

# RIMS SNAPSHOT

## QUARTER 2: APRIL - JUNE 2023

**RIMS is the Referral Information Management System** that is hosted by the Danish Refugee Council (DRC).

The RIMS snapshot summarizes key data of referrals conducted through 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.

This issue covers the period between **April 1<sup>st</sup> to June 30<sup>th</sup>, 2023.**

### Total number of referrals



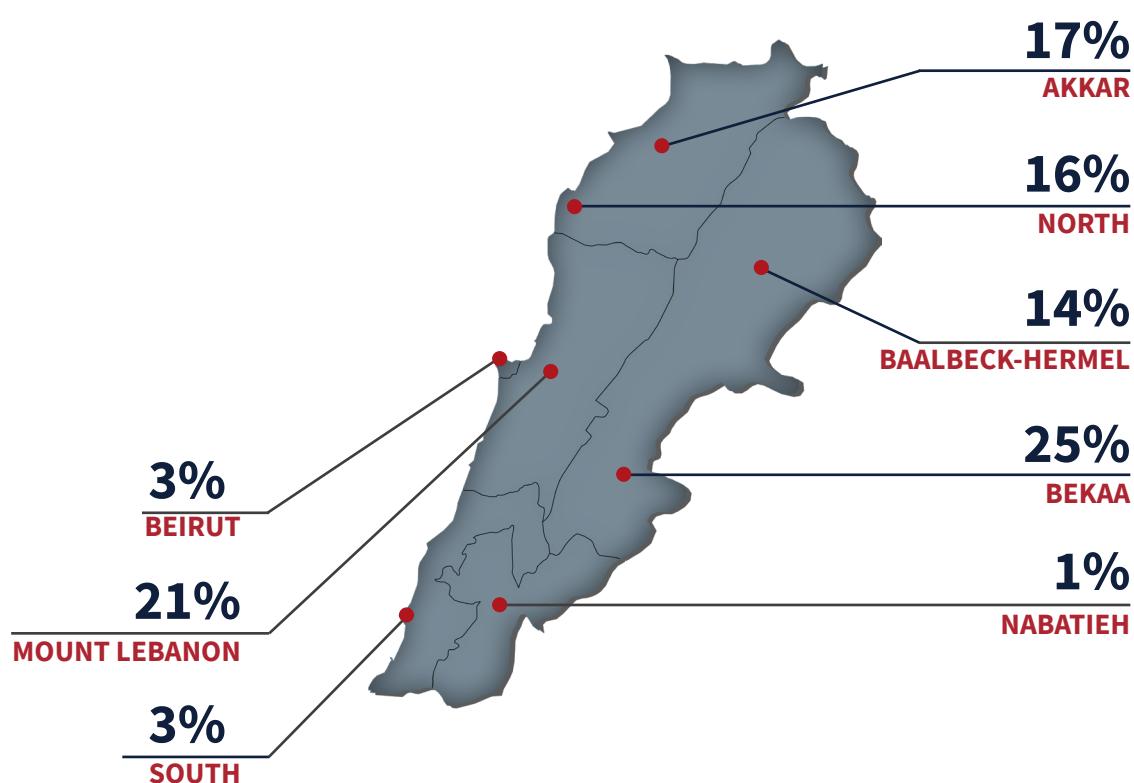
## REFERRALS PER GOVERNORATE

During the reporting period between April to June 2023, RIMS facilitated 4709 referrals, marking an 11% decrease compared to the previous quarter. Despite the decline in percentage in comparison to the previous quarter, this may not necessarily reflect a decrease in the needs of both the refugee and host communities. The decrease in the number of referrals could be linked to refugees self-restricting their movements due to mass raids leading to deportations. As reported by LHIF advocacy report, this may have impacted the ability to access service providers and indeed assistance. Additionally, several organizations have closed out projects, or faced delays in launching new project, or because of the decrease in humanitarian funding in Lebanon.

The highest numbers of referrals, respectively, were from Bekaa (25%) and Mount Lebanon (21%). These numbers align with VASYR and MSNA data, which have similarly identified Bekaa and Mount Lebanon as regions with significant concentrations of vulnerable communities.

