

Inter-Agency Referral Analysis



Report covering January - March 2021 (Q1 2021)
Livelihoods

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 **Livelihoods** **419 (1% of total)**

Results Analysis

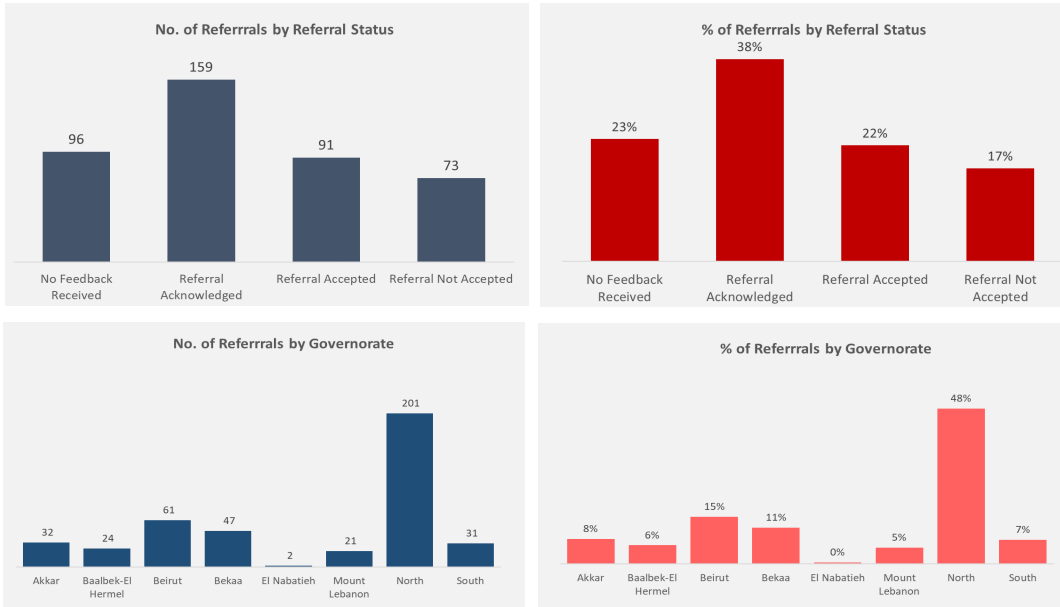
Referrals to livelihoods registered a slight decrease in volume during Q1, down by 8% as compared to Q4 2020. They continue to comprise only a small proportion of the overall number of referrals made to all sectors (1%). Most referrals for livelihood services were made in the North (48%), followed by Beirut (15%) and the Bekaa (11%).

There was a deterioration in follow up to livelihood referrals in Q1 with 22% of referrals accepted, as compared to 31% in Q4. Conversely, the rate of referrals not accepted has increased, with 17% in Q1 as compared to 9% in Q4. Overall, 77% of referrals for livelihood services received some kind of response (82% in Q4). The North, as the governorate with the highest volume of livelihood referrals, registered one of the lowest acceptance rates, with only 15% referrals being accepted, similar to Beirut (20%) and the Bekaa (26%).

As different from Q4, most referrals for livelihoods services were made by protection partners, followed by child protection, SGBV and food security. While most livelihoods referrals were for Syrians, a significant proportion also concerned vulnerable Lebanese, in some governorates (Beirut and Baalbek-el Hermel) making up the majority of referrals made. Most referrals across regions were for adults, however, referrals for children (0-17) and the elderly (60+) were also made. In governorates with the highest volumes of livelihood referrals made, such as North and Beirut, most of referrals were for male beneficiaries, yet referrals for females constituted the majority in other governorates.

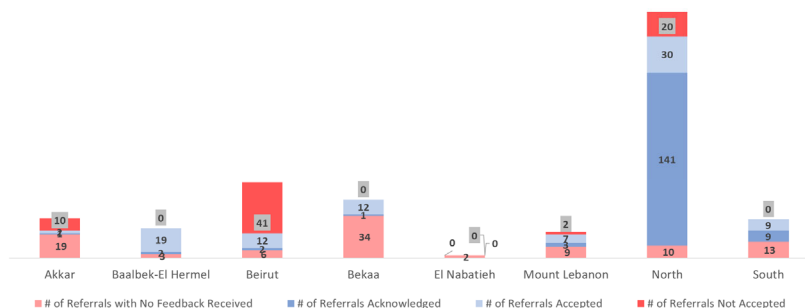
Response speeds have improved in Q1, with most referrals now being acknowledged within the timeframes stipulated by the Minimum Standards (48h for regular- and 24h for fast track referrals). An improvement was also registered in the time needed to close a referral, with almost three quarters of referrals in North being closed within the stipulated timeframes (14 days for regular- and 24h for fast track referrals), with some delays being experienced in Beirut, Akkar and Mt Lebanon.

