RIMS SNAPSHOT
Referral Information Management System

RIMS | Referral Information Management System

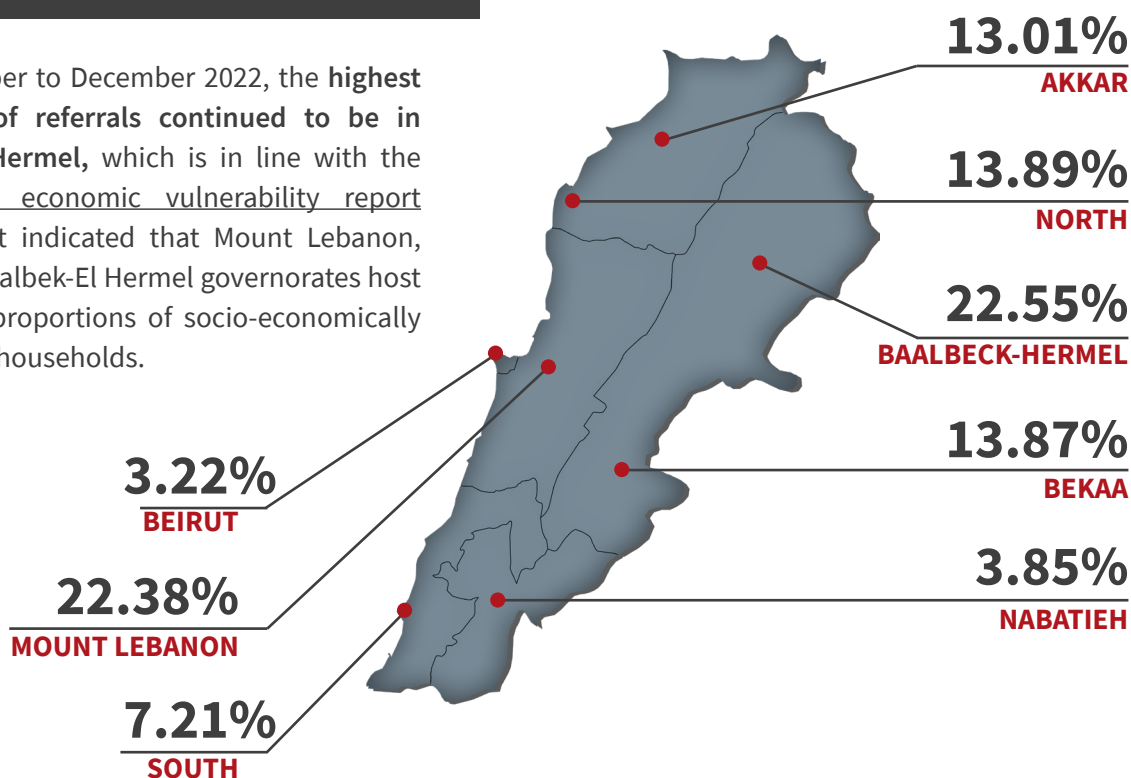| LEBANON	JANUARY-MARCH 2023

OVERVIEW

The RIMS snapshot summarizes key data of referrals conducted through the Referral Information Management Systems (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 series of snapshot is produced every 3 months From Jan 1 to March 31, 2023.