Humanitarian actors in the South, Nabatieh, and Beirut governorates have reported high needs, yet the number of referrals on RIMS remains low, mainly because of the limited number of organizations that use RIMS as a platforms in these areas.

### PERCENTAGES BY GOVERNORATES



## PROPORTION OF REFERRALS BY SECTORS AND GOVERNORATES

The sectors that received the highest numbers of referrals this quarter were Health, Child Protection, and Protection. The latter had a significant higher number for legal assistance, mostly likely due to the increased restrictions on Syrian refugees in late April and May 2023. The actions taken by the Lebanese armed forces (LAF), such as raids, arrests, detentions, and deportations of Syrian refugees without valid legal residency, have raised a lot of insecurity and concerns among the refugee community, thus, there is a notable increase in referrals for legal aid services, specifically related to legal residency and counseling. This observation is further supported by data from the DRC legal aid trackers in North and Bekaa, which also showed an increase in persons seeking legal aid services for legal residency during May and June 2023. Additionally, the NRC's briefing note on Syrian refugees and legal residency in June 2023 highlighted a substantial increase in requests related to legal residency, particularly in Beirut/Mount Lebanon and the North governorate.

Regarding health referrals, a significant spike was observed, specifically in Bekaa and Mount Lebanon governorates, showing a remarkable 45% increase compared to the previous quarter (from 14.12% to 26.2%). Most of these health cases (76%) were referred to the health sub-sector, where persons of concern sought medication, financial assistance, and medical equipment. Additionally, 24% of the referrals were related to mental health. Furthermore, more than 50 cases of malnutrition were reported, which is connected to the economic strain preventing families from meeting their basic needs; an expected outcome as the level of food insecurity has been rising in Lebanon. E.g., the IPC analysis projected that, between January and April 2023, about 2.26 million people, corresponding to 42% of the analyzed population are expected to face high levels of food insecurity [IPC Phase 3](#) (Crisis) or above in Lebanon.

Around 66% of the health referrals were Syrian refugees. This increase is directly linked to the changes in the medical costs covered by UNHCR since May 2023 which is specific for refugees; whereby the latter covers 50% of the cost, and the patient's share increased to 25% of the coverage. The continuous deterioration of the economic crisis is a major obstacle for households to afford medical expenses and hospitalization fees.

There was a significant decrease in Child Protection cases between the last two quarters; from 27.95% to 17.2%. Partner organizations identify the causes as security concerns that are deterring families from sending their children to work. They have concerns over incidents of kidnapping and sexual abuse, fear of deportation, funding reductions for child protection service providers, and gaps between the end and start of new humanitarian programs.

The percentage of referrals in the Basic Assistance sector remains more or less constant as the economic situation in Lebanon persists. Specifically, 93% of the basic assistance referrals were for cash assistance, with 75% coming from the Syrian refugee community and 22% from the Lebanese community. This indicates that both the refugee and host communities are impacted by the ongoing economic crisis.

Basic Assistance	462	IM - M&E	2
Child Protection	808	Livelihoods	191
Education	269	Protection	1140
Food Security	15	Shelter	337
GBV	179	Social Stability	16
Health	1231	WASH	56

**GRAND TOTAL: 4706**



## AKKAR

Basic Assistance	41	5.2%
Child Protection	143	18.3%
Education	41	5.2%
Food Security	3	0.4%
GBV	62	7.9%
Health	169	21.6%
Livelihoods	30	3.8%
Protection	174	22.2%
Shelter	105	13.4%
Social Stability	1	0.1%
WASH	14	1.8%
<b>Total</b>	<b>783</b>	



## BAALBECK EL-HERMEL

Basic Assistance	63	9.3%
Child Protection	245	36.2%
Education	48	7.1%
Food Security	5	0.7%
GBV	21	3.1%
Health	130	19.2%
Livelihoods	16	2.4%
Protection	122	18.0%
Shelter	14	2.1%
Social Stability	3	0.4%
WASH	9	1.3%
<b>Total</b>	<b>676</b>	



## BEIRUT

Basic Assistance	9	7.4%
Child Protection	30	24.6%
Education	1	0.8%
Food Security	1	0.8%
GBV	5	4.1%
Health	34	27.9%
Livelihoods	5	4.1%
Protection	27	22.1%
Shelter	6	4.9%
Social Stability	4	3.3%
<b>Total</b>	<b>122</b>	



