, for greater knowledge of the Inter-American Human Rights System, and for the tools necessary to litigate before the IACtHR to empower IADs calls for the design of a short-term action plan that will lend continuity to the process. The CDH must look for new resources for this purpose.

The **value added** contributed by UNDEF was the creation of a venue to bring all the IADs together and enhance their skills. The opportunity this afforded them to work together and share experiences bolstered their capacity to improve access to justice. The project complements UNDEF's primary purpose of ensuring the participation of all groups in democratic endeavors and increasing access to justice by marginalized groups.

(iii) Conclusions

- The project has heightened awareness about the strategic role of public defender's offices in strengthening the democracies of the Hemisphere. Improving the understanding and practices of Inter-American and public defenders by giving them a more integrated, complementary grasp of the Inter-American System and its domestic implications for the countries has enhanced their image and role.

- The partnership between the CDH and AIDEF has helped cement the reputation and legitimacy of Inter-American Defenders as litigants before the IACtHR. At the same time, it has increased AIDEF's legitimacy in the Inter-American Human Rights System and with its members as a relevant stakeholder.

- There is better communication and cohesion between the Inter-American Defenders and public defenders. The formal and informal venues for interaction and professional consultation on cases created under the project produced a dynamic of belonging and ownership, especially at the regional level.

- This process has left its stamp at the macro level in terms of strengthening democracies, improving access to justice, and promoting human rights. States have become aware of their international treaty obligations; necessary structural changes to combat violations of the fundamental rights of citizens have been identified; defense of the rights of vulnerable populations has been optimized with the application of the 100 Rules of Brasilia. The studies that were conducted identified aspects of legal representation in the IAHRs that need improvement; the transfer of knowledge to other public defenders has been arranged. Continued assistance on the ground is needed to consolidate this progress.

- The project's methodological approach yielded excellent academic results, striking a balance between the online and in-person training. The quality of the assistance, technical support, and course materials was excellent and helped empower the beneficiary population.

- Inter-American Defenders are aware of their impact on the exercise of human rights, which has raised expectations and heightened demands, posing new challenges for the CDH and AIDEF.

- In the short term, the CDH and AIDEF must devise an institutional strengthening and sustainability strategy to capitalize on the progress made and lessons learned through the project.

(iv) Recommendations

- *Consolidate the empowerment of Inter-American and public defenders begun by the project.* The embracing of obligations under the IAHRs and acceptance of Inter-American Defenders as relevant actors are still in their infancy; thus, continued efforts are needed to consolidate this process. The collaborative dynamic that was developed between the CDH, AIDEF, public defender's offices, and the IACtHR must be cemented to facilitate coherent, sustainable integration of the Court reform. This is even more necessary in States that still have a long way to go to improve their justice system and establish public defender's offices. (See Conclusions iii and iv).

- Collaboration among the various actors involved in legal representation before the IACtHR (IADs, private attorneys, NGOs, CEJIL, etc.) must be improved by harmonizing the criteria for guaranteeing effective defense of the alleged victims. (See Conclusion iv b) and d))

- The CDH and AIDEF should jointly design an interinstitutional strategy for ongoing support to meet the expectations and demands of the IADs and PDs, enabling them to assimilate the lessons learned and value added contributed by the project and sustain them over time. (See Conclusion iv a), c), d), e), and f)).

- The CDH and AIDEF should search for an effective solution to guarantee the financial sustainability and continuity of the process begun. (See Conclusion vii).

I. Introduction and development context

(i) The project and evaluation objectives

This report presents the findings of the evaluation of the *Training of Justice System Professionals to Litigate before the IACHR*⁶ project implemented by the Centro de Derechos Humanos de la Facultad de Derecho de la Universidad de Chile (CDH)⁷ in collaboration with the Inter-American Association of Public Defenders (AIDEF) and executed from November 1, 2010 to January 31, 2013.^{8,9} UNDEF provided a grant of US\$200,000, \$20,000 of which was retained for monitoring and evaluation purposes. Other donors (Ford Foundation US\$27,000; Open Society Institute US\$61,600) provided cofinancing of US\$89,000, bringing the total budget to US\$289,000.

The aim of the project was to improve victims' access to international justice in the Inter-American Court of Human Rights (IACtHR), in response to its recent reform aimed at increasing access to legal representation. In 2009, the Inter-American Commission on Human Rights (IACHR) and the Inter-American Court of Human Rights (IACtHR) amended their respective Rules of Procedure, affecting individuals' access to justice through the Inter-American Human Rights System (IAHRS).

The project strategy focused on enhancing the technical and legal advocacy skills of justice system professionals from the Inter-American Association of Public Defenders (AIDEF) appointed to serve as Inter-American Defenders (IADs) and those of public defenders (PDs) as well. Its aim was to provide a better understanding of international human rights standards, the Brasilia Regulations, and the Inter-American Human Rights System (IAHRS), especially as they pertain to use of the Inter-American litigation mechanism. To this end, it focused on five priority areas: (a) The two organizations developed a syllabus addressing specific aspects of the IAHRS that included the respective training materials; (b) Training activities consisted of four semiannual courses for IADs, PDs, and justice system professionals; (c) Two regional workshops were held to complement the semiannual courses; (d) A study on the IAHRS was conducted to compare transparency and access to

⁶ Inter-American Court of Human Rights

⁷ Human Rights Center, University of Chile School of Law.

⁸ AIDEF is composed of national public defender organizations from 24 countries in the Americas.

⁹ According to the Project Document (contract signed on October 6, 2010), the initial project end-date was October 31, 2012; however, the project received a 3-month extension.

information before and after the reform; (e) To ensure the effectiveness of these activities, the project's technical team provided individualized assistance to the beneficiaries.

