Inter-Agency Referral Analysis

Report covering January - March 2021 (Q1 2021)
Food Security

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 Food Security	**640 (2% of total)**

Results Analysis

Referrals to food security have decreased slightly in Q1 (640) compared to Q4 (864), representing around 2% of the total volume of referrals to all sectors. Most food security referrals were created in Beirut (66%), followed by Mt Lebanon (22%), in line with Q4.
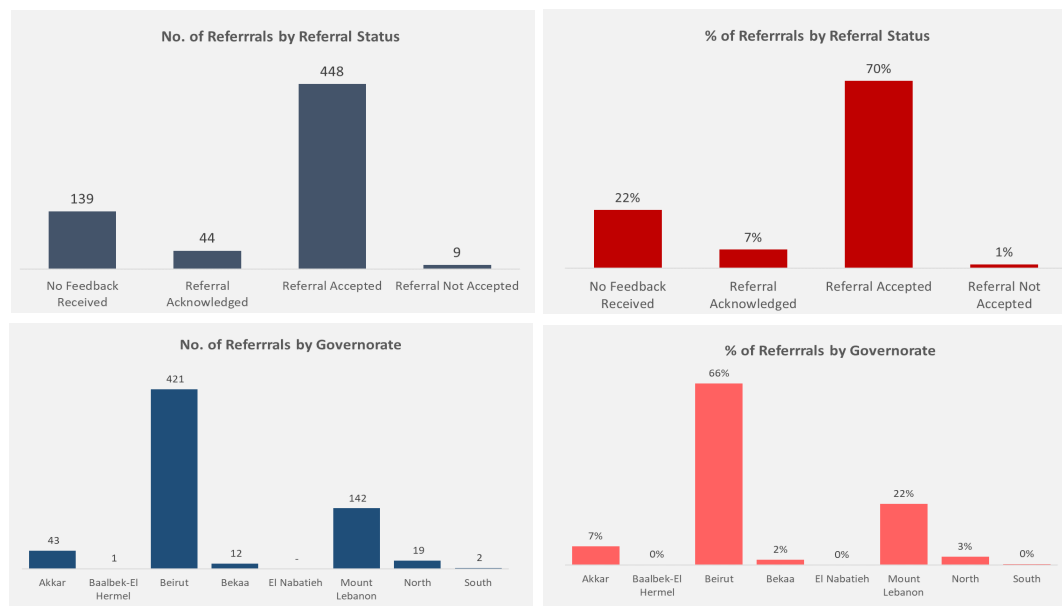
The acceptance rates improved in Q1, with 70% food security referrals being accepted in Q1, compared to 54% in Q4. Only 1% of referrals were not accepted, the lowest non-acceptance rate among all sectors. Despite the improvements, 22% of food security referrals did not receive any kind of feedback. Regionally, in both Beirut and Mt Lebanon, the governorates with the highest referral volumes, acceptance rates were high, with 73% for Beirut and 89% for Mt Lebanon.

Referrals for food security services were frequently made by protection- as well as food security partners themselves. As different from most sectors, a significant proportion of food security referrals were to vulnerable Lebanese, slightly exceeding referrals for Syrians as per RIMS analysis. While most referrals were for adults, the elderly (60+) and children (0-17) were also referred for food security. The majority of referrals continued to be for female beneficiaries.

With regards to response speed, partners maintained positive achievements, with around three quarter of food security referrals being acknowledged within the timeframes stipulated by the Minimum Standards (48h for regular- and 24h for fast track referrals). In term of the time needed to close are referral, at least two thirds of referrals were also closed within the stipulated timeframes (14 days for regular- and 24h for fast track referrals), with less than a third of referrals taking between 15-30 days or upward of 30 days to complete.
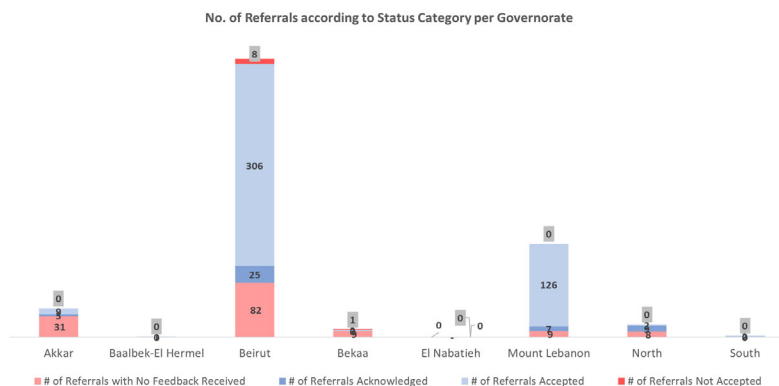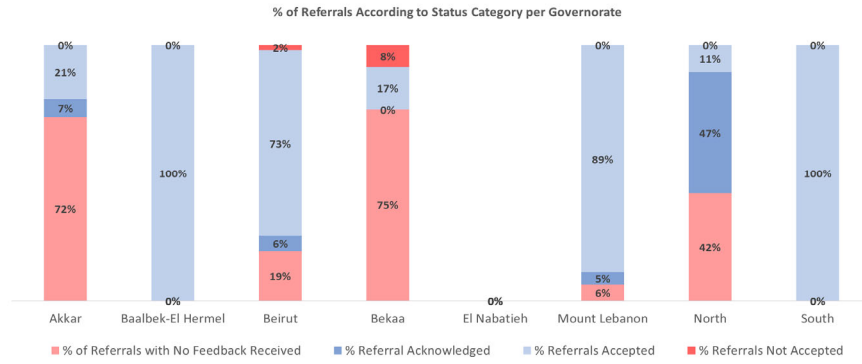
IA Referrals:
Overall Response to Referrals to Food Security