Total number of referrals

Jan to Mar 2023
5,241

Jan to Mar 2022 to 2023
35,416

During the first three months of the year (Jan to March 2023), more than 5000 referrals were facilitated through RIMS, which is a 0.04% increase compared to last years' 4th quarter. Although the increase is minor, it reflects that refugee and host community needs continue to increase and that RIMS users were fast to adapt to the new version of RIMS that was successfully launched on January 9th, 2023. Moreover, RIMS data demonstrates, that almost half of the total number of referrals recorded on RIMS were for beneficiaries located in both Baalbak el Hermel and Mount Lebanon governorates, where baalbak el Hermel recorded 23% of the total number of referrals on RIMS, and Mount Lebanon recorded 22%. These findings are in line with Vasyr and MSNA data that concluded that most vulnerable communities reside in Balbek el Hermel and Mount Lebanon governorates. However, it is interesting to note, that South and Nabatieh governorates recorded a lower number of referrals, although, as shared by several humanitarian actors in the south, the needs are high, but the data is not reflected on RIMS due to the low number of RIMS partners providing services in the mentioned localities.
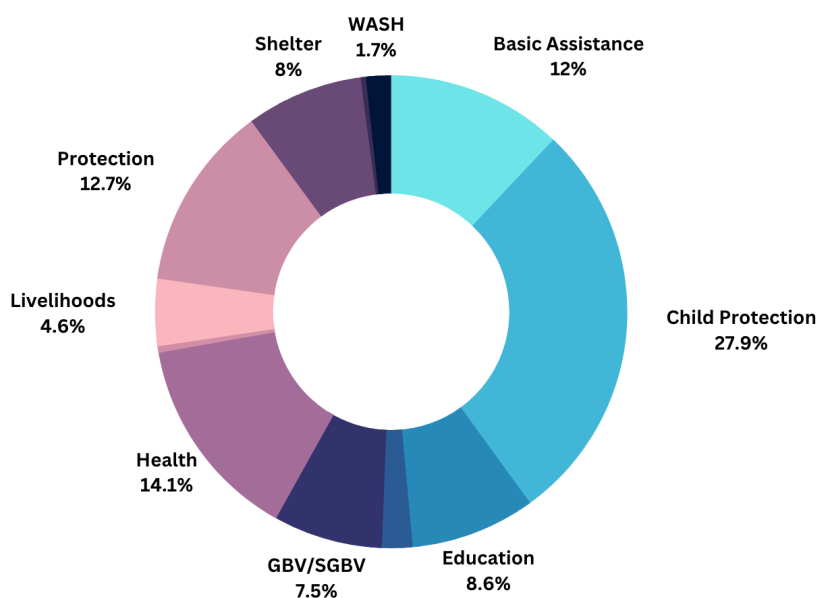
REFERRALS PER GOVERNORATE

During October to December 2022, the **highest proportion of referrals continued to be in Baalbek el Hermel,** which is in line with the VASYR 2021 economic vulnerability report findings, that indicated that Mount Lebanon, Akkar and Baalbek-El Hermel governorates host the highest proportions of socio-economically vulnerable households.

13.01%
AKKAR

13.89%
NORTH

22.55%
BAALBECK-HERMEL

13.87%
BEKAA

3.85%
NABATIEH

3.22%
BEIRUT

22.38%
MOUNT LEBANON

7.21%
SOUTH

PROPORTION OF REFERRALS RECEIVED BY SECTORS

Over the reporting period, RIMS data demonstrated that there was an increase in the number of referrals sent mainly across the Child protection, Basic Assistance and Health sectors, across different governorates. These sectors have been the priority sectors for several consecutive quarters.

However, it is interesting to note that a significant spike in child protection referrals was noticed (19% previously to 27.95%), specifically in Baalbek-el-Hermel governorate, where there was a 45% increase, in comparison to the previous quarter. This spike is likely due, as mentioned by several child protection actors, such as TDH ITALY, SAVE THE CHILDREN and DRC, to the deterioration of the financial capacities of families because of the severe economic crisis in Lebanon, as well as the discontinuation of many households from several cash-based programs which led to an increase in child labor cases as the families started sending their children to work in order to maintain their basic needs.

WASH 1.7%
Shelter 8%
Basic Assistance 12%
Protection 12.7%
Child Protection 27.9%
Livelihoods 4.6%
Health 14.1%
GBV/SGBV 7.5%
Education 8.6%

Moreover, the closure of public schools in Lebanon due to teachers call to go on strike because their salaries, in Lebanese pounds, have become too low to cover rent and other basic expenses, as well as the closure of some schools because of increased tension between host and refugee communities, had resulted in more children not going to school and going to work instead, which as reported by CP actors affected the psychological status of the children as demonstrated by RIMS data indicating that 52% of the requested services under child protection sector were for psycho social support (PSS) services. Adding to the above, the deterioration in the financial situation of the vulnerable households and the high transportation cost (schools buses for those who are not covered under the transportation assistance) also played an important role in increasing the number of children who are not going to schools since parents are not able to afford the payment of school registration fees.

Finally, the increase in the number of RIMS partners and in the awareness of the RIMS platform, especially during the launch of the new version 4 (RIMS V4) in January 2023, as well as the new updated RIMS service mapping, that enabled and provided instant and accurate information about the available service providers, based on the beneficiary needs and location, had led organizations to send referrals to new sectors such as social stability, food security and WASH sector more often and played an important role in linking humanitarian actors with each other, facilitating service delivery and feedback on referrals.