The evaluation mission is part of the post-project evaluations funded by the United Nations Democracy Fund (UNDEF). Its purpose is to undertake an in-depth analysis of UNDEF-funded projects to gain a better understanding of what constitutes a successful project, which in turn helps UNDEF devise future project strategies. Evaluations also assist stakeholders in determining whether projects have been implemented according to the project document and whether the intended project outcomes have been achieved.¹⁰

(ii) Evaluation methodology

The evaluation was conducted by an international expert and a junior national expert, hired under the Transtec contract with UNDEF. The evaluation methodology is spelled out in the contract's Operational Manual and is further detailed in the Launch Note. Pursuant to the terms of the contract, the project documents were sent to the evaluators in early February 2013 (see Annex 2). After reading and analyzing them, they prepared the Launch Note (UDF-RLC-09-338), describing the analysis methodology and instruments used during the evaluation mission to Santiago from March 18 to 22, 2013. The evaluators interviewed project staff and members of the CDH coordinating team. They also met with the Inter-American and public defenders that were the project's beneficiaries. The interviewees consisted of:

- The CDH team that coordinated this project;
- General Coordinator of AIDEF (the partner Organization)
- Members of IACHR (Costa Rica), who served as instructors for the training courses;
- Inter-American Defenders and public defenders from Argentina, Brazil, Chile, Dominican Republic, Paraguay, and Uruguay;¹¹

The experts also had an opportunity to sit in on live transmissions of the IACtHR sessions on the Pacheco Tineo v. Bolivia case, in which two Inter-American Defenders (from Brazil and Paraguay) who had attended the project's training courses participated. Annex 3 contains the complete list of persons interviewed.

(iii) Development context

Despite the array of international human rights instruments ratified by the governments of Latin America,¹² many challenges remain with respect to the full and effective exercise of those rights and the guarantee of equal access to justice, especially for vulnerable people of limited means. Some studies consider lack of access to justice one of the most serious problems in the Hemisphere, as it limits the real exercise of citizenship and thus undermines the democratic rule of law in the countries.¹³

The Inter-American Commission on Human Rights (IACHR) was created in 1959, before the existence of a human rights treaty. With the 1978 entry into force of the Inter-American Convention, the Commission was institutionalized and the Inter-American Court of Human Rights (IACtHR) was created. This system offers access to justice under equal conditions for the full exercise of human rights, thereby strengthening the rule of law in the Americas.

Both the IACHR and the IACtHR are organs of the Organization of American States (OAS). Since 1980, complaints alleging that a State has violated human rights must first be lodged

¹⁰ Operational Manual, page 6.

¹¹ Beneficiaries not residing in Chile were interviewed by videoconference or telephone. Those with availability problems were contacted by email.

¹² The Universal Declaration of Human Rights, the International Covenant on Civil and Political Rights, the American Declaration of the Rights and Duties of Man, and the American Convention on Human Rights.

¹³ *Obstáculos para el Acceso a la Justicia en las Américas*, Instituto de Defensa Legal (IDL) de Perú and Fundación Debido Proceso Legal (DPLF).

with the Inter-American Commission to conduct a quasi-judicial procedure. In the event that the Commission considers that the State infringed upon the human rights of the plaintiff and that the State does not follow with the measures suggested by the Commission, then the case can be referred to the IACtHR. Since 2003, through an amendment to the IACHR Rules of Procedure, alleged victims were granted the right to get in the process, even though the Commission continued representing alleged victims lacking legal representation; this implied a dual role for the IACHR when appearing before the IACtHR, as it was also acting as an organ of the State, examining individual petitions, promoting human rights, assisting States, and investigating the human rights situation in a country or a specific issue.¹⁴

In 2009, embracing what is now the prevailing “victims’ needs approach,”¹⁵ the IACtHR adopted a reform, approving new Rules of Procedure.¹⁶ Under this reform, transparency and procedural equity between opposing parties are fostered, creating the figure of the “Inter-American Defender,” or IAD. The role of the IAD is to represent the alleged victim before the IACtHR when he or she lacks either the economic means or legal representation with the aim of reducing the economic, social, cultural, and gender inequalities that create barriers to justice.¹⁷

In 2011¹⁸ AIDEF became responsible for appointing the Inter-American Defenders who would legally represent and defend people in vulnerable situations. It also shouldered the responsibility of training the defenders in the intricacies of the IAHRs and furnishing them with the tools needed to litigate before the IACtHR under the new Rules of Procedure.

To date, three cases brought by alleged victims lacking legal representation have been assigned to six IADs.¹⁹ AIDEF has become a legitimate participant in the IAHRs through the agreements signed²⁰ with the OAS (IACHR and IACtHR) to promote inter-American public defense and guarantee and increase access to justice by alleged victims, making the defense of human rights a reality. In March 2013, a new agreement was signed with the IACHR to develop a regulatory framework that would facilitate access to justice for the most vulnerable groups.

Access to justice in Latin America is still a work in progress; some cases have taken as long as seven years between the time the complaints were lodged for a hearing before the IACtHR, underscoring the urgency of improving access to the IACHR. In addition to institutions and instruments to guarantee the full exercise of human rights, experts are needed with the specific technical skills to make optimal use of these instruments. The baseline identified by the participating institutions reveals a lack of harmonized training on the IAHRs for PDs and tools for litigating before the IACtHR. In order to meet the identified needs, the CDH and AIDEF designed the *Training of Justice System Professionals to Litigate before the IACtHR* project. The project’s aim is to strengthen government institutions and

¹⁴For more information, see: Modificación de los reglamentos de la Corte Interamericana de Derechos Humanos y de la Comisión Interamericana de Derechos Humanos al procedimiento de peticiones individuales ante la Corte, Cecilia Medina. <http://www.anuariocdh.uchile.cl/index.php/ADH/article/viewFile/17001/20530> (in Spanish)

¹⁵Victimización, víctimas y acceso a la justicia, Hans-Jörg Albrecht, p. 505.

¹⁶Memorandum of Understanding between the Inter-American Court of Human Rights and Inter-American Association of Public Defenders. San José, September 25, 2009.

¹⁷For more information, see: Comité Jurídico Internacional, Informe Anual del Comité Jurídico Interamericano a la Asamblea General 2008. <http://www.oas.org/cji/INFOANUAL.CJI.2008.ESP.pdf>

¹⁸Reglamento para la actuación de la AIDEF ante la IACtHR, Aprobado en Guatemala el 11 de noviembre de 2009 y reformado en la Reunión del Consejo Directivo, celebrada en la ciudad de Panamá, el día 1 de diciembre de 2011.

