

# Inter-Agency Referral Analysis



## Report covering January - March 2021 (Q1 2021) Basic Assistance

This analysis provides an overview of referral trends across all sectors, and in such a way informing the understanding of people's needs in order to strengthen the humanitarian response in Lebanon. The Inter-Agency Referral Analysis is designed to foster greater efficiency of referral pathways and contains recommendations for improved coordination and access to services for vulnerable communities. It guides sectors in the identification of any gaps and blockages in the response, and contributes to the discussion on how to respond to the affected populations, as well as how people's needs are changing with the current context.

This dashboard presents data compiled from two data sources: Inter-Agency Referral Monitoring System (developed by the Inter-Agency Coordination) and Referral Information Management System (RIMS, developed by the Danish Refugee Council). It is a product of collaboration of partners in the field, the Danish Refugee Council, UNHCR and the Inter-Agency Coordination.

Total number of Referrals to All Sectors **31,392**  
Total number of Referrals to **Basic Assistance** **4,026 (13% of total)**

### Results Analysis

Referrals for basic assistance decreased significantly in Q1 (4,026) compared to Q4 2020 (10,438), constituting a 38% decrease. Basic assistance (BA) accounted for 13% of referrals made to all sectors, a drop from almost a quarter in Q4. Most referrals for BA services were made in Beirut (37%) and Mt Lebanon (34%). The acceptance rate for BA referrals has declined from 66% in Q4 to just 32% in Q1. While 87% of BA referrals in Q1 received some kind of feedback, a large proportion of those (47%) had only received an acknowledgement by the end of the reporting period, without a decision on acceptance. The rate of referrals not accepted has also increased slightly (8% in Q1 as compared to 6% in Q4).

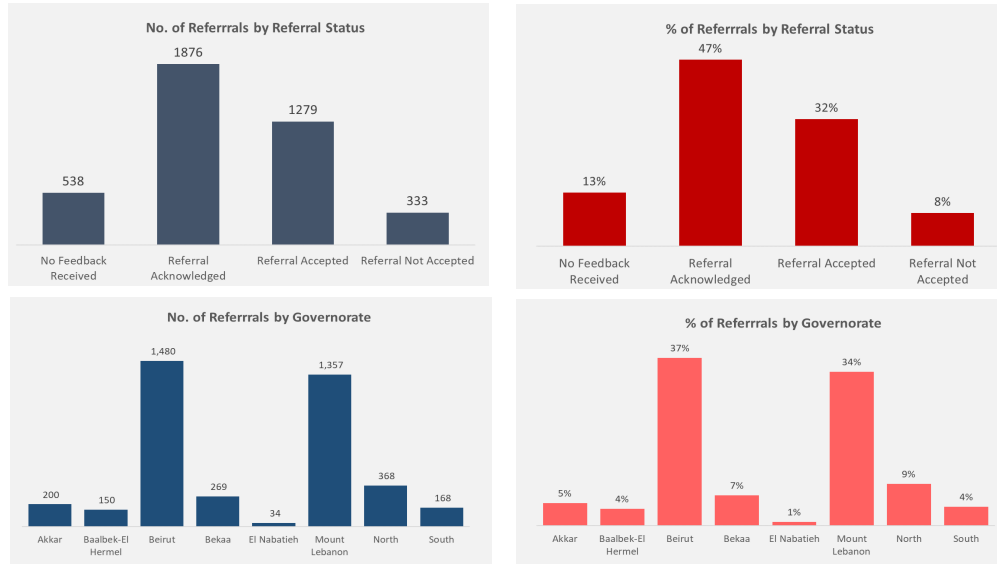
While non-acceptance rates were low in Mt Lebanon (5%), the governorate with one of the highest volumes of BA referrals, in other locations they accounted for well over a third of all BA referrals made (Baalbek-EI Hermel, Bekaa and Akkar).

Referrals for BA services were received from a multitude of sector partners, including Protection, Livelihoods, Child Protection and SGBV. While around three quarters of BA referrals were for Syrians, referrals for vulnerable Lebanese were highest in Mt Lebanon and Beirut, accounting for almost a third of referrals for BA. Most of BA referrals were for adults, with referrals for children (aged 0-17) and the elderly (aged 60+) also being created in most areas. While most beneficiaries of BA referrals were female, in the South, almost two thirds of referrals were for males.

