# Inter-Agency Referral Analysis

**Inter-Agency Coordination Lebanon**

## Report covering January - March 2021 (Q1 2021)
## Social Stability

*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.*

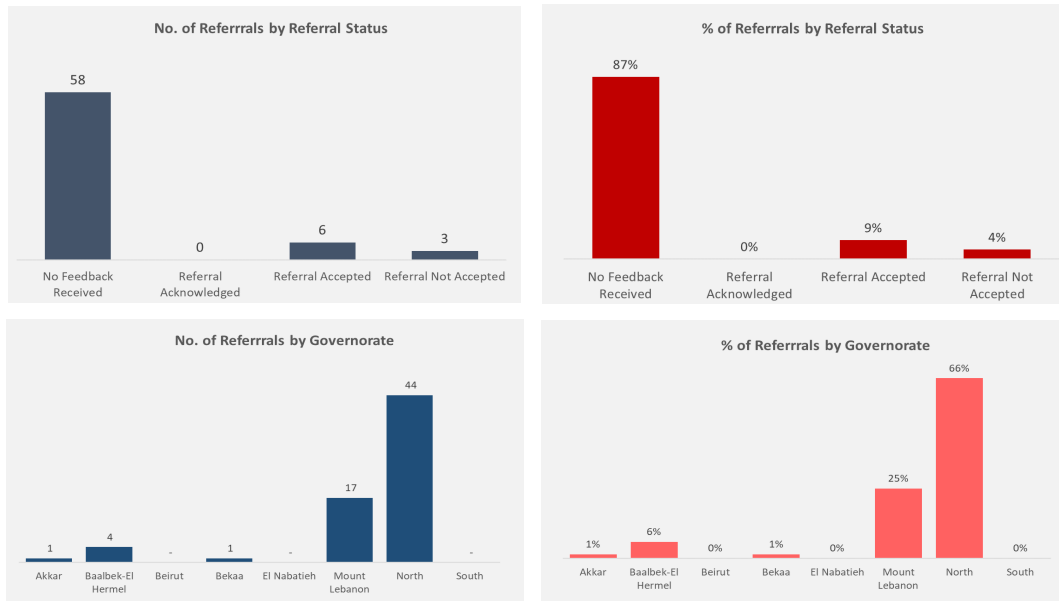| | |
|---|---|
| **Total number of Referrals to All Sectors** | **31,392** |
| **Total number of Referrals to Social Stability** | **67 (0.2% of total)** |

### Results Analysis

The volume of referrals to social stability remained very small, same as in Q4 2020. Most of those referrals were made in the North and Mt Lebanon. Referrals for social stability services received little follow up in Q1, with 87% of referrals not receiving any feedback, as compared to 36% in Q4. This is particularly noticeable in the North, the governorate with the highest volume of social stability referrals made, were 100% of these referrals did not receive any follow up.

Referrals to social stability were made from education, protection and CP, in line with Q4. Referrals were made for both Syrians and vulnerable Lebanese and were mostly for adults. As for the speed of response and time needed to close referrals, sector partners managed to respond to the small number of referrals made within the timeframes set by the Minimum Standards.
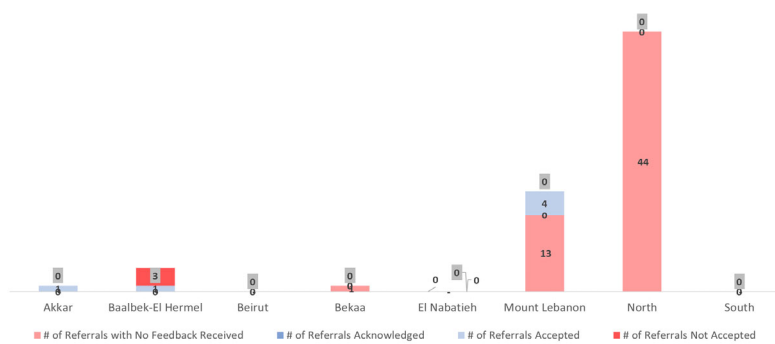
## IA Referrals:
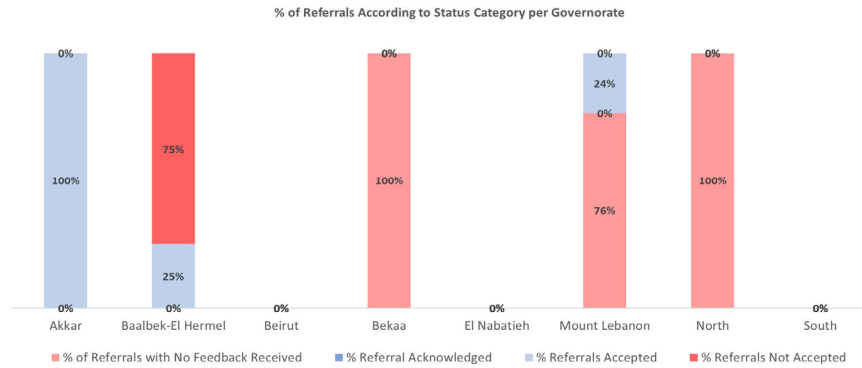### Overall Response to Referrals to Social Stability



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 Social Stability 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 |
|---|---|---|---|---|---|---|---|---|

