RIMS SNAPSHOT

REFERRAL INFORMATION MANAGEMENT SYSTEM

RIMS
Referral Information Management System

DRC DANISH REFUGEE COUNCIL

Funded by European Union Civil Protection and Humanitarian Aid

LEBANON **MAY 2019**

OVERVIEW

The Referral Information Management System (RIMS) snapshot summarises key data of referrals conducted through the RIMS in Lebanon. This snapshot is designed to complement the RIMS' analytical reports, which contain in-depth analysis of effectiveness and accountability in referral pathways. This is the first of a series of snapshots which will be produced every four months and will cover two month periods.

Total number of referrals

January and February

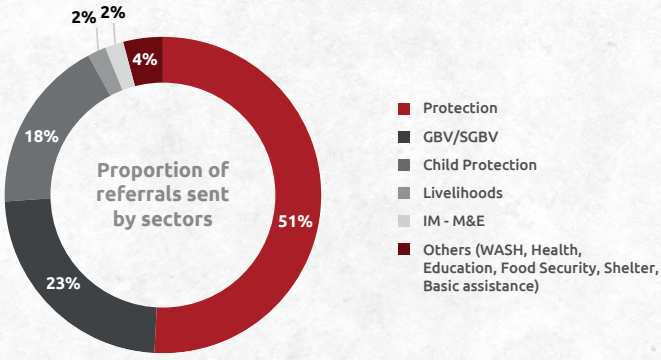
1,395

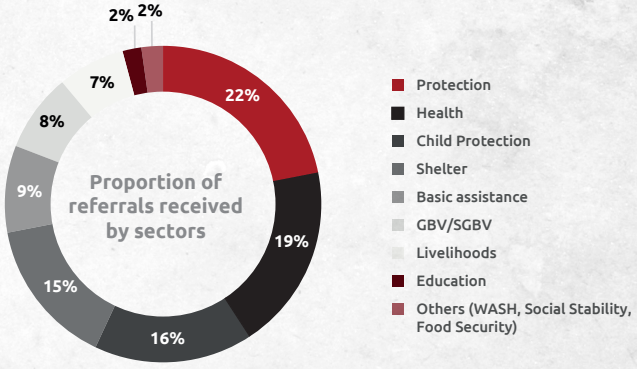
- in the Bekaa: **449**
- in the North: **946**

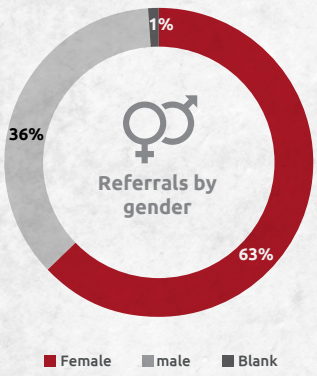
March and April

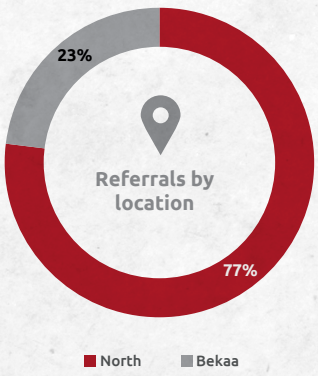
1,248

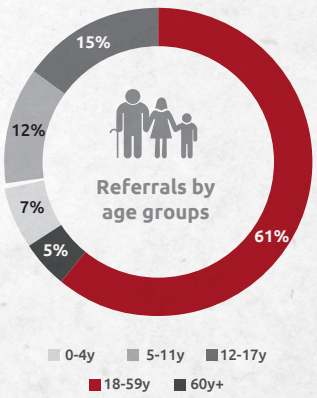
- in the Bekaa: **289**
- in the North: **959**

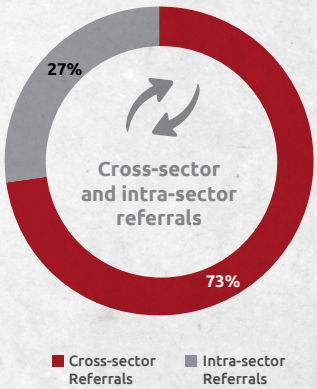






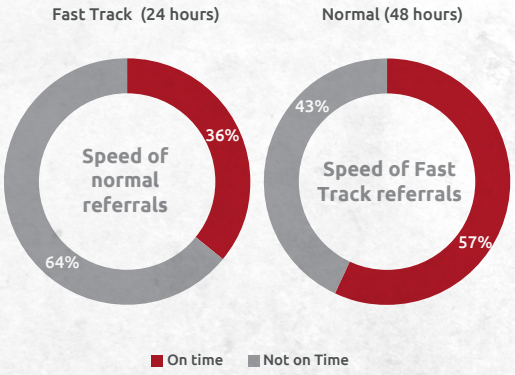






EFFECTIVENESS OF REFERRALS: SPEED, ACCURACY AND TIMELINESS

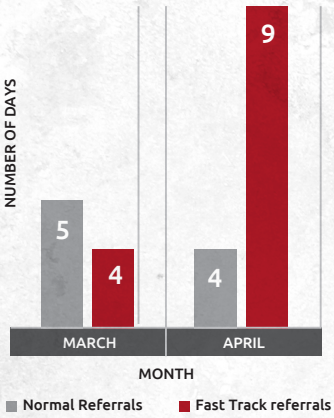
Speed



The **speed of referrals** refers to the time taken from when the referral is sent to when it is responded to by the receiving agency or internal focal point. According to the Inter-Agency referral SOPs, fast track referrals need to be received within 24 hours and normal referrals within 48 hours.