## BEKAA

Basic Assistance	54	4.7%
Child Protection	98	8.5%
Education	31	2.7%
Food Security	3	0.3%
GBV	22	1.9%
Health	366	31.6%
IM-M&E	2	0.2%
Livelihoods	62	5.4%
Protection	453	39.1%
Shelter	31	2.7%
Social Stability	6	0.5%
WASH	30	2.6%
<b>Total</b>	<b>1158</b>	



## NABATIEH

Basic Assistance	4	5.7%
Child Protection	4	5.7%
Education	10	14.3%
GBV	9	12.9%
Health	10	14.3%
Protection	29	41.4%
Shelter	4	5.7%
<b>Total</b>	<b>70</b>	



## MOUNT LEBANON

Basic Assistance	151	15.3%
Child Protection	152	15.4%
Education	42	4.3%
Food Security	3	0.3%
GBV	18	1.8%
Health	323	32.8%
Livelihoods	28	2.8%
Protection	189	19.2%
Shelter	78	7.9%
<b>Total</b>	<b>984</b>	



## NORTH

Basic Assistance	127	16.7%
Child Protection	107	14.1%
Education	70	9.2%
GBV	38	5.0%
Health	181	23.8%
Livelihoods	40	5.3%
Protection	110	14.5%
Shelter	84	11.1%
Social Stability	2	0.3%
WASH	1	0.1%
<b>Total</b>	<b>760</b>	

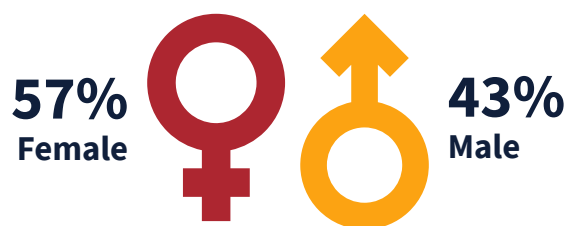


## SOUTH

Basic Assistance	13	8.5%
Child Protection	29	19.0%
Education	26	17.0%
GBV	4	2.6%
Health	18	11.8%
Livelihoods	10	6.5%
Protection	36	23.5%
Shelter	15	9.8%
WASH	2	1.3%
<b>Total</b>	<b>153</b>	

## REFERRALS BY GENDER

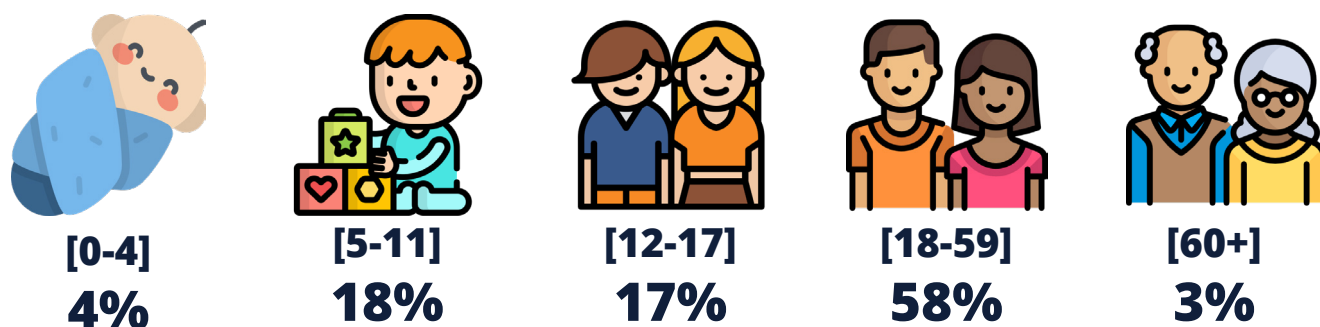
The proportion of referred females remains higher than referred males across all governorates, maintaining a similar trend to the previous quarters. However, there was a slight decrease of 1.25% in male referrals compared to the previous quarter. This decline might be partially attributed to a retreat in child labor cases referred to child protection and basic assistance services.