¹⁹"Furlan and Family v. Argentina", "Mohamed v. Argentina", "Pacheco Tineo Family v. Bolivia"

1. ²⁰Agreements signed by AIDEF:

- (a) On 2009, AIDEF and IACtHR : <http://www.corteidh.or.cr/convenios/aidef2009.pdf>
- (b) On 2011, AIDEF and OAS: <http://www.oas.org/dil/AgreementsPDF/90-2011.PDF>
- (c) On 2013 AIDEF and IACHR: <http://www.aidef.org/wtk/pagina/materia?id=385>

provide alleged victims with a defense and greater access to justice, thereby ensuring the effective exercise of human rights and reinforcing the rule of law in Latin America.

II. Project strategy

(i) Project approach and strategy

In response to the need for specific training stemming from the creation of the new function of Inter-American Defender, the project strategy sought to offer all Inter-American Defenders and a group of public defenders selected by AIDEF a venue for reflection and individual and group learning that would contribute to the construction of new perspectives on access to justice and the exercise of human rights in the Inter-American Human Rights System.

The regional project centered its activities on promoting opportunities for information sharing, academic training, and discussion through empowerment of the strategic actors who litigate before the IACtHR under the recent reform to improve victims' access to legal representation. The priority topics addressed issues related to international human rights standards, the Brasilia Regulations, and the Inter-American Human Rights System (IAHRS). Criteria and procedures that could help participants learn about and evaluate the workings of the IACtHR were examined in depth, improving the litigation skills of the beneficiary professionals. The course offered high-quality academic content and training. Ten of the 14 weeks of training were devoted to online work, one to in-person meetings, and three to the preparation of a final project. The in-person training enabled the project to better meet the actual needs of the beneficiary groups and at the same time capitalize on and harmonize their strengths and expectations.

The Manual on the Court's new Rules of Procedure, prepared by the project's technical team, was a key reference tool. The project sought to reach beyond the Latin American dimension to produce a real impact in the participating countries. This strategic approach was viewed very highly by the participants, who commented that it would have been

extremely hard for many countries to obtain this type of information and training and have the opportunity to participate directly in the IACtHR hearings.



Training course 1: "100 Rules of Brasilia and the Inter-American System". Presentation by Cecilia Medina Quiroga, member of the United Nations Human Rights Council and president of the former UN Commission on Human Rights in 1999 and 2000. Judge of the Inter-American Court of Human Rights from 2002 to 2009.

The participants said that the course had helped vanquish ignorance about international law, in the country and promote greater commitment and awareness among justice system professionals, gradually overcoming domestic resistance to the IAHRS mechanism and the enforcement of international treaties.

The beneficiary population included all 21 Inter-American Defenders and a group of public defenders and justice system professionals from the participating countries. AIDEF, as the Inter-American Association of Public Defenders, played a key role in selecting the participants, attempting to cover the specific needs in the countries while capitalizing on existing skills that could be disseminated and transferred in the region. Interviews with the different types of actors revealed the high level of motivation and awareness raised among IADs and PDs. The instructors interviewed remarked on the excellent academic performance of the beneficiaries, noting the changes observed in them during the training process, their commitment and involvement, and their clear desire to learn about this particular area.

Regionally, the project has trained public defenders from Argentina, Brazil, Chile, Colombia, Costa Rica, the Dominican Republic, El Salvador, Guatemala, Honduras, Nicaragua, Panama, Paraguay, and Uruguay.

“The courses are very good—demanding and very intense. They require a lot of effort, but the methodology of weekly readings, evaluations, etc. is excellent. The (courses) are extremely positive. We were able to talk to each other, which was a very enriching experience—sharing ideas, points of view, thoughts, information about our situation, and learning about the laws in each country. We also had an opportunity to listen to the IACtHR attorneys and judges, which was a very practical experience.”

Antonio Maffezoli, Brazil, Inter-American Defender



Course 2: “International Responsibility of the States and Redress in the IACtHR.” Presentation by Claudio Nash, Current Director of the CDH

(ii) Logical Framework

The table below summarizes the project’s intervention logic, which was expressed in two results. It also illustrates the activities carried out and their contribution to achieving the results and objectives pursued.

| Activities | Expected results | Medium-term impacts mediano | Long-term development objectives |
|---|---|---|--|
| <ul style="list-style-type: none"> ▪ Methodological design and implementation of four syllabi on IAHRs; Course Manual on the Court’s new Rules of Procedure; instructional materials and Quarterly Bulletin. ▪ Organization of four courses for AIDEF professionals; ▪ Dissemination of all publications through IADs and public defender’s offices in the region and via websites; ▪ Two national workshops (in Argentina and the Dom. Rep.) | <ol style="list-style-type: none"> 1. Training syllabus and course materials, including a manual on the Court’s new Rules of Procedure prepared and distributed 2. Total 53 AIDEF justice system professionals trained about the IAHRs and their capacity to litigate before the IACtHR strengthened. 3. 41 justice system professionals from Argentina and Dominican Republic trained in the 2 national workshops | <p>R1- Alleged victims have increased access to justice before the Inter-American System</p> | <p>AIDEF and the IACHR signed a cooperation agreement for Inter-American Defenders to participate in cases filed with the IACHR in which the alleged victims do not have an attorney.</p> <p>The two organs of the Inter-American Human Rights System recognize the importance and quality of the performance of the IADs in the defense and protection of human rights in the Hemisphere.</p> <p>Strengthening of the IADs’ role and creation of public defender’s offices across the Hemisphere.</p> |
| <ul style="list-style-type: none"> ▪ Study of the Inter-American Human Rights System (523 cases), evaluating victims’ access to justice and legal representation- and its relation to transparency and access to information. ▪ Ongoing support and assistance to IADs who have been assigned to argue cases before la IACtHR; ▪ Signing of a cooperation agreement between AIDEF and the OAS (2011). | <ol style="list-style-type: none"> 4. 523 regional justice cases produced and disseminated 5. Regional justice system professionals supported | <p>R 2 – Regional justice system professionals play a key role as Inter-American Defenders in providing alleged victims with greater access to justice.</p> | <p>Effective support for communication and coordination among IADs, PDs, and justice system professionals in their advocacy before the IACtHR and the IACHR</p> <p>Contribution to the development and strengthening of democracy, for greater access to and the protection and effective exercise of the human rights of citizens in vulnerable situations</p> |

III. Evaluation findings

(i) Relevance

The mission found the intervention to be highly **relevant**, basically in the following areas: The project's stated objective is relevant to the regional context, since it falls squarely within the IACtHR reform aimed at improving victims' access to a legal defense through equality between parties in proceedings, greater transparency, and greater participation by the alleged victims.