In terms of response speeds, while over a half of referrals were acknowledged the timeframes stipulated by the Minimum Standards (48h for regular- and 24h for fast track referrals), a high share of referrals not responded to on time remains, similarly in Q4. With regards to the time needed to close a referrals, around three quarters of referrals being closed within a Minimum Standards timeframe (14 days for regular- and 24h for fast track referrals). Gaps remain particularly in the North, Akkar and Baalbek-EI Hermel, where over a fifth of BA referrals takes more than 30 days to close.

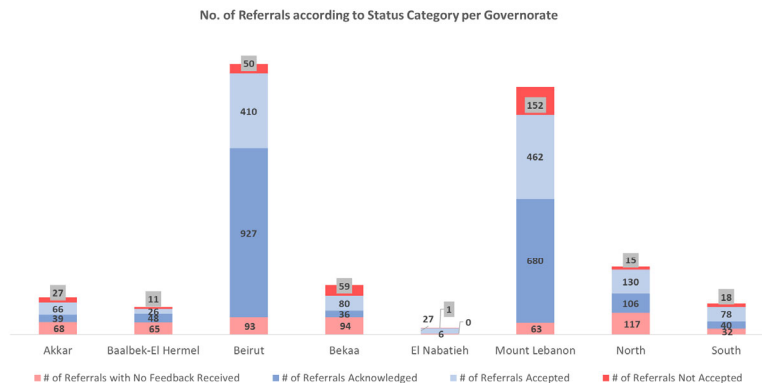
### IA Referrals:

#### Overall Response to Referrals to Basic Assistance

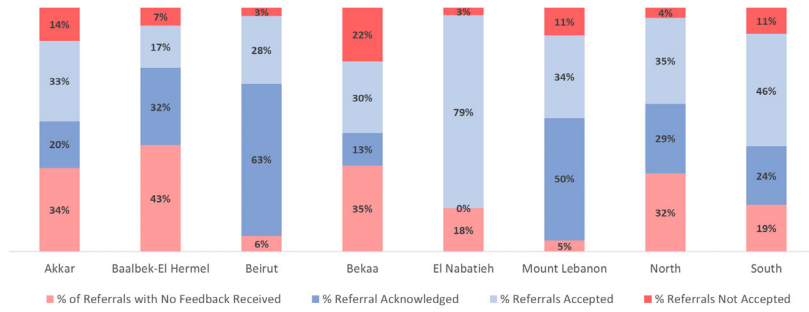


### IA Referrals:

#### Response Rate to Referrals to Basic Assistance by Governorate

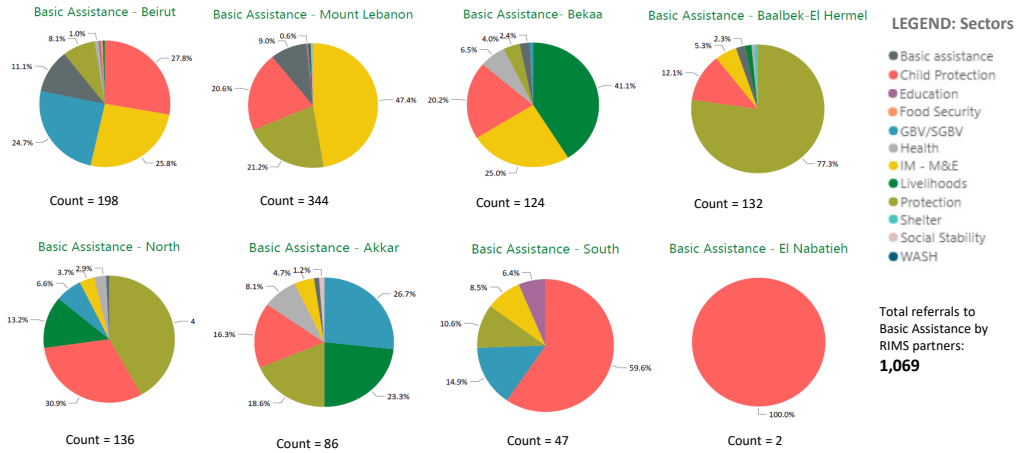


% of Referrals According to Status Category per Governorate

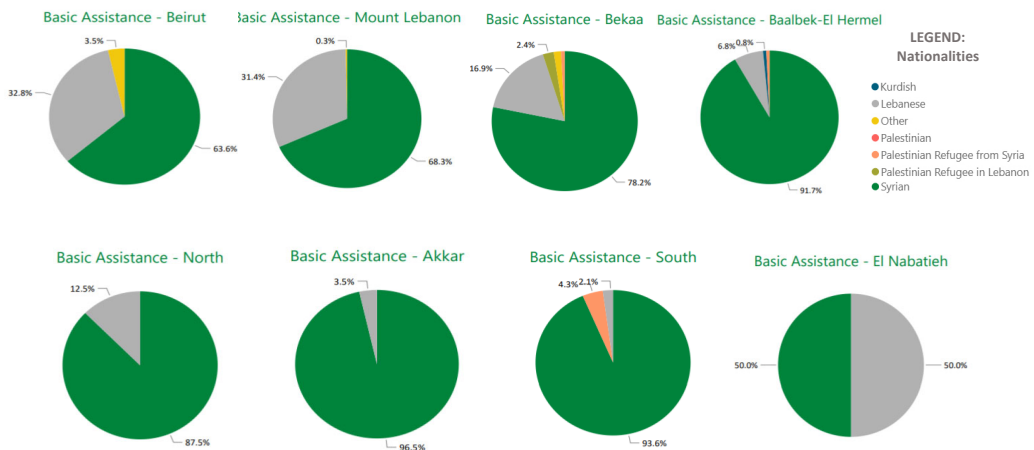


Partners who reported (IA Referrals): ABAAD, ACF, ACTED, Caritas Lebanon, DRC, GVC, Humedica, IMC, Interos, IOCC Lebanon, IRC, KAFA, Magna Lebanon, MEDAIR, Mercy Corps, NEF, NRC, PCPM, Plan International, PU-AMI, Red Oak, RESTART Lebanon, RET Liban, RI, RMF, SCI, SHEILD, SIF, Solidarités, TdH-It, TdH-L, WCH, WRF, WVI

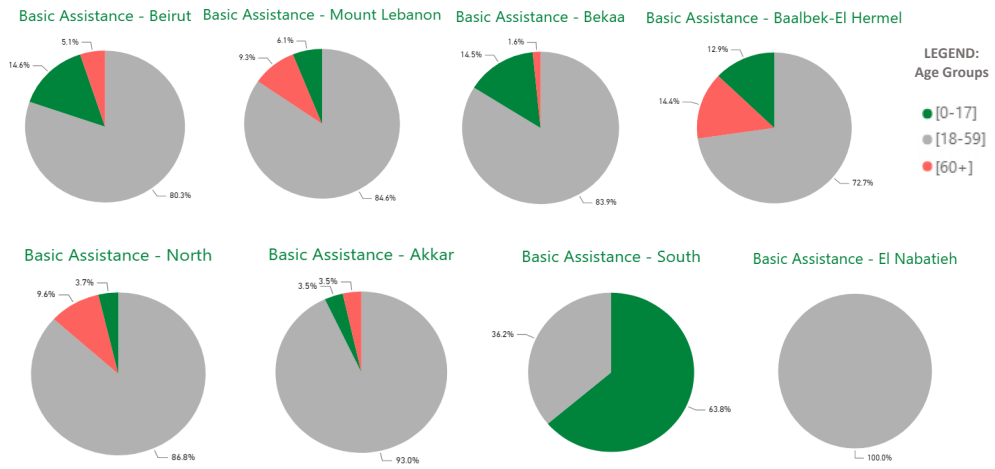
RIMS data:  
Percentage and Number of Referrals to Basic Assistance by Sector and Governorate