No. of Referrrals by Referral Status

% of Referrrals by Referral Status

No. of Referrrals by Governorate

% of Referrrals by Governorate

IA Referrals:
Response Rate to Referrals to Food Security by Governorate

No. of Referrals according to Status Category per Governorate

% of Referrals According to Status Category per Governorate

Governorate	No Feedback	Acknowledged	Accepted	Not Accepted
Akkar	72%	7%	21%	0%
Baalbek-El Hermel	0%		100%	0%
Beirut	19%	6%	73%	0% / 2%
Bekaa	75%		17%	8%
El Nabatieh				0%
Mount Lebanon	6%	5%	89%	0%
North	42%	47%	11%	0%
South	0%		100%	0%

Legend: ■ % of Referrals with No Feedback Received ■ % Referral Acknowledged ■ % Referrals Accepted ■ % Referrals Not Accepted

Partners who reported (IA Referrals): ABAAD, ACF, ACTED, ActionAid, Caritas Lebanon, DRC, INARA, Intersos, IOCC Lebanon, IRC, MEDAIR, Mercy Corps, ODA, Plan International, PU-AMI, Red Oak, RI, SCI, SWSL, TdH-It, TdH-L

RIMS data:
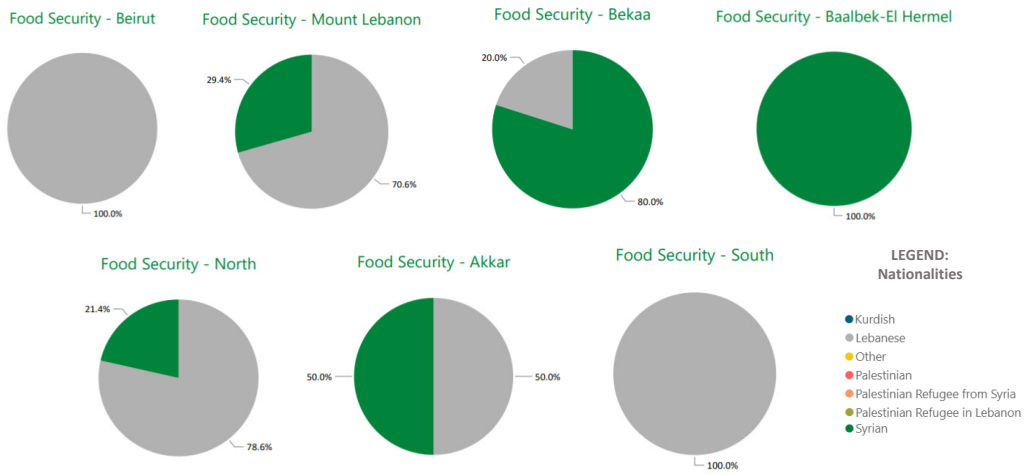**Percentage and Number of Referrals to Food Security by Sector and Governorate**

Food Security - Beirut — 100.0% — Count = 7

Food Security - Mount Lebanon — 52.9%, 23.5%, 11.8%, 11.8% — Count = 17

Food Security - Bekaa — 60.0%, 30.0%, 10.0% — Count = 10

Total referrals to Food Security by RIMS partners: **84**

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

Food Security - Baalbek-El Hermel — 40.0%, 40.0%, 20.0% — Count = 5

Food Security - North — 100.0% — Count = 42

Food Security - Akkar — 100.0% — Count = 2

Food Security - South — 100.0% — Count = 1

RIMS data:
Percentage of Referrals to Food Security by Nationality and Governorate