Moreover, the project adhered to the strategic guidelines of AIDEF, since it contributed to the defense of human rights, promoting assistance, representation, defense, and access to quality advocacy. It also bolstered public defender's offices and leveled the playing field in terms of knowledge about human rights at the regional level.²¹ AIDEF's connection with the CDH came from its experience providing training in human rights and democracy; the two institutions had worked together on previous occasions, consolidating their institutional linkage with this project to defend the effective exercise of the human rights recognized in the American Declaration of the Rights and Duties of Man, the Universal Declaration of Human Rights, the International Covenant on Civil and Political Rights, and the American Convention on Human Rights.

The project objectives were consistent with the beneficiaries' needs, given the relatively new responsibilities acquired by public defenders once they were named Inter-American Defenders under the reform of 2009 and the IACtHR's new Rules of Procedure, also aimed at promoting access to justice for people of limited means.

"The Inter-American Defender is a figure that 'has just emerged and is here to stay' and while there may be questions and the debate is still ongoing, Chile is ready to stand at the forefront of these processes and provide training for judges, the police, and other justice system professionals so that they fully understand the human rights dimension."

Georgy Schubert, National Defender, Chile, and Inter-American Defender

According to the testimonies gathered, the subject matter addressed in the training courses was responsive to the needs of the countries involved, as it fostered greater understanding of and connection with the IAHRs in the countries and Latin America in general.

The methodology employed in the implementation of the different project components was also relevant. Specifically, the training courses successfully linked online training with in-person training, fostering complementarity between theory and practice. Furthermore, the project's materials and publications on the IAHRs and Rules of Procedure furnished the knowledge and practical tools needed to litigate before the IACtHR. These aspects were highly valued by the members of the IACtHR, who stated that the work of the Inter-American Defenders is essential for improving access to, ensuring the effective exercise of, and respecting human rights. Litigating before the IACtHR is an increasingly specialized and complex endeavor. It is therefore necessary to provide a technical defense and guarantee individuals without means access to the IACtHR and quality representation for arguing their case.²²

The gender approach has been employed in the project activities, and a fairly balanced proportion of women (22) and men (31) was observed among the defenders benefitting from the project.

²¹ AIDEF <http://www.aidef.org/wtk/pagina/apresentacao> (in Spanish)

²² As Romina Sijniensky (IACtHR attorney and project instructor) mentions.



Course 3 “Training Course for Inter-American Defenders: In-depth Study of International Human Rights Standards.” Experience and Exchanges with IACtHR Judges.

(ii) Effectiveness

The project was highly **effective**, as it has obtained excellent tangible results, achieving the objective and results defined at the outset. It has strengthened the capacity of Inter-American Defenders and public defenders in terms of knowledge about the IAHRs and more effective use of its tools for litigating before the IACtHR. At the time of the evaluation, six Inter-American Defenders had litigated before the Court, and 100% of the judgments handed down to date have found in favor of the victims. AIDEF’s General Coordinator²³ underscored the importance of the solid theoretical foundation that the defenders had received and the opportunity they were given to participate in hearings, argue before the judges of the Court, interact with defenders from other countries of the region, and gain practical knowledge—all of which enriched their professional experience and provided them with concrete tools for arguing before the IACtHR.

“I had taken master and doctoral courses before, but this was the first time I had done it online. At first, I was reluctant, but I quickly got used to the system. It was fantastic! We were very connected; it was easy to access and produced results.”

Marcelo Torres, Inter-American Defender, Paraguay

The participants characterized the topics addressed and the methodology employed as excellent. They noted that academically, the courses were very demanding but that completing the training was worth the effort, since it met their expectations, improving specific capacities and practices required for arguing before the IACtHR and national courts.

The participants also characterized the online phase, which was new to some of them, as excellent and

²³ Laura Hernández

tailored to their needs. Many of them commented that had the course been only in-person, they would not have been able to devote the necessary time to it. The monitoring system developed by the project's coordinating team, specifically tailored to each training session and fully personalized, was excellent and helped optimize the results.

The in-person sessions and two workshops, managed by the CDH and IACtHR, offered a real opportunity to deepen and compare the knowledge gained, providing an opportunity for the participants to share experiences, practices, strategies, and procedures. These mechanisms helped the defenders prepare to litigate before the IACtHR and enabled them to evaluate their initial efforts.

A total of 53 defenders were trained, including all 21 Inter-American Defenders. Many of the participants took more than one course. In fact, if the total number of people in the four training courses were counted, without considering that some people repeated the courses, the number of participants would come to 88.

