Inter-Agency Referral Analysis

Report covering January - March 2021 (Q1 2021)
Education

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 stregthen 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 Education	**9,585 (31% of total)**

Results Analysis

While the volume of referrals for education services decreased in Q1 (9,585) compared to Q4 (12,631), referrals to the sector still constituted almost a third of all referrals made. Most education referrals were made in Mt Lebanon (42%) and the North (24%).
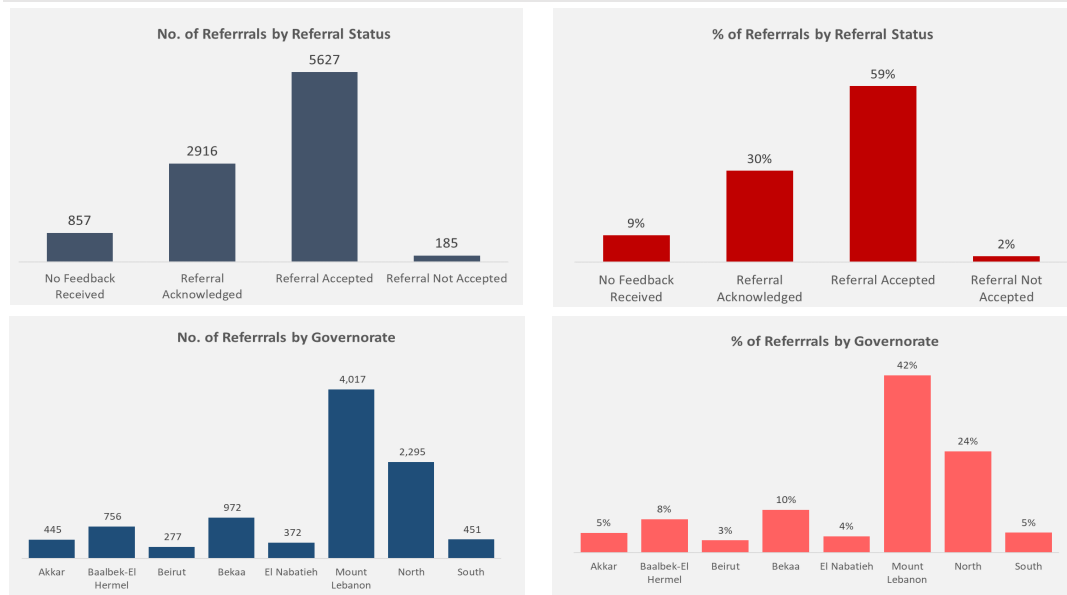
While in Q4 a high proportion of education referrals did not receive any kind of feedback (48%), this rate has improved significantly in Q1, with only 9% of referrals not receiving any follow-up. The rate of referrals accepted also registered a marked increase, with 59% education referrals being accepted in Q1, as compared to 34% in Q4. The rate of referrals acknowledged (without a final decision on acceptance) rose to 30% (up from 17% in Q4), while the rate of referrals not accepted remained about the same.
Regionally, some governorates reported very high acceptance rates, such as Bekaa (98%) and Akkar (96%), while in others, acceptance rates stayed lower, such as in the North (33%).

The vast majority of referrals for education came from child protection partners, in line with Q4, and some were also created by education partners themselves. Most of those referred for education were Syrian, with a smaller proportion of referrals being for vulnerable Lebanese. The majority of education referrals were for children aged 0-17, with less than a fifth being for adults aged 18-59. A slightly higher percentage of referrals was for male students.

Response speed in education lagged slightly behind other sectors, with about a half of referrals being acknowledged within the timeframes stipulated by the Minimum Standards (48h for regular- and 24h for fast track referrals). As for the time needed to close a referral, around a half of education referrals were closed within a Minimum Standards timeframe (14 days for regular- and 24h for fast track referrals), with some governorates reporting over a quarter of education referrals taking over 30 days to complete (Bekaa and South).
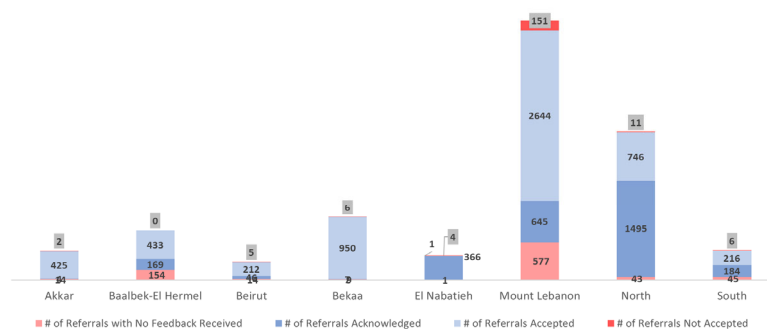
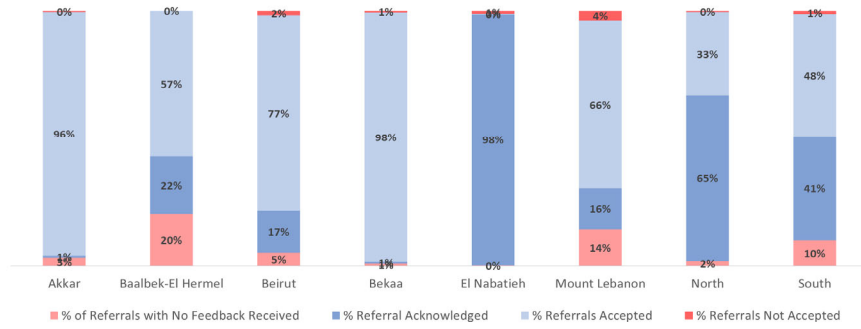### IA Referrals:
Overall Response to Referrals to Education