IA Referrals: Overall Response to Referrals to Livelihoods

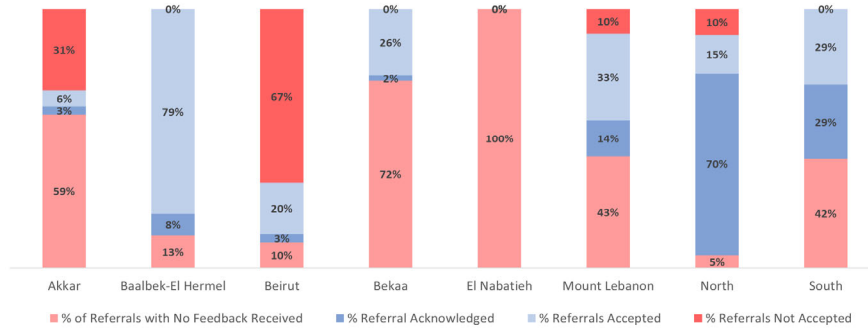


IA Referrals: Response Rate to Referrals to Livelihoods by Governorate

No. of Referrals according to Status Category per Governorate



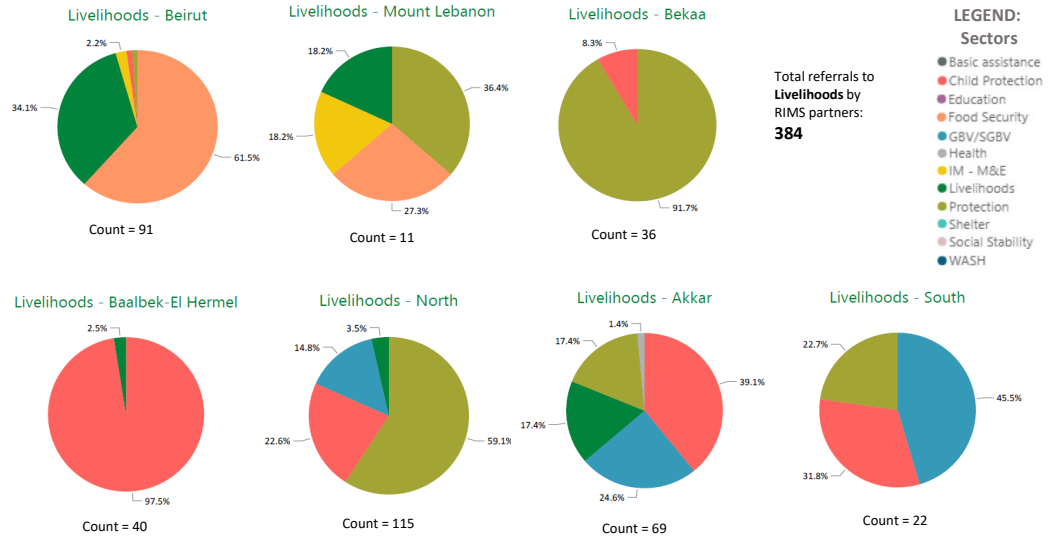
% of Referrals According to Status Category per Governorate



Partners who reported (IA Referrals): ABAAD, ACTED, Caritas Lebanon, CESVI, CONCERN, DRC, Intersos, IRC, KAFA, Mercy Corps, Plan International, RET Liban, SCI, TdH-It, TdH-L, WVI

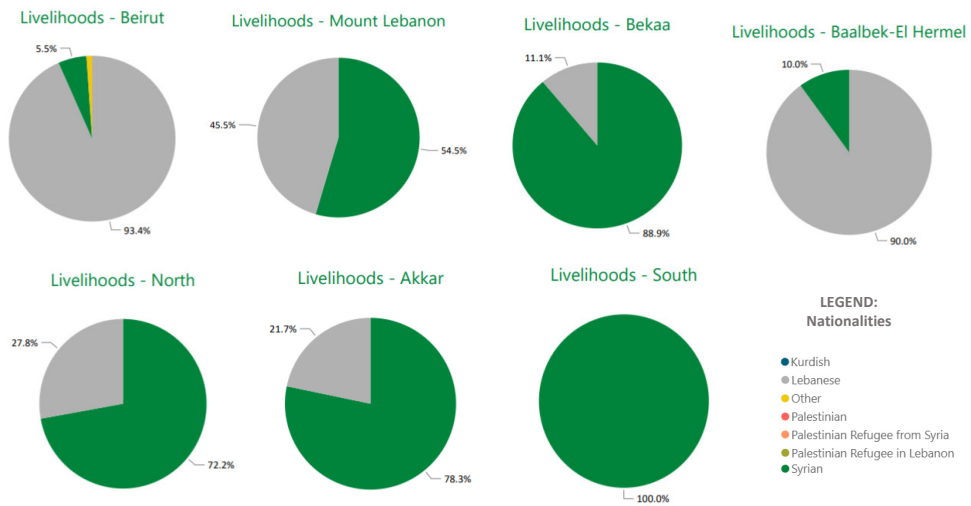
RIMS data:

Percentage and Number of Referrals to Livelihoods by Sector and Governorate

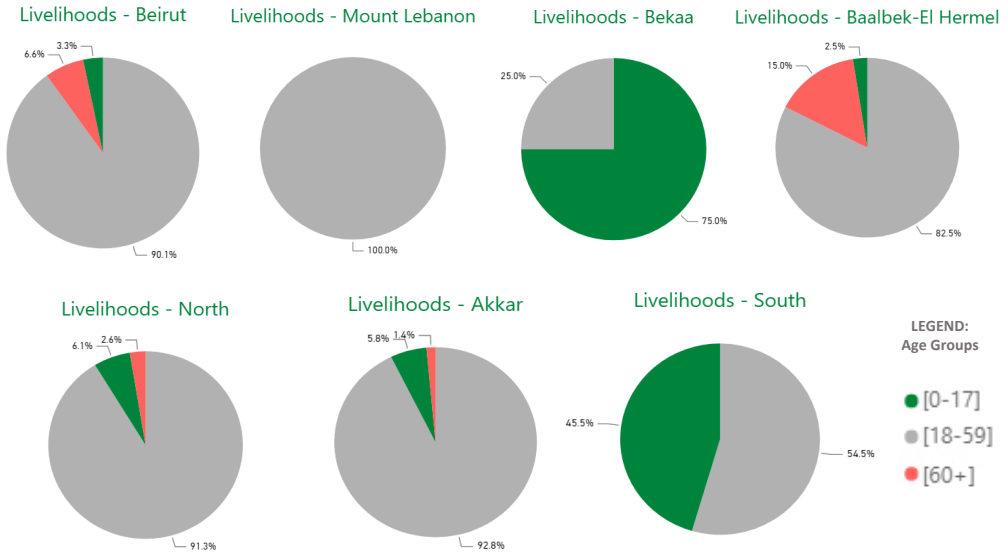


RIMS data:

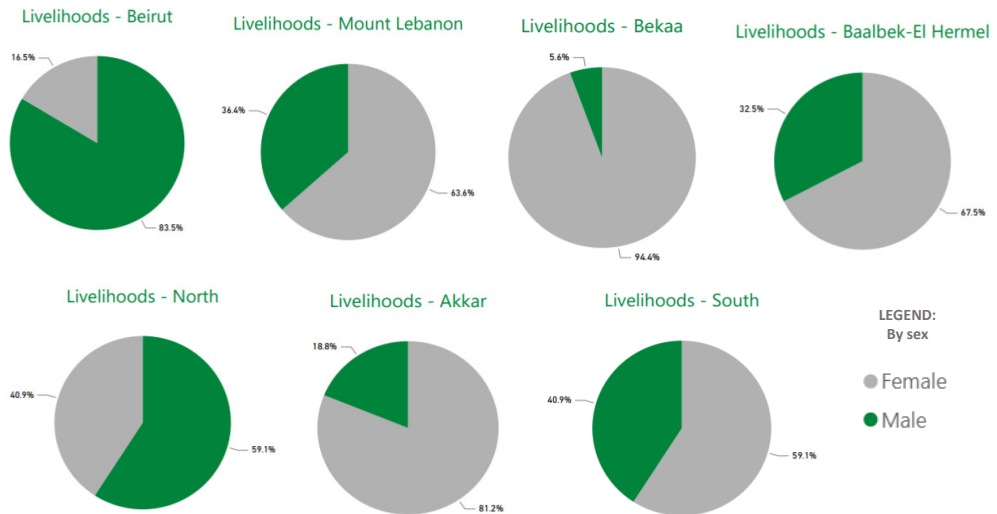
Percentage of Referrals to Livelihoods by Nationality and Governorate



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



RIMS data:
Percentage of Referrals to Livelihoods by Sex and by Governorate



RIMS data:
Speed of Referrals to Livelihoods by Governorate

Speed of Livelihoods referrals in Beirut



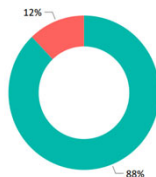
Speed of Livelihoods referrals in Mount Lebanon



Speed of Livelihoods referrals in Bekaa



Speed of Livelihoods referrals in Baalbek-El Hermel



Speed of Livelihoods referrals in North



Speed of Livelihoods referrals in Akkar



Speed of Livelihoods referrals in South



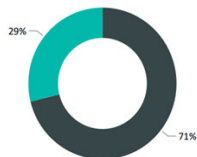
Speed refers to the time that it takes for the receiving agency or internal focal point to acknowledge receipt of the referral. It is measured by the number of days from when the referral was sent, to when it was received by the receiving agency or internal focal point. Referrals considered on time are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

Speed Categories

- On Time
- Not On Time

RIMS data:
Timeliness of Referrals to Livelihoods by Governorate

Timeliness of Livelihoods referrals in Beirut



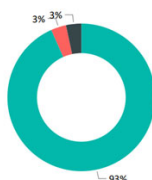
Timeliness of Livelihoods referrals in Mount Lebanon



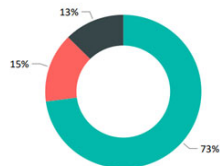
Timeliness of Livelihoods referrals in Bekaa



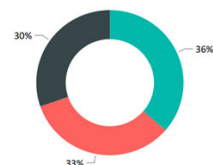
Timeliness of Livelihoods referrals in Baalbek-El Hermel



Timeliness of Livelihoods referrals in North



Timeliness of Livelihoods in Akkar



Timeliness of Livelihoods referrals in South



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 Categories

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