“The expectations were very high. I felt insecure about doing the work because it was something new. In addition to obtaining information, we learned how to look at a case and what points to look for and study, how to reason, applications, the context, etc.”
Antonio Mafezzoli, Inter-American Defender, Brazil

Another component clearly contributing to the project's effectiveness was the instructional materials produced specifically for each course. These materials were rated very highly by the participants, who considered them excellent. The full contents of the semiannual courses were published in four syllabi: (i) the 100 Regulations of Brasilia and the Inter-American Human Rights System; (ii) the International Responsibility of States and Redress in the IACHR; (iii) Training Course for Inter-American Defenders: In-depth Study of International Human Rights Standards; and (d) In-Depth Study of Procedures in the Inter-American Human Rights System. The manual “Inter-American Human Rights System: Introduction to its Protection Mechanisms” (manual on the Inter-American System's new Rules of Procedure), which includes an update of a 2007 CDH study on the most important features of the human rights system in the Americas, was also published. The update includes the new reforms and changes in the IAHRs. The book *Transparency, Accountability, and the Inter-American System* described the discussions held among experts in human rights, transparency, and corruption in November 2011; added to this were the two programs for the



Course 4: "In-Depth Study of Procedures in the Inter-American System. Presentation of Oscar Parra, IACtHR member

national workshops, along with eight issues of the Bulletin of Case Law of the Inter-American Court of Human Rights, which complemented the defender's training on the IAHRs and the operations of the IACtHR. The CDH also conducted the study *Access to Justice in the Inter-American Human Rights System: Transparency and Legal Representation*. This investigation focused on public information and

access to justice, analyzing the lack of transparency in the procedure for determining the admissibility of cases filed with the IACHR and their transfer to the IACtHR. A total of 523 cases filed with the IACHR were reviewed to identify the factors that could delay a case filed with the IACHR and its transfer to the IACtHR.

The participants used the words “unique” and “excellent” to describe the project, recognizing that their participation in the courses had made them aware of their specific professional development needs. According to some of the interviewees, in addition to promoting assimilation of the lessons learned in their advocacy before the IACHR, IACtHR, and local courts in each country, this initiative fostered collaboration and provided an opportunity for the stakeholders involved (IADs, PDs, justice system professionals, and members of the IACtHR) to interact—one they all wish to build on in the short term to capitalize on their experiences.

(iii) Efficiency

In terms of **efficiency**, the CDH optimized use of the financial resources allocated to the project. The CDH receives support from the Ford Foundation, which funds the salaries of the team. The Center has an agreement with the University that enables it to take advantage of the institution’s excellent infrastructure, with its meeting rooms and modern E-learning platform. The platform was used to maintain smooth ongoing communication with the beneficiaries in the countries, and above all, to implement the online phase of the training courses. The technical and financial monitoring procedures were clear and precise. Moreover, in addition to the cofinancing originally budgeted, the CDH managed to enlist the collaboration of the IACtHR, which cofinanced the last two in-person training sessions, covering the participants’ transportation and lodging expenses. The funds freed up as a result of this contribution were used to hold a regional meeting of 16 experts (November 2011) and publish the manual on the Inter-American System’s new Rules of Procedure: *Inter-American Human Rights System: Introduction to its Protection Mechanisms*. Initially programmed for online publication only, the manual was printed and distributed to the Inter-American Defenders and all public defender’s offices in the region. In terms of academic quality, the content and design of the Manual and all the publications produced by the project was excellent. Furthermore, the information has been widely disseminated over the Internet through the websites of the CDH, AIDEF, and national public defenders offices of the countries involved, as well as that of the IACtHR.

“I was in charge of filing the first case in which an Inter-American Defender participated. It allowed me to witness the main dilemmas connected with the introduction of the IAD. I still remember the doubts expressed by Mr. DF (the victim). For the System, the experience was extraordinarily positive, and one of the most grateful people was Mr. DF (the victim) himself. For a person in a vulnerable situation due to poverty to have the support of an Inter-American Defender raises great hopes about improving access to justice in the IAHRs.

Oscar Parra, IACtHR, Course Instructor

In terms of the implementation timeline, the project was granted a 3-month extension (until January 31, 2013), due to the need to synchronize the original workshop agenda with the IACtHR hearing schedule. These changes, however, did not affect achievement of the expected results.

Concerning management and monitoring, the coordination team developed specific mechanisms for supervising implementation of the activities (studies and training) and organized monitoring visits in some of the participating countries.

Assistance to the defenders was provided basically online through a series of matrices developed by the team that allowed beneficiaries to be followed individually. At the end of each course, the participants were asked to complete a course evaluation using a scale of 1 to 7, in which 7 was the most positive. At the end of the training cycle, a final questionnaire was sent to 53 defenders who had participated in one or more of the four courses offered. The responses (57%) show the participants’ extremely positive opinion of the training (no

IAHRS and how States should integrate international treaties into their domestic legal system.

With regard to upgrading the professional skills of IADs and PDs, the evaluation team noted participants' view that the project had altered their perspective and work practices; they were now able to recognize more universal problems also found in other locations and recognize that correct interpretation of the law is essential for protecting and safeguarding the human rights of individuals. Some of the defenders interviewed commented that had they begun litigating before taking the course, they would have encountered problems, indicating that the training courses had provided a wealth of pertinent information that gave them a better understanding of how to do their job and significantly improved their performance. One of the Inter-American Defenders said that her participation in the project had been extremely useful for improving her standing before her country's Supreme Court, which has treated her with more respect since the training.



Meeting of Regional Experts: Third Meeting of Regional Experts: "Transparency, Fighting Corruption, and the Inter-American Human Rights System" (2011).

The project also raised awareness among Inter-American Defenders, who are committed to continuing the initiative and are willing to get involved in the creation of new regional venues for networking. The defenders are aware that, although a Latin American process was born, it must be consolidated and opened up to more justice system professionals. Many of the defenders consider this process a way of building democracy at the regional and national level and wish

to take advantage of the opportunity to work with inter-American organizations (such as AIDEF, IACtHR, and IACHR) to consolidate long-term impacts that foster effective exercise and protection of the human rights of all citizens.

(v) Sustainability

The evaluation mission identified a number of positive factors that make the sustainability of several initiatives implemented under the project likely. In the area of technical and institutional sustainability, this observation is clearly confirmed. The CDH is part of the University of Chile School of Law and has long and acknowledged experience with this type of work (since 2002). Specifically, it has conducted numerous studies, investigations, and training courses on matters related to

If all justice system professionals —judges, attorneys, and prosecutors—understood that every time they practice their profession they are contributing to the effective exercise of and respect for human rights, we would be achieving significant and sustainable objectives!
Romina Sijniensky, IACHR attorney, Course Instructor

transitional justice, human rights, and democracy. Its technical and management team are highly qualified and have held their positions for many years—stability that fosters continuity of the organization’s vision and strategic approach. The CDH maintains ongoing relations and close ties with regional institutions directly involved with the justice, human rights, and international law sector, including the IACHR, the IACtHR, AIDEF, and the public defender’s offices of the region.