Akkar: 0% (top), 100%, 0% (bottom)
Baalbek-El Hermel: 75%, 25%, 0%
Beirut: 0%
Bekaa: 0% (top), 100%, 0%
El Nabatieh: 0%
Mount Lebanon: 0% (top), 24%, 0%, 76%
North: 0% (top), 100%
South: 0%

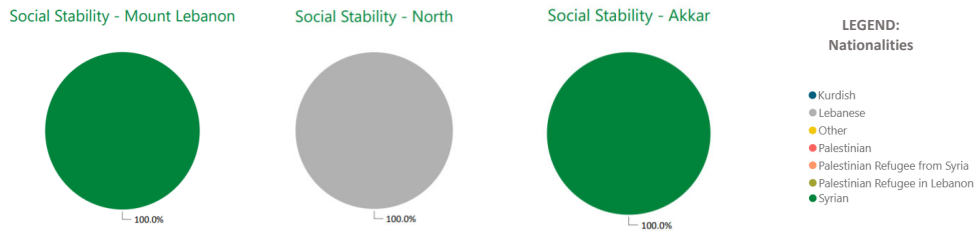■ % of Referrals with No Feedback Received    ■ % Referral Acknowledged    ■ % Referrals Accepted    ■ % Referrals Not Accepted

**Partners who reported (IA Referrals):** ABAAD, Caritas Lebanon, DRC, GVC, KAFA, ODA, TdH-It, WVI

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**RIMS data:**
**Percentage and Number of Referrals to Social Stability by Sector and Governorate**

### Social Stability - Mount Lebanon

100.0%

Count = 1

### Social Stability - North

100.0%

Count = 1

### Social Stability - Akkar

50.0%          50.0%

Count = 2

Total referrals to **Social Stability** by RIMS partners: **4**

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

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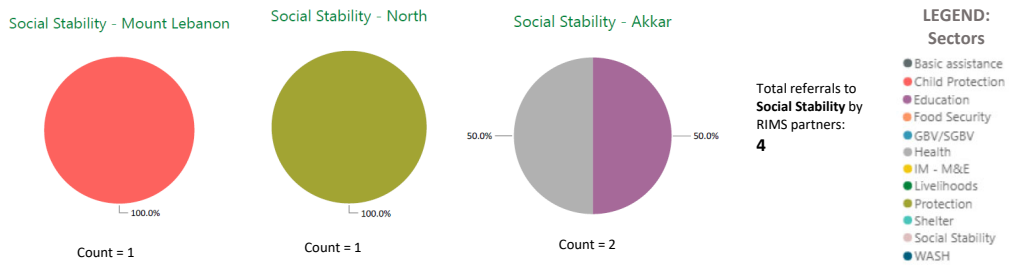
**RIMS data:**
**Percentage of Referrals to Social Stability by Nationality and Governorate**

### Social Stability - Mount Lebanon

100.0%

### Social Stability - North

100.0%

### Social Stability - Akkar

100.0%

**LEGEND:**
**Nationalities**
- ● Kurdish
- ● Lebanese
- ● Other
- ● Palestinian
- ● Palestinian Refugee from Syria
- ● Palestinian Refugee in Lebanon
- ● Syrian

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**RIMS data:**
**Percentage of Referrals to Social Stability by Age Group and by Governorate**

### Social Stability - Mount Lebanon

100.0%

### Social Stability - North

100.0%

### Social Stability - Akkar

50.0%          50.0%

**LEGEND:**
**Age Groups**
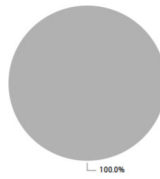- ● [0-17]
- ● [18-59]
- ● [60+]
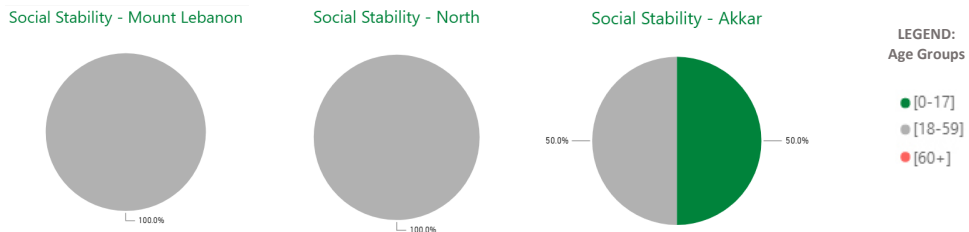
**RIMS data:**
**Percentage of Referrals to Social Stability by Sex and by Governorate**

**Social Stability - Mount Lebanon**
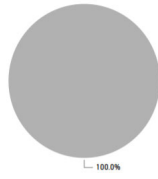
**Social Stability - North**

**Social Stability - Akkar**
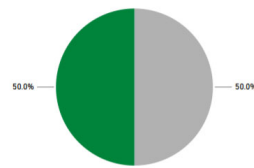
**LEGEND:**
**By sex**

● Female
● Male

50.0%        50.0%

100.0%

100.0%

**RIMS data:**
**Speed of Referrals to Social Stability by Governorate**

Speed of Social Stability referrals in Akkar

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

100%

**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.

**RIMS data:**
**Timeliness of Referrals to Social Stability by Governorate**

Timeliness of Social Stability referrals in Akkar

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

100%

**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.