Bekaa accounted for 12.4% of female referrals, followed closely by Mount Lebanon with 11.3%, and Akkar with 11.5%. While these figures raise interesting insights, further investigation and monitoring are necessary to ascertain whether women are facing higher needs in these areas compared to other governorates.

In summary, the data analysis for the second quarter of 2023 indicates that females continue to represent a larger proportion of referrals, while there was a marginal decrease in male referrals. The concentration of female referrals in certain regions warrants closer examination to understand potential vulnerabilities and risk factors in those areas.

## REFERRALS BY GENDER



Referrals of Persons of Concern aged between 18 to 59 increased by 12 % and remain the leading category among other age groups and across all governorates. There was also a slight increase of referrals of infants (0-4) and elderly person of concerns. A slight 3 % decrease in referrals was recorded among children (5 - 11) and of adolescents (12 - 17) by 9%, which is in line with the previous findings related to the overall decrease in the child protection cases.



## EFFECTIVENESS INDICATORS

While Persons of Concern in Lebanon continue to encounter obstacles in accessing humanitarian assistance, service providers also face challenges in responding promptly to the needs of vulnerable communities.

During the second quarter of 2023, RIMS data revealed that nearly 38% of referrals received on the platform were left without any feedback. This issue was more prominent in Bekaa and Mount Lebanon. Specifically, 48% of referrals sent to health and protection (legal aid) service providers in these governorates were left unanswered.

The persistence of such numbers is concerning, as it indicates that organizations are not able to provide sufficient services to Persons of Concern but are also unable to provide any feedback regarding “non-responded” cases. This could be attributed to the lack of human resources among humanitarian partners, challenges with time management, weak understanding of safe identification and referrals standards, lack of feedback from organizations, and challenges in updating the information on service mappings. From a recent people of concern satisfaction survey that was conducted by DRC on services received from DRC and other aid organizations, 28% of the participants reported that they were referred without their consent. In addition, 67% of participants had a clear explanation about the referral process and 33% reported that they didn't have a clear explanation.

Furthermore, only 46% of the participants were contacted by the receiving organization to follow-up if the service was received. Meanwhile, 43% of the participants reported that the service needed was provided, while 57% stated that the service was not provided. For those who did not receive the service, 97% reported that they were not given any explanation from the related-organization. Similarly, 97% stated that they were not referred to another organization to receive the needed service. Only 3% were referred to another organization and half of them were asked for their consent once again before the referral.

From the cases that did receive a response, 58% were not acknowledged or responded to in a timely manner. Most importantly, 59% of fast-track cases- which demand immediate attention within 0 to 48 hours- did not receive timely acknowledgment, marking a 4% increase compared to the previous quarter. This increase can be attributed to several factors, such as human resource gaps and high turnover rates caused by the end of many programs during the second quarter. Additionally, the launch of the new version of RIMS and the implementation of new security and data protection measures have also caused delays, as partner organizations' staff are still adapting to the new platform.

Regarding the timeliness of referrals, the proportion of cases receiving final feedback within 14 days or less decreased by 5% compared to the previous quarter. This implies that almost 63% of the people of concern referred did not receive services or feedback in a timely manner.

In conclusion, the data highlights persistent challenges in delivering humanitarian assistance promptly to vulnerable communities in Lebanon. Addressing the issues surrounding feedback response and timeliness of referrals will be crucial to improving the overall efficiency and effectiveness of humanitarian services.

### SPEED OF FAST TRACK REFERRALS



#### TIMELINESS OF REFERRALS

0 to 14 Days

**36.66%**

30+ Days

**17.45%**

15 to 30 Days

**45.90%**



#### SPEED OF FAST TRACK REFERRALS

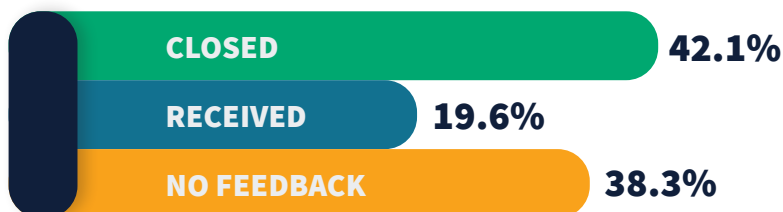
ON-TIME

**58.98%**

NOT ON-TIME

**41.02%**

## LEVEL OF RESPONSE



### REASONS FOR NOT ACCEPTING REFERRALS

28.5% of the total number of referrals closed were not accepted due to various eligibility criteria, such as location of the people of concern, their age, and nationality.