No. of Referrrals by Referral Status

No Feedback Received	Referral Acknowledged	Referral Accepted	Referral Not Accepted
857	2916	5627	185

% of Referrrals by Referral Status

No Feedback Received	Referral Acknowledged	Referral Accepted	Referral Not Accepted
9%	30%	59%	2%

No. of Referrrals by Governorate

Akkar	Baalbek-El Hermel	Beirut	Bekaa	El Nabatieh	Mount Lebanon	North	South
445	756	277	972	372	4,017	2,295	451

% of Referrrals by Governorate

Akkar	Baalbek-El Hermel	Beirut	Bekaa	El Nabatieh	Mount Lebanon	North	South
5%	8%	3%	10%	4%	42%	24%	5%

IA Referrals:
Response Rate to Referrals to Education by Governorate

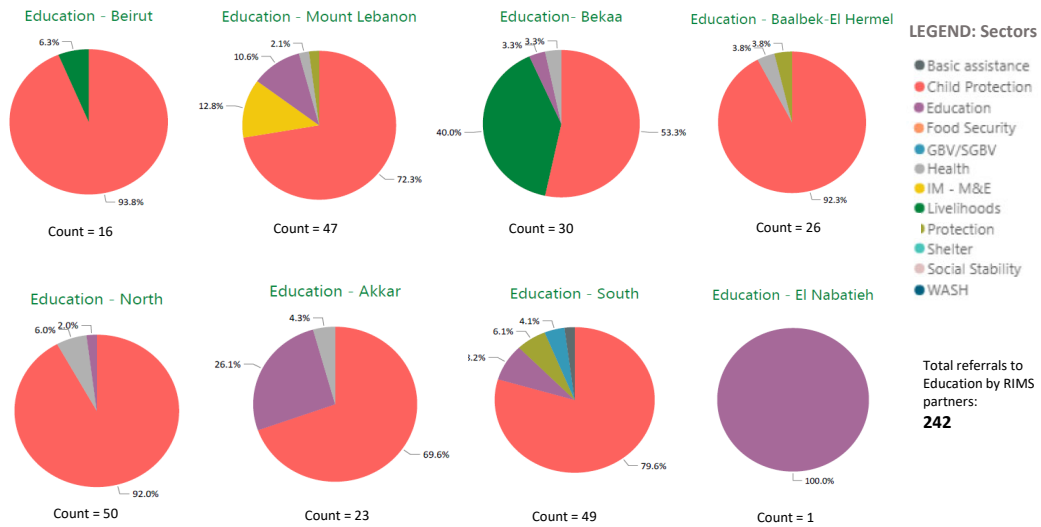**No. of Referrals according to Status Category per Governorate**

- # of Referrals with No Feedback Received
- # of Referrals Acknowledged
- # of Referrals Accepted
- # of Referrals Not Accepted

% of Referrals According to Status Category per Governorate

	Akkar	Baalbek-El Hermel	Beirut	Bekaa	El Nabatieh	Mount Lebanon	North	South
% Referrals Not Accepted	0%	0%	2%	1%	0%	4%	0%	1%
% Referrals Accepted	96%	57%	77%	98%	0%	66%	33%	48%
% Referral Acknowledged	1%	22%	17%	1%	98%	16%	65%	41%
% of Referrals with No Feedback Received	3%	20%	5%	1%	0%	14%	2%	10%