In addition, upgrading the skills of IADs, PDs, and other justice system professionals has magnified their impact on the implementation of the IAHRs—another important factor in sustainability. Many of them have served as multipliers, replicating the training courses they attended—some of them more formal and structured and others less so, depending on the available resources in the beneficiary countries.

Most of the instructional materials are available on the websites of the CDH, AIDEF, and public defender’s offices and can be consulted on a regular basis. The IACtHR has made a commitment to funding the publication of new Information Bulletins.

Notwithstanding, the mission believes that two important components must be consolidated in the short term. First, there has been a growing demand for training to further explore the topics already addressed and introduce new issues that have arisen with the implementation of the Court reform that the IADs consider important. Second, most beneficiaries feel that linkage and consultation among the CDH, AIDEF, and public defender’s offices must be improved. Since implementation of the amended Rules of Procedure is a very recent phenomenon, as is the figure and role of the IAD, there is a need to support the potential for linkage among stakeholders. While the CDH and AIDEF are considering this matter, they have not yet produced a specific work plan to respond to these demands and guarantee the continuity of the partnership dynamic generated by the project. It is essential to ensure that the process launched is not interrupted, since much remains to be done despite the progress made.

Regarding financial sustainability, the continuity of the technical team is to some extent guaranteed by the fact that the CDH has the support of the University. This is very important, as it ensures that human resources are available to guarantee the continuity of the process launched. However, it is not enough. Expanding the project’s coverage will require new financial resources in the short term to prevent a loss of motivation among the IADs. The project’s partner organizations should make use of their contacts to prepare new requests for funding to implement a relevant and effective sustainability strategy.

“I would just like to convey the thanks of the beneficiaries, who always express their gratitude for the courses. It was very important for them to have the opportunity to participate in this type of activity, because they are unlikely to encounter other opportunities to receive training in these areas, and also because their daily activities would not allow it. The institutional support provided by the CDH and AIDEF, which organized and executed this course, was therefore essential.”

Yuria Saavedra, Costa Rica, IACtHR attorney and instructor for the project

(vi) UNDEF Value Added

Through training and capacity-building activities for the Inter-American and public defenders, UNDEF gathered all the Inter-American Defenders together in the same place for the same purpose. This would have been impossible for AIDEF, since it lacks the necessary funds and often cannot even bring those of a single country together. This initiative goes beyond the scope of a formal course, forging personal and professional ties that can project themselves outward in different ways to publicize and defend human rights. Better training of defenders will improve access to justice in the Inter-American Human Rights System and implementation of the regulatory reforms of 2009. Furthermore, in addition to its support for

the direct beneficiaries, the project complements UNDEF's primary purpose of ensuring the participation of all groups in democratic purposes and increasing access to justice by marginalized groups.

IV. Conclusions

The main conclusions and lessons learned observed by the evaluation team can be summarized as follows:

i. The project helped empower and raise the profile of Inter-American and public defenders in Latin America. The beneficiaries have a very positive opinion of the training they received, especially the improvement of their skills as Inter-American Defenders. They appreciate the greater understanding they gained of IACtHR operations and the new ways of analyzing cases and spotting errors.

They have increased their ability to litigate before the IACtHR and say that the courses have helped them understand and improve their practices through a more connected and complementary vision of the national system and the IAHRs. All of this translates into a greater awareness of the potential role of public defender's offices and defenders in strengthening democracies.

ii. AIDEF's role as a relevant stakeholder in the IAHRs has been strengthened, and the organization has been confirmed as a natural partner of the CDH. The CDH's academic support in the training courses led to the adoption of a new strategic vision consistent with the Rules of Procedure adopted in 2009 and increased recognition and respect for Inter-American Defenders as litigators before the IACtHR. At the same time, AIDEF gained legitimacy in the eyes of the Court through the recent agreement established with the IACHR.

iii. Cohesion and interaction between Inter-American Defenders and public defenders have been furthered. The vast majority of the people interviewed said that the project provided opportunities for professional interaction and contact for case consultation, the sharing of experiences and information about initiatives, and in one case, the creation of informal online groups for channeling these consultations. The beneficiaries stressed the importance of providing support for such opportunities to prevent communication from deteriorating over time.

iv. At the macro level, democracies, access to justice, and the promotion of human rights were strengthened. Specifically: (a) arguing cases before the



Meeting of two Inter-American Defenders with Claudio Nash at the CDH to receive assistance in preparing the defense in the Pacheco Tineo v. Bolivia case.

IACtHR has had a positive impact in terms of raising awareness about the obligations of States to respect international agreements; (b) improving case analysis procedures has made it possible in certain instances to identify structural changes needed to combat violations of the fundamental rights of citizens; (c) knowledge of the 100 Brasilia Regulations has enabled defenders to optimize the defense of the rights of populations in situations of vulnerability; (d) regional justice system professionals are playing a key role as Inter-American Defenders; this has led to real progress toward giving victims access to justice in the Inter-American Human Rights System and opening participation to people of limited means and/or persons in situations of vulnerability; (e) the results of the study on access to justice have led to the identification of pending challenges with respect to legal representation in the IAHRs; (f) within the countries, the knowledge acquired has been transferred through training activities, in some cases leading to the institutionalization of training for public defenders. Despite this progress, however, the process of change needs to be strengthened.

v. The methodological strategy employed has proven highly relevant and effective. The complementarity between the online and in-person training phase yielded very positive results. Concerning the *online phase*, the beneficiaries point to the high academic level, the relevance of the contents, and the seriousness and academic excellence of the training, as well as the quality of the supervision and technical support they received. The *in-person phase* enabled them to consolidate their practices while serving as defenders, improving mainly their litigating skills and their knowledge of IACtHR and IAHRs operations. The project provided an opportunity to generate knowledge through a rigorous process marked by academic excellence, which served to empower the beneficiary population.

vi. Expectations and demands have arisen that pose new challenges for the CDH and AIDEF. The Inter-American Defenders consider the training that they received a first step on the road to empowerment—a journey that should continue. They say they have realized the need to:

- Receive further training on the IAHRs and consolidate the training process;
- Jointly identify the most suitable roadmap for getting a case admitted by the IACHR;
- Stress in-person training to promote opportunities for group learning on case analysis;
- Receive further training on the best procedures to use when filing cases with the IACtHR;
- Open the training courses to more public defenders and other justice system professionals (judges, prosecutors, and magistrates).
- Propose specific channels of communication to continue professional exchanges among defenders.

vii. Need to strengthen a strategy for sustainability and consolidation. Designing a joint institutional strategy for the CDH and AIDEF appears to be essential if they are to capitalize on the successes and lessons learned under the project

VI Recommendations

Bearing in mind the project's high degree of success, the evaluation team wishes to concentrate its recommendations on components that would help capitalize on the experience and guarantee its sustainability.

i. Consolidate the empowerment of Inter-American and public defenders begun under the project. The changes in the Court's Rules of Procedure are a recent phenomenon; thus, continued efforts should be made to strengthen the actors involved in their implementation. The figure of the Inter-American Defender is likewise a recent phenomenon, and IADs will need assistance. Also, the linkage and collaboration dynamic developed among the CDH, the members of the IACtHR, AIDEF, the public defender's offices, and justice system professionals throughout the region must be consolidated if it is to produce coherent, effective, and sustainable application of the Court reform. Acceptance of the IAHRs in some States in the region is far from homogeneous, and in some cases the evaluation team observed the need to improve the skills of justice system professionals to litigate effectively before the Court (See Conclusions iii and iv).

ii. Linkage with other social actors. The type of legal representation alleged victims receive in cases before the IACtHR heavily influences the quality of their access to justice and therefore, the exercise of this right under equal conditions. Given the different types of legal representatives that appear before the Court (IADs, private attorneys, NGOs, CEJIL, etc.), some of the beneficiaries interviewed commented on the importance of ensuring clear collaboration among these actors. Synergy among the actors should lead to the harmonization of criteria and the joining of forces to guarantee effective defense of the alleged victims. (See Conclusion iv: b) and d)).

iii. Devise a relevant response to demands. The expectations that the project has raised are such that it is essential in the short term for the CDH and AIDEF to design a joint interinstitutional strategy that will support and lend continuity to the initiatives implemented and make it possible to capitalize on the lessons learned and value added generated by the project. (See Conclusion iv: a), c), d), e), and f).

iv. Ensure financial sustainability. Although the project strategy is part of the institutional policy of the CDH and its partner (AIDEF), both organizations should remedy their lack of financial resources, seeking alternative funding to ensure the continuity of the process. (See Conclusion vii).

ANNEXES

Annex 1: Evaluation questions:

| DAC criterion | Evaluation Question | Related sub-questions |
|-------------------|---|--|
| Relevance | To what extent was the project, as designed and implemented, suited to context and needs at the beneficiary, local, and national levels? | <ul style="list-style-type: none"> ▪ Were the objectives of the project in line with the needs and priorities for democratic development, given the context? ▪ Should another project strategy have been preferred rather than the one implemented to better reflect those needs, priorities, and context? Why? ▪ Were risks appropriately identified by the projects? How appropriate are/were the strategies developed to deal with identified risks? Was the project overly risk-averse? |
| Effectiveness | To what extent was the project, as implemented, able to achieve objectives and goals? | <ul style="list-style-type: none"> ▪ To what extent have the project's objectives been reached? ▪ To what extent was the project implemented as envisaged by the project document? If not, why not? ▪ Were the project activities adequate to make progress towards the project objectives? ▪ What has the project achieved? Where it failed to meet the outputs identified in the project document, why was this? |
| Efficiency | To what extent was there a reasonable relationship between resources expended and project impacts? | <ul style="list-style-type: none"> • Was there a reasonable relationship between project inputs and project outputs? • Did institutional arrangements promote cost-effectiveness and accountability? • Was the budget designed, and then implemented, in a way that enabled the project to meet its objectives? |
| Impact | To what extent has the project put in place processes and procedures supporting the role of civil society in contributing to democratization, or to direct promotion of democracy? | <ul style="list-style-type: none"> • To what extent has/have the realization of the project objective(s) and project outcomes had an impact on the specific problem the project aimed to address? • Have the targeted beneficiaries experienced tangible impacts? Which were positive; which were negative? • To what extent has the project caused changes and effects, positive and negative, foreseen and unforeseen, on democratization? • Is the project likely to have a catalytic effect? How? Why? Examples? |
| Sustainability | To what extent has the project, as designed and implemented, created what is likely to be a continuing impetus towards democratic development? | <ul style="list-style-type: none"> ▪ To what extent has the project established processes and systems that are likely to support continued impact? ▪ Are the involved parties willing and able to continue the project activities on their own (where applicable)? |
| UNDEF value added | To what extent was UNDEF able to take advantage of its unique position and comparative advantage to achieve results that could not have been achieved had support come from other donors? | <ul style="list-style-type: none"> • What was UNDEF able to accomplish through the project that could not as well have been achieved by alternative projects, other donors, or other stakeholders (Government, NGOs, etc.). • Did project design and implementing modalities exploit UNDEF's comparative advantage in the form of an explicit mandate to focus on democratization issues? |

Annex 2: Documents reviewed

- *Project documents:*
 - Project Document UDF-RLC-09-338;
 - Mid-term Narrative Report;
 - Final Narrative Report;
 - Final Financial Report;
 - Survey of Inter-American and public defenders conducted by the CDH.
 - Website: CDH (Centro de Derechos Humanos Universidad de Chile)
<http://www.cdh.uchile.cl/>
 - Website: IACtHR (Inter-American Court of Human Rights)
corteidh.or.cr
 - Website: CIDH (Inter-American Commission of Human Rights)
<http://www.oas.org/es/cidh/>
 - Website: AIDEF (Asociación Interamericana de Defensorías Públicas)
<http://www.aidef.org/wtk/pagina/inicial> (in Spanish)