Timeliness

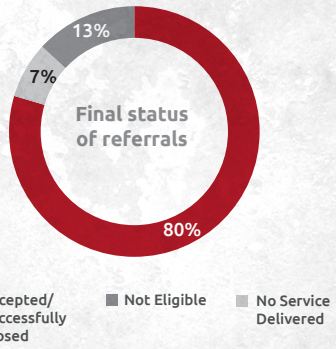
Average number of days to manage/close fast track referrals in March and April 2019



Note: only referrals with a final status are included in this graph.

Timeliness of referrals is referred to as the total time taken for a referral to take place, from when the referral is sent to when it is assigned a final status.

Accuracy



Note: only referrals with a final status are included in this graph.

Accuracy of referrals is defined by the volume of referrals by final status, Accepted/Successfully Closed; No Service Delivered; Not Eligible (the more Not Eligible cases, the less accurate the referrals are).

THEMATIC FOCUS: CROSS-SECTOR REFERRALS WITH A SMART SERVICE MAPPING

As the needs of populations of concern in Lebanon continue to outpace available funding, enhanced cross-sector and Inter-Agency coordination and referral management become increasingly vital to ensure efficient use of resources to respond to needs. Enhanced referral facilitation and follow up between sectors can allow a more holistic response to the plethora of beneficiary needs, which can only be addressed by a multitude of sectors/actors.

Some sectors have developed their own referral information management systems, such as RAIS for the shelter sector. Such systems have effectively facilitated intra-sectoral referrals; however, traditional barriers to conduct cross-sector referrals persist including: lack of cross-sector standards and procedures (indicators etc.); limited tailored trainings on safe identification for each sector; persistent confusion around eligibility criteria; limited technical knowledge in other sectors and projects; lack of dedicated focal point in each organisations who can filter referrals for their specific sectors; outdated service mapping; and limited practices and procedures dedicated to referral management and efficiency.

RIMS allows for partners to conduct and manage cross-sector referrals, that is, referrals from one sector to another, in a systematic manner by unifying and facilitating referral pathways. By systematizing and facilitating the process of conducting and managing cross-sector referrals on one common platform, RIMS aims to improve communication and coordination between sectors, with the ultimate goal of responding holistically to people's needs with a multi-sector approach. Further, RIMS helps address some of the traditional challenges encountered by humanitarian actors when conducting cross-sector referrals. One of the major barrier is that staff do not have the technical expertise nor the knowledge of all other sectors than theirs and therefore, accurate referrals to other sectors is challenging to frontline staff. With its smart service mapping, RIMS aims to mitigate this challenge by automatically identifying organisations responsible to provide the services for the beneficiary, based on the services requested and the geographical location of these services compared to the beneficiary. RIMS assigns a score to each service based on the extent to which they match the need and profile of the beneficiary, allowing for RIMS users to easily refer the beneficiary to the appropriate service. The service mapping includes both RIMS and non-RIMS partners, and is updated on a regular basis by the RIMS team, as well as ad-hoc by RIMS users when they encounter new partners.

As demonstrated by the graphs above, RIMS data has the analytical potential to inform humanitarian decision makers on trends and effectiveness of referrals, ultimately encouraging better programming and integrated approaches to responding to people's needs.

KEY UPDATE: VERSION 3 GOES LIVE

On 10 June, Version 3 of RIMS will be launched and available for use by all current 26 RIMS partners. This new version of the System incorporates feedback received from users during Version 2, with significant improvements in the interface to facilitate usage. Partners are currently receiving training on the new version, and a user guide is being developed that will define key terms, explain RIMS' features and support users in entering data to process their referral. This will be circulated to all partners once complete

New features of RIMS V3 include:

- Online/offline platform (the platform can be used offline even if the user is not connected to the internet)
- Enhanced data security
- Ability to redirect and re-refer (forward referrals) and track forwarded referrals
- Ability to send referrals to multiple services
- A condensed service mapping with extra search toolkits

Of the 26 RIMS partners, five agencies were actively using the System during this period, with DRC remaining the most active user as of May 2019. It is expected that all 26 partners, who have been thoroughly trained in the last few months on using the system, will increase their active use of RIMS after 10 June upon the launch of version 3 of the System. As more users join RIMS and current users increase their use of the System, the validity, representativeness and quality of the data is expected to increase, which will be reflected in future RIMS snapshots and reports.