AKKAR

Sector	%
Basic Assistance	6.16%
Child Protection	27.86
Education	7.04%
Food Security	0.44%
GBV/SGBV	6.89%
Health	19.06%
IM - M&E	0.44%
Livelihoods	2.64%
Protection	14.37%
Shelter	14.81%
Social Stability	0.15%
WASH	0.15%

MOUNT LEBANON

Sector	%
Basic Assistance	17.31%
Child Protection	15.26%
Education	5.63%
Food Security	5.97%
GBV/SGBV	21.48%
Health	13.73%
IM - M&E	0.09%
Livelihoods	1.53%
Protection	13.90%
Shelter	4.94%
Social Stability	0.00%
WASH	0.17%

BAALBECK EL-HERMEL

Sector	%
Basic Assistance	3.81%
Child Protection	65.31%
Education	7.87%
Food Security	1.78%
GBV/SGBV	1.02%
Health	6.77%
IM - M&E	0.68%
Livelihoods	1.27%
Protection	7.28%
Shelter	3.30%
Social Stability	0.34%
WASH	0.59%

BEIRUT

Sector	%
Basic Assistance	39.05%
Child Protection	8.28%
Education	1.18%
Food Security	1.18%
GBV/SGBV	1.78%
Health	20.71%
IM - M&E	0.59%
Livelihoods	4.14%
Protection	18.93%
Shelter	1.18%
Social Stability	2.96%
WASH	0%

NABATIEH

Basic Assistance	1.98%
Child Protection	1.49%
Education	34.65%
Food Security	0.50%
GBV/SGBV	6.44%
Health	6.44%
IM - M&E	0.00%
Livelihoods	0.00%
Protection	41.09%
Shelter	5.94%
Social Stability	0.00%
WASH	1.49%

NORTH

Basic Assistance	14.70%
Child Protection	20.60%
Education	5.63%
Food Security	1.10%
GBV/SGBV	4.95%
Health	14.01%
IM - M&E	0.14%
Livelihoods	11.26%
Protection	10.99%
Shelter	15.25%
Social Stability	0.96%
WASH	0.41%

SOUTH

Basic Assistance	23.02%
Child Protection	10.32%
Education	18.78%
Food Security	0.53%
GBV/SGBV	3.17%
Health	4.76%
IM - M&E	0.53%
Livelihoods	1.85%
Protection	8.99%
Shelter	11.11%
Social Stability	0.26%
WASH	16.67%

BEKAA

Basic Assistance	10.59%
Child Protection	16.23%
Education	7.84%
Food Security	0.41%
GBV/SGBV	2.20%
Health	27.65%
IM - M&E	0.96%
Livelihoods	12.79%
Protection	12.10%
Shelter	7.57%
Social Stability	0.14%
WASH	1.51%

REFERRALS BY GENDER:

During the first 3 months of 2023, and similarly to the previous quarter, RIMS data demonstrated that the proportion of referred females was higher than referred males across all governorates. However, this quarter male referrals increased by 3.25% from the previous quarter, likely due the increase of child labor cases referred to child protection, basic needs and health services.

55.75% Female

44.25% Male
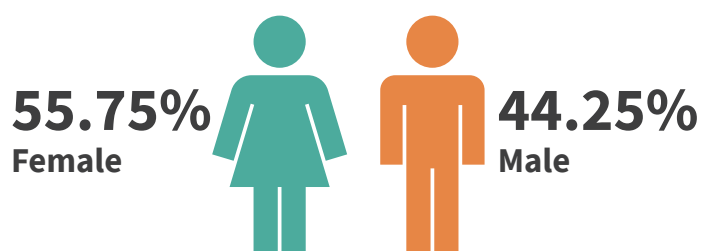
Moreover, it is interesting to note that a large share of referred females were referred in Mount Lebanon with 13.17% as well as in Baalbak El Hermel with 13.85%. However, these findings will need further investigation and monitoring to understand whether women are at more risk in these areas than in other governorates.