Food Security - Beirut — 100.0%

Food Security - Mount Lebanon — 70.6%, 29.4%

Food Security - Bekaa — 80.0%, 20.0%

Food Security - Baalbek-El Hermel — 100.0%

Food Security - North — 78.6%, 21.4%

Food Security - Akkar — 50.0%, 50.0%

Food Security - South — 100.0%
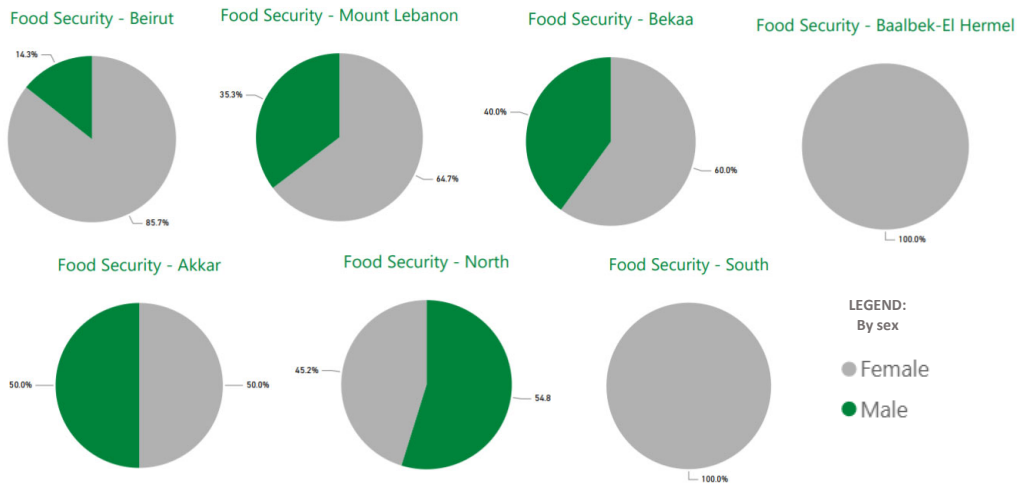
LEGEND: Nationalities
● Kurdish
● Lebanese
● Other
● Palestinian
● Palestinian Refugee from Syria
● Palestinian Refugee in Lebanon
● Syrian

Food Security - Beirut

28.6%
71.4%

Food Security - Mount Lebanon

11.8%
23.5%
64.7%

Food Security - Bekaa

40.0%
60.0%

Food Security - Baalbek-El Hermel

100.0%

Food Security - North

19.0%
81.0%

Food Security - Akkar

100.0%

Food Security - South

100.0%

LEGEND:
Age Groups

- [0-17]
- [18-59]
- [60+]

Food Security - Beirut

14.3%
85.7%

Food Security - Mount Lebanon

35.3%
64.7%

Food Security - Bekaa

40.0%
60.0%

Food Security - Baalbek-El Hermel

100.0%

Food Security - Akkar

50.0%
50.0%

Food Security - North

45.2%
54.8

Food Security - South

100.0%

LEGEND:
By sex

- Female
- Male

Speed of Food Security referrals in Beirut

Speed of Food Security referrals in Mount Lebanon
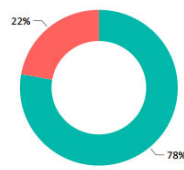
Speed Categories
- On Time
- Not On Time

40%

60%

22%

78%

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 Food Security referrals in Bekaa
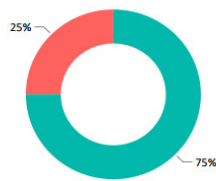
Speed of Food Security referrals in Baalbek-El Hermel
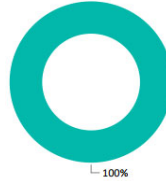
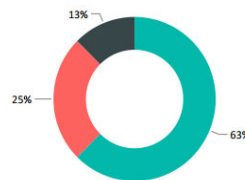Speed of Food Security referrals in North
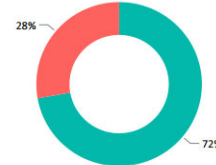
25%

75%

100%

28%

72%

Timeliness of Food Security referrals in Beirut

Timeliness of Food Security referrals in Mount Lebanon

100%

13%

25%

63%

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 Food Security referrals in Bekaa

Timeliness of Food Security referrals in North

17%

83%

14%

21%

64%
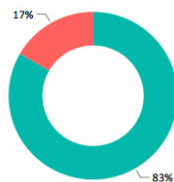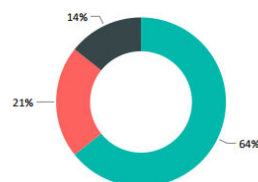
Timeliness Categories
- 0 to 14 days
- 15 to 30 days
- 30+ days