- *Material published within the framework of the project :*
 - Four syllabi with the course contents: “100 Regulations of Brasilia and the Inter-American System,” “International Responsibility of States and Redress before the IACHR,” “Training Course for Inter-American Defenders: In-depth Study of International Human Rights Standards,” and “In-Depth Study of Procedures in the Inter-American System”
 - Two programs for the national workshops
 - Eight numbers of the Bulletin of Case Law of the Inter-American Court of Human Rights
 - Study: “Access to Justice in the Inter-American Human Rights System: Transparency and Legal Representation”
 - Book: “Inter-American Human Rights System: Introduction to its Protection Mechanisms” (Manual on the Inter-American System’s New Rules of Procedure)
 - Book: “Transparency, Accountability, and the Inter-American System”

- *Other documents consulted:*
 - Modificación de los reglamentos de la Corte Interamericana de Derechos Humanos y de la Comisión Interamericana de Derechos Humanos al procedimiento de peticiones individuales ante la Corte, Cecilia Medina.
<http://www.anuariocdh.uchile.cl/index.php/ADH/article/viewFile/17001/20530>
 - Acuerdo de entendimiento entre la Corte Interamericana de Derechos Humanos y la Asociación Interamericana de Defensorías Públicas.
http://www.mpd.gov.ar/uploads/documentos/Acuerdo_de_Entendimiento_entre_la_CI_DH-AIDEF.pdf
 - Rules of Procedure of the Inter-American Court of Human Rights.
<http://www.corteidh.or.cr/reglamento.cfm>
 - Victimización, víctimas y acceso a la justicia, Hans-Jörg Albrecht.
 - El acceso a la justicia como derecho, Haydée Birgin y Beatriz Kohen.
 - Acceso a la Justicia de los Sectores Vulnerables, Ricardo Lorenzetti.
 - Género y Acceso a la Justicia, Cecilia Medina Quiroga.
 - Obstáculos para el acceso a la justicia en las Américas, Due Process of Law, Instituto de Defensa Legal.
 - Manual de políticas públicas para el acceso a la justicia.
 - 2008 Annual Report of the Inter-American Juridical Committee to the General Assembly
<http://www.oas.org/en/sla/iajc/docs/INFOANUAL.CJI.2008.ENG.pdf>

Annex 3: Persons interviewed

| Sunday, March 17, 2013 | |
|---|--|
| Arrival of the international expert | |
| Monday, March 18, 2013 | |
| <i>Meeting of the evaluation team</i> | Luisa María Aguilar, International Expert, Irene García, National Expert. |
| <i>Meeting with the team from the University of Chile Human Rights Center (CDH)</i> | |
| Claudio Nash | Director, University of Chile Human Rights Center (CDH) |
| Brenda Paz Soldán | Director of Institutional Development (CDH) |
| Catalina Milos | Investigator (CDH) |
| <i>Interviews with project participants</i> | |
| Antonio Maffezoli | Inter-American Defender (by videoconference) |
| Tuesday, March 19, 2013 | |
| Laura Hernández | General Coordinator of the Inter-American Association of Public Defenders (AIDEF) (by videoconference) |
| Gustavo Vitale | Inter-American Defender (by phone) |
| Romina Sijniensky | IACtHR attorney and course instructor (by phone) |
| Andrés Mariño | Inter-American Defender (by phone) |
| <i>Direct transmission of the hearings of the IACtHR, case of Pacheco Tineo v. Bolivia</i> | |
| Wednesday, March 20, 2013 | |
| Georgy Schubert | Inter-American Defender and National Defender of Chile (In-person interview at the Public Defender's Office of Criminal Affairs) |
| <i>Direct transmission of the hearings of the IACtHR, case of Pacheco Tineo v. Bolivia</i> | |
| <i>Interviews with project participants</i> | |
| Mariana Grasso | Could not be held because she was not contacted during the week |
| Johanny Castillo | Inter-American Defender (by phone) |
| Clara Leite | Inter-American Defender (by phone) |
| Marcelo Torres | Inter-American Defender (by phone) |
| Thursday, March 21, 2013 | |
| <i>Meeting with the team from the University of Chile Human Rights Center (CDH)</i> | |
| Claudio Nash | Director, University of Chile Human Rights Center (CDH) |
| Brenda Paz Soldán | Director of Institutional Development (CDH) |
| Catalina Milos | Investigator (CDH) |
| Fernanda López | Inter-American Defender (by phone) |
| Friday, March 22, 2013 | |
| Oscar Parra | IACtHR attorney and project instructor |
| Yuria Saavedra | IACtHR attorney and project instructor |
| <i>Conclusion of the mission and work of the evaluation team, Luisa María Aguilar, International Expert, and Irene García, National Expert.</i> | |

Annex 4: Acronyms

| | |
|--------|---|
| AIDEF | Asociación Interamericana de Defensorías Públicas |
| CDH | University of Chile Center for Human Rights |
| IACHR | Inter-American Commission on Human Rights |
| IACtHR | Inter-American Court of Human Rights |
| IAD | Inter-American Defender |
| IAHRS | Inter-American Human Rights System |
| OAS | Organization of American States |
| PD | Public Defender |
| UNDEF | United Nations Democracy Fund |

Annex 5: Survey of project beneficiaries

As part of the evaluation of the *Training of Justice System Professionals to Litigate before the IACHR* project executed by the CDH (University of Chile Center for Human Rights) with support from UNDEF (United Nations Democracy Fund), we are asking you to complete this satisfaction survey:

Aware that you participated in project, it would be very useful for us to hear your opinion about it, along with suggestions and comments you may have.

Questions:

1. How did you learn about the project and what motivated you to participate?
2. Did the project and its activities meet your expectations? How would you rate your participation?
3. What were the strengths and most salient aspects of the course contents, methodology, quality, use of publications, and instructional materials?
4. Given the situation and pending challenges to the effective exercise of human rights in Latin America and your country, how would you rate the contributions of the course?
5. Did you encounter specific problems? How did you solve them?
6. Could any aspects have been improved on or further explored? What suggestions would you have for future initiatives of this type?
7. Do you have an anecdote or thoughts to share with us?