Moreover, 3.12% of the referrals were rejected due to insufficient funds, which decreased significantly from the previous quarter (20%). However, a significant increase from 0.87% in Q1 to 28.89% during this quarter in the number of cases in which the reason of not delivering the service is the previous provision of service was noticeable during this quarter. Moreover, 43% of the reasons were under other reasons and after reviewing them it was noticed that most of those reasons are related to the ending of some programs, eligibility criteria and the area of coverage of the service providers.

#### Age

**5.40%**

#### Nationality

**1.28%**

#### Service provided

**28.89%**

#### Insufficient funds

**3.12%**

#### Location

**21.45%**

#### Gender

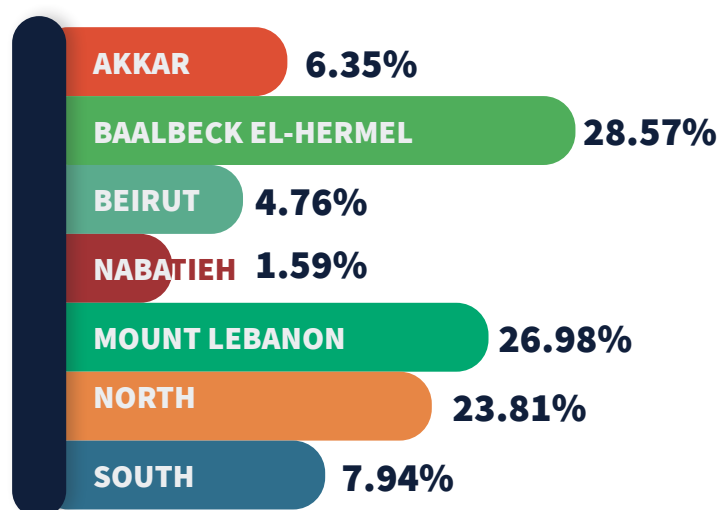
**0.35%**

#### Other

**36.51%**

## 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. One of these new features is a waiting list feature, that allows RIMS users to add Persons of Concerns after accepting them to receive the service to a waiting list. The purpose of the waiting list is to allow Persons of Concerns 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, 5.61% of the accepted cases were added to the waiting list, hence Persons of Concerns will not receive the requested services immediately. The data shows that most of the cases that were added to the waiting list were mainly for the health sector (79.37%). Médecins du monde and SAMS speculate that the reasons are related to lengthy administrative processes before receiving a health service, and the limited human resources vs the number of cases in need.

## IDENTIFICATION CHANNELS

RIMS data suggests that 45.28 % of the cases identified and referred on RIMS all over Lebanon, were identified through Hotline and Phone calls with almost 10% increase from the previous quarter and, they remain the primary identification channel used in Lebanon. Additionally, Home visits are still the second identification channel with 26.31 with almost 3% increase from the previous quarter results (23.96%).

However, it is interesting to note that in line with the previous findings on the increase of health cases, more than 10% increase of cases were identified through the hotline which clearly shows the importance of the health actors' hotline since the persons of concerns can directly reach the service providers to request medication, hospitalization or any other services.



**COMMUNITY FOCAL POINT**  
**9.65%**



**EDUCATION  
CENTERS/ SCHOOLS**  
**8.39%**



**SELF-REFERRAL**  
**6.86%**



**HOME VISIT**  
**26.31%**



**EMAIL (FEEDBACK MECHANISM)**  
**3.29%**



**HOTLINE/ PHONE**  
**45.29%**



**GOVERNMENT REFERRAL**  
**0.04%**



Referral Information Management System  
Hosted by the Danish Refugee Council

**FOR MORE INFORMATION OR QUESTIONS**

**CONTACT US**

**RIMS IS HOSTED BY**

**DRC** DANISH  
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COUNCIL