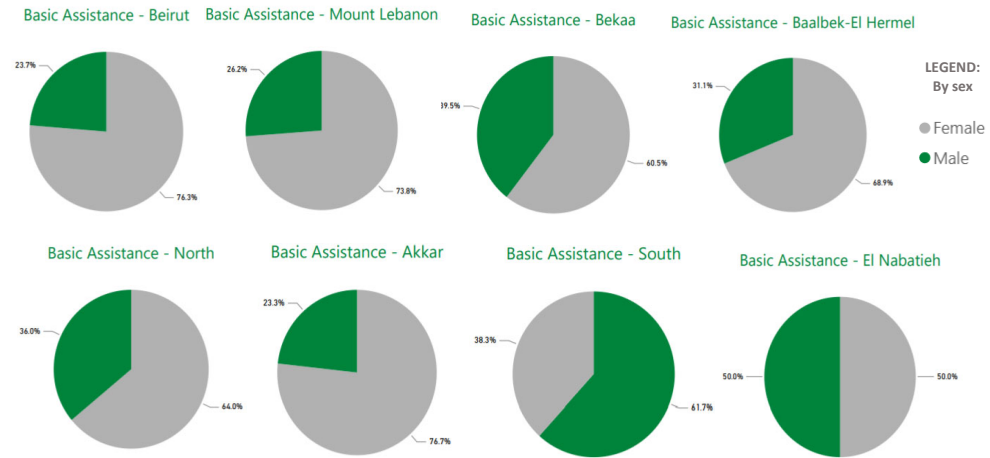
RIMS data:  
Percentage of Referrals to Basic Assistance by Nationality and Governorate



RIMS data:  
 Percentage of Referrals to Basic Assistance by Age Group and by Governorate



RIMS data:  
 Percentage of Referrals to Basic Assistance by Sex and by Governorate

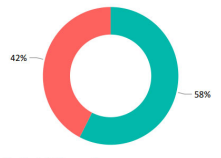


RIMS data:  
Speed of Referrals to Basic Assistance by Governorate

Speed of Basic Assistance referrals in Beirut



Speed of Basic Assistance referrals in Mount Lebanon



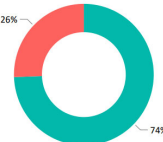
**Speed Categories**  
● On Time  
● Not On Time

**Speed** refers to the time that it takes for the receiving agency or internal focal point to acknowledge receipt of the referral. It is measured by the number of days from when the referral was sent, to when it was received by the receiving agency or internal focal point. Referrals considered on time are referrals responded to within 24 hours for fast track referrals and 48 hours for normal referrals as per the Referrals Minimum Standards.

Speed of Basic Assistance referrals in Baalbek-EI Hermel



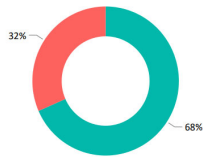
Speed of Basic Assistance referrals in Bekaa



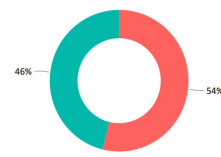
Speed of Basic Assistance referrals in North



Speed of Basic Assistance referrals in Akkar

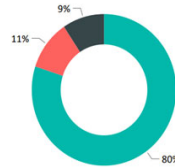


Speed of Basic Assistance referrals in South

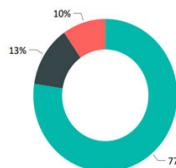


RIMS data:  
Timeliness of Referrals to Basic Assistance by Governorate

Timeliness of Basic Assistance referrals in Beirut

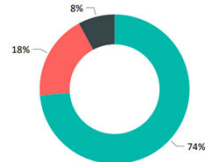


Timeliness of Basic Assistance referrals in Mount Lebanon

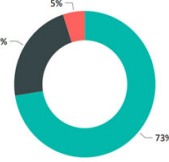


**Timeliness** refers to the total time that it takes to complete the referral process. It is measured by the number of days from when the referral was sent, to when it received a final status (Accepted/Not Accepted). Referrals considered on time are referrals receiving a last status within 24 hours for Fast Track referrals and 14 days for Normal referrals as per the Inter-Agency Standards for Referrals.

Timeliness of Basic Assistance referrals in Bekaa

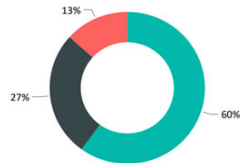


Timeliness of Basic Assistance referrals in Baalbek-EI Hermel

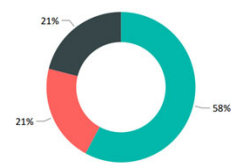


**Timeliness Categories**  
● 0 to 14 days  
● 15 to 30 days  
● 30+ days

Timeliness of Basic Assistance referrals in North



Timeliness of Basic Assistance in Akkar



Timeliness of Basic Assistance referrals in South