Legend: ■ % of Referrals with No Feedback Received ■ % Referral Acknowledged ■ % Referrals Accepted ■ % Referrals Not Accepted
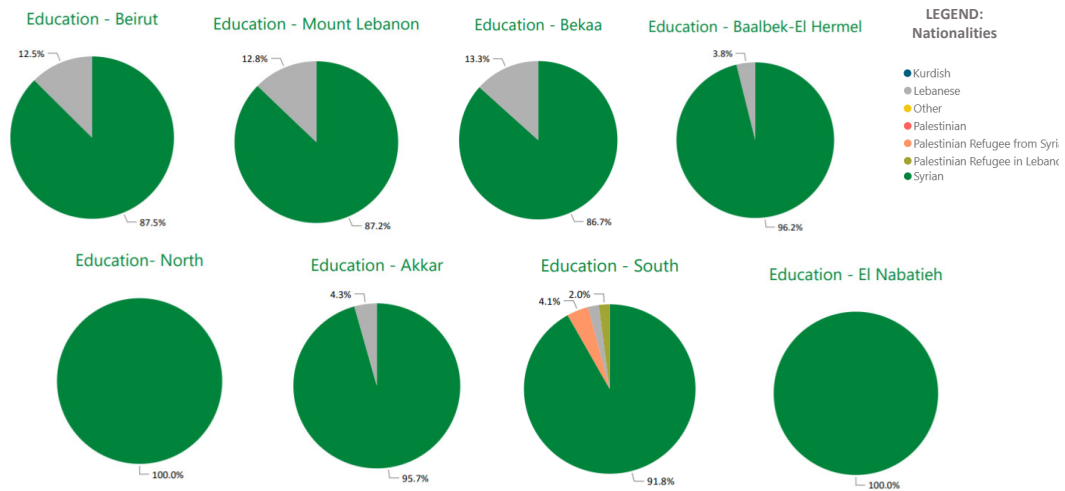
Partners who reported (IA Referrals): ABAAD, ACTED, ActionAid, AVSI, Caritas Lebanon, DRC, GVC, Intersos, IOCC Lebanon, IRC, Magna Lebanon, MEDAIR, Mercy Corps, NEF, NRC, ODA, Plan International, PU-AMI, Red Oak, RESTART Lebanon, RI, RMF, SCI, SHEILD, SIF, Solidarités, TdH-It, TdH-L, WCH, WVI
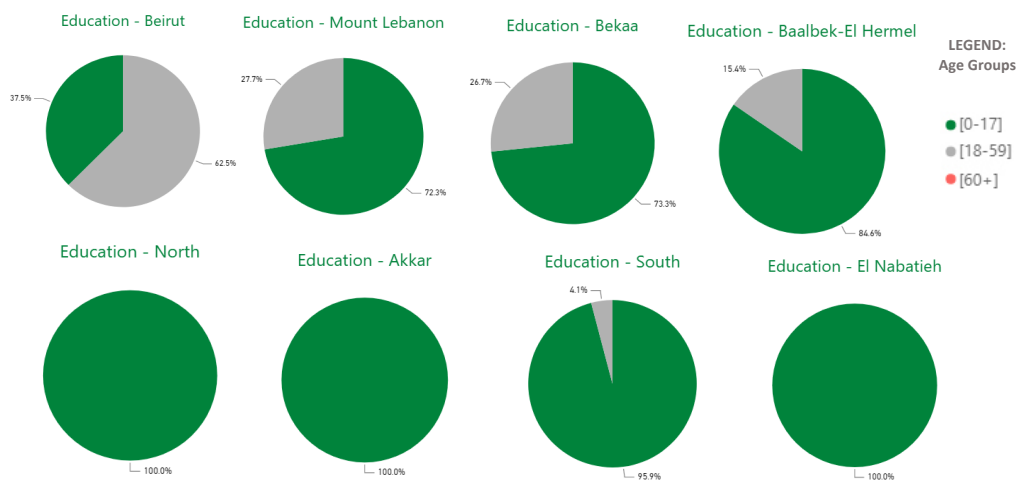
RIMS data:
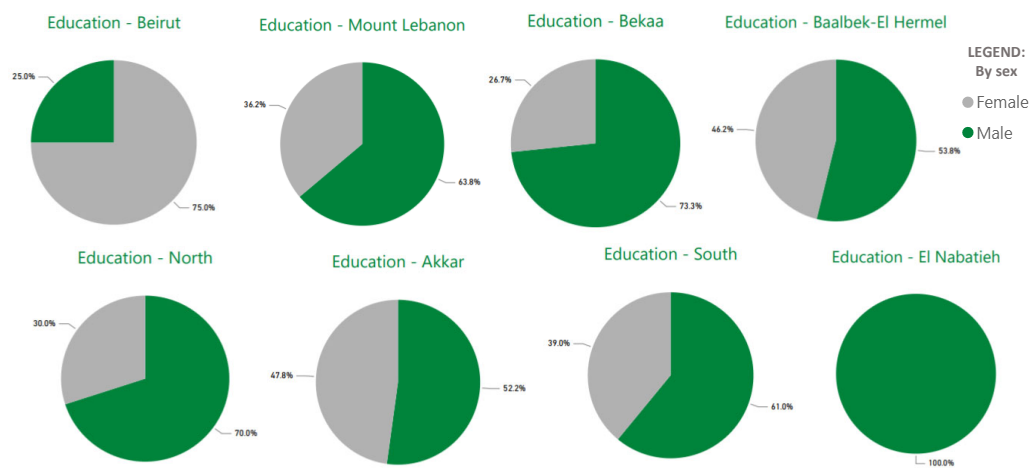## Percentage and Number of Referrals to Education by Sector and Governorate