REFERRALS BY AGE GROUP:

RIMS evidence shows that throughout this quarter, although referrals of beneficiaries aged between 18 to 59 remained the leading category among other age groups and in all governorates, it decreased by 16% in comparison to the previous quarter, allowing a noticeable increase of referrals of infants (0-4) of children (5-11) by 11%, and of adolescents (12 to 17) by 9%, which is in line with the previous findings related to the increase in the child protection cases, as well as with VASYR 2022 data that highlights that the highest rates of child labor cases are recorded among adolescents aged between 15 and 17.(https://ialebanon.unhcr.org/vasyr/#/)

[0-4]	[5-11]	[12-17]	[18-59]	[60+]
3.82%	20.61%	25.61%	46.82%	3.15%

EFFECTIVENESS INDICATORS:

While beneficiaries keep on facing barriers to access humanitarian assistance, on the other side, service providers also fall short of being able to respond immediately to the referrals of vulnerable communities in Lebanon.

RIMS data demonstrated that during the first quarter of 2023, almost 50 % of referrals received on RIMS were left without any feedback. Furthermore, looking at each governorate individually, it is evident that in both Baalbek el Hermel and Mount Lebanon the percentage of cases left without any feedback is higher than in other governorates, and more specifically 80% of referrals sent to the education service providers in Baalbek EL Hermel are left without any feedback.

These number are quite alarming, because they demonstrate, that organizations are failing not only to deliver services to beneficiaries, but to deliver any feedback to persons of concern, which could be linked to several reasons, such as the lack of human resources, time management capacities, forgetting to update the feedback received from organization, and an update service mapping

Moreover, looking at the cases that were responded to, almost 66% of received referrals were not acknowledged/responded to on time. And more importantly, 55% of the fast-track cases, that are usually urgent cases, that require immediate response and intervention, were not acknowledged on time, which is a 6% increase in comparison to the previous quarter. This increase is however influenced by several factors, such as the launch of the new version 4 of RIMS and the introduction of new security and data protection measures, that users were not previously familiar with onto the system, as well as the shortage of human resources and the increase of needs among vulnerable communities.

Moreover, looking at the timeliness of referrals, RIMS data showed that the proportion of cases that received final feedback in 14 or less days had decreased by 11% almost in comparison with the previous quarter, which means that almost 60% of the beneficiaries referred, had not received neither services nor feedback in a timely manner.

SPEED AND RESPONSIVENESS:

SPEED OF FAST TRACK REFERRALS

ON-TIME	NOT ON-TIME
44.89%	**55.11%**

TIMELINESS OF REFERRALS

0 to 14 Days	30+ Days	15 to 30 Days
41.65%	**32.17%**	**26.18%**

REASONS FOR NOT ACCEPTING REFERRALS

RIMS data demonstrated that 35.07% of the total number of referrals closed, were not accepted due to various eligibility criteria, such as location of the beneficiary, their age, and nationality.

Moreover, 23.13% of the referrals were rejected due to insufficient funds which increased significantly from the previous quarter (7%) reflecting the negative impact of funding cuts on the ability to deliver services to vulnerable communities.

Age	Location
5.79%	**25.22%**

Nationality	Gender
1.09%	**0.11%**

Service provided	Other
0.87%	**43.79%**

Insufficient funds

23.13%
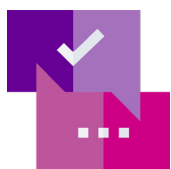
FEEDBACK ON REFERRALS

Feedback received	No feedback received	Closed
16.58%	**48.35%**	**35.07%**

WAITING LIST ANALYSIS:

During the first Quarter of 2023, DRC launched the new version of RIMS with various new features and statuses that facilitate reporting and reflect more accurately all referral steps. Among these features, the waiting list feature, that allows RIMS users to add beneficiaries after accepting them to receive the service to a waiting list. The purpose of the waiting list is to allow beneficiaries the freedom to explore other options at their own pace, and decide whether they would like to receive the service from the same service provider who put them on the waiting list or would rather receive it from another service provider who might be faster, but it also removes the pressure from the service provider and reflects their real-time capacity of delivering the service while remaining honest to the person of concern and the sender of the referrals.
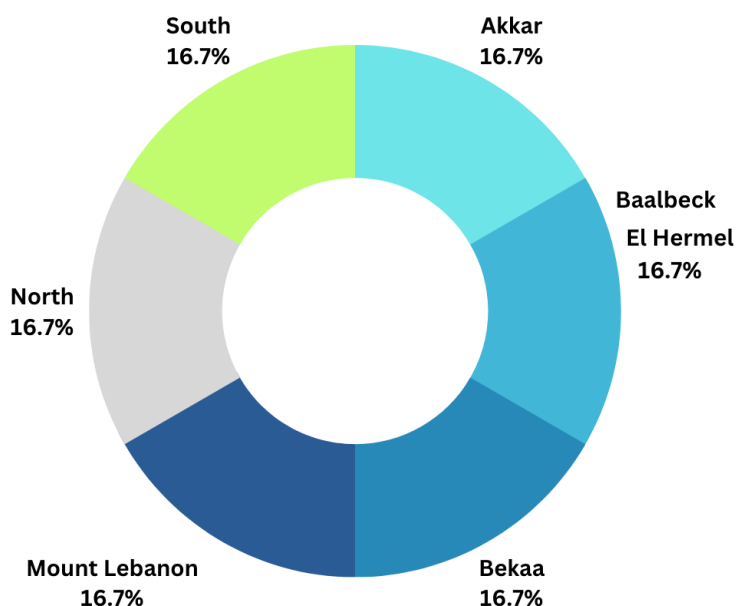
As a result of this new addition, RIMS was able to demonstrate that during the first quarter of 2023, 5.53% of the accepted cases were added to the waiting list, hence beneficiaries will not receive the requested services immediately. Moreover, the data shows that most of the cases that were added to the waiting list were mainly for referrals sent to the health sector (53%), which is likely due to the lengthy health processes beneficiaries need to go through before receiving the service, shortage of staff and the load of cases received by the health service providers based on feedback received from health actors (Medecins du monde).

IDENTIFICATION CHANNELS:

RIMS data suggests that 40% of the cases identified and referred on RIMS all over Lebanon, were identified through Hotline and Phone calls, which makes the phone calls as the primary identification channel used in Lebanon. However, although phone calls remain the priority identification channel, the numbers had significantly decreased in comparison with the previous quarter, where 60% of the referral were identified through phone and hotline calls. The decrease in the number of cases identified through hotlines could be linked to the inability of beneficiaries to reach out to organizations via phone due the high telecommunication costs. NGO's are in particular having to adapt to this situation by having to provide face to face identification and linking more with community focal points, since the number of cases identified through community focal points and networks increased during this quarter by 3% to ensure that beneficiaries reach the needed services.

IDENTIFICATION CHANNELS:

COMMUNITY FOCAL POINT
13.58%

EDUCATION CENTER
20.39%

SELF-REFERRAL
6.25%

HOME VISIT
21.17%

EMAIL (FEEDBACK MECHANISM)Y
1.64%

HOTLINE/ PHONE
36.84%

EMAIL (FEEDBACK MECHANISM)Y
0.04%

RIMS THEMATIC FOCUS:

LEGAL AID REQUESTS:

Since the middle of March and the beginning of April, the Lebanese Armed Forces have been carrying out several raids on the houses of Syrian refugees in different neighbourhoods across Lebanon, including Mount Lebanon, Jounieh, Qob Elias, and Bourj Hammoud to deport them to Syria. Thus, to support organizations with the needed information on legal residency and legal air requests, RIMS decided to closely monitor the development of the number or requested and responsiveness of organizations to these.

RIMS data demonstrated that during the first quarter of 2023, 33% of the Protection referrals received were sent to Legal aid. Moreover, it is interesting to note that most legal aid requests, are received from males' beneficiaries. Which could be an indicator, that males are at a greater risk of deportation than females. face access issues. Furthermore, during April, the proportion of males requesting legal aid services had increased by 10%, which could link directly to the fact that more raids were happening during April.

Finally, it is interesting to note, that Mount Lebanon, was the governorate to receive most legal aid requests, which indicates the importance of ensuring that all legal aid service provider contact details are updated on the Inter agency service mapping as well as RIMS service mapping, to ensure that beneficiaries receive the needed support as quickly and efficiently as possible.

KEY FUTURE MILESTONES:

During the next quarter, RIMS will be developing the feedback mechanism feature, that will allow organizations to report feedback received from variety of channels, to ensure a beneficiary centric approach. Moreover, RIMS will be exploring the possibilities to provide tailored access to service providers delivering services to the hard-to-reach populations as well as to beneficiaries whose characteristics place them outside culturally mainstream categories. Finally, RIMS will continue monitoring legal aid requests, to ensure that the RIMS service mapping is up to date and reflects all the services that might be requested by vulnerable communities that want to be registered with the UNHCR or need support from fear of being deported.

DRC DANISH REFUGEE COUNCIL