Education - Beirut
- 6.3%
- 93.8%

Count = 16

Education - Mount Lebanon
- 2.1%
- 10.6%
- 12.8%
- 72.3%

Count = 47

Education - Bekaa
- 3.3% 3.3%
- 40.0%
- 53.3%

Count = 30

Education - Baalbek-El Hermel
- 3.8% 3.8%
- 92.3%

Count = 26

LEGEND: Sectors
- Basic assistance
- Child Protection
- Education
- Food Security
- GBV/SGBV
- Health
- IM - M&E
- Livelihoods
- Protection
- Shelter
- Social Stability
- WASH

Education - North
- 6.0% 2.0%
- 92.0%

Count = 50

Education - Akkar
- 4.3%
- 26.1%
- 69.6%

Count = 23

Education - South
- 4.1%
- 6.1%
- 3.2%
- 79.6%

Count = 49

Education - El Nabatieh
- 100.0%

Count = 1

Total referrals to Education by RIMS partners: **242**

RIMS data:
Percentage of Referrals to Education by Nationality and Governorate

Education - Beirut
- 12.5%
- 87.5%

Education - Mount Lebanon
- 12.8%
- 87.2%

Education - Bekaa
- 13.3%
- 86.7%

Education - Baalbek-El Hermel
- 3.8%
- 96.2%

LEGEND: Nationalities
- Kurdish
- Lebanese
- Other
- Palestinian
- Palestinian Refugee from Syri
- Palestinian Refugee in Leban
- Syrian

Education- North
- 100.0%

Education - Akkar
- 4.3%
- 95.7%

Education - South
- 4.1% 2.0%
- 91.8%

Education - El Nabatieh
- 100.0%

Education - Beirut
37.5%
62.5%

Education - Mount Lebanon
27.7%
72.3%

Education - Bekaa
26.7%
73.3%

Education - Baalbek-El Hermel
15.4%
84.6%

LEGEND:
Age Groups

● [0-17]
● [18-59]
● [60+]

Education - North
100.0%

Education - Akkar
100.0%

Education - South
4.1%
95.9%

Education - El Nabatieh
100.0%

Education - Beirut
25.0%
75.0%

Education - Mount Lebanon
36.2%
63.8%

Education - Bekaa
26.7%
73.3%

Education - Baalbek-El Hermel
46.2%
53.8%

LEGEND:
By sex

● Female
● Male

Education - North
30.0%
70.0%

Education - Akkar
47.8%
52.2%

Education - South
39.0%
61.0%

Education - El Nabatieh
100.0%

RIMS data:
Speed of Referrals to Education by Governorate

Speed of Education referrals in Beirut

33%
67%

Speed of Education referrals in Mount Lebanon

45%
55%

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 Education referrals in Bekaa

33%
67%

Speed of Education referrals in Baalbek-El Hermel

42%
58%

Speed of Education referrals in North

41%
59%

Speed of Education referrals in Akkar

22%
78%

Speed of Education referrals in South

35%
65%

Speed of Education referrals in El Nabatieh
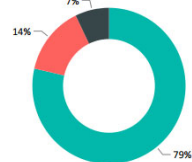
100%

RIMS data:
Timeliness of Referrals to Education by Governorate
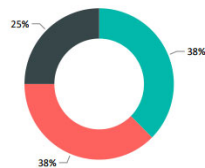
Timeliness of Education referrals in Beirut

17%
17%
67%

Timeliness of Education referrals in Mount Lebanon
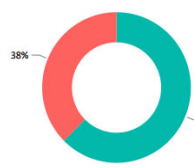
7%
14%
79%

Timeliness Categories
- 0 to 14 days
- 15 to 30 days
- 30+ days

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.
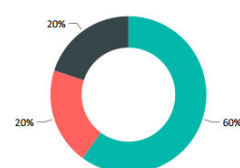
Timeliness of Education referrals in Bekaa

25%
38%
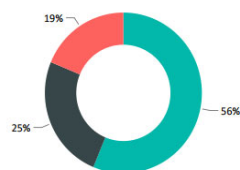38%

Timeliness of Education referrals in Baalbek-El Hermel

38%
63%

Timeliness of Education referrals in North

20%
20%
60%

Timeliness of Education referrals in Akkar

100%

Timeliness of Education referrals in South

19%
56%
25%

Timeliness of Education referrals in El Nabatieh

100%