

RIMS SNAPSHOT

RIMS

Referral Information
Management System

REFERRAL INFORMATION MANAGEMENT SYSTEM

DRU DANISH
REFUGEE
COUNCIL



MINISTRY OF
FOREIGN AFFAIRS
OF DENMARK
Danida



Funded by
European Union
Civil Protection and
Humanitarian Aid

unicef

LEBANON

December 2021 to March 2022

OVERVIEW

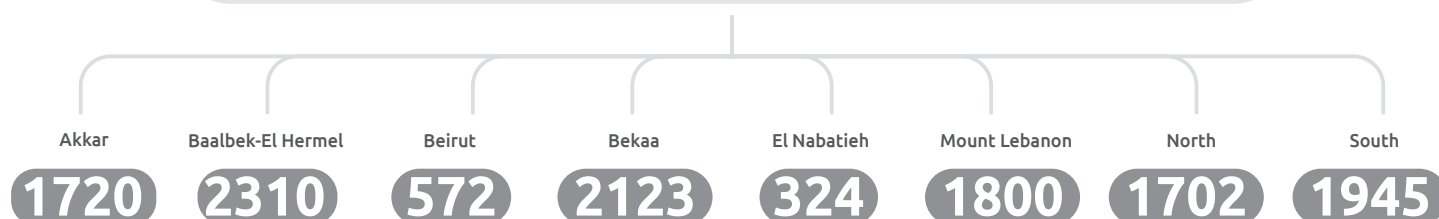
The RIMS snapshot summarizes key data of referrals conducted through the Referral Information Management Systems (RIMS) in Lebanon. This snapshot is designed to complement the RIMS' analytical reports, which contain in-depth analysis of effectiveness and accountability in referral pathways. This series of snapshot is produced every 3 months and covers the last 3 months' period (NB. This snapshot will cover exceptionally 4 months, starting December 2021 to End of March 2022).

Total number of referrals

December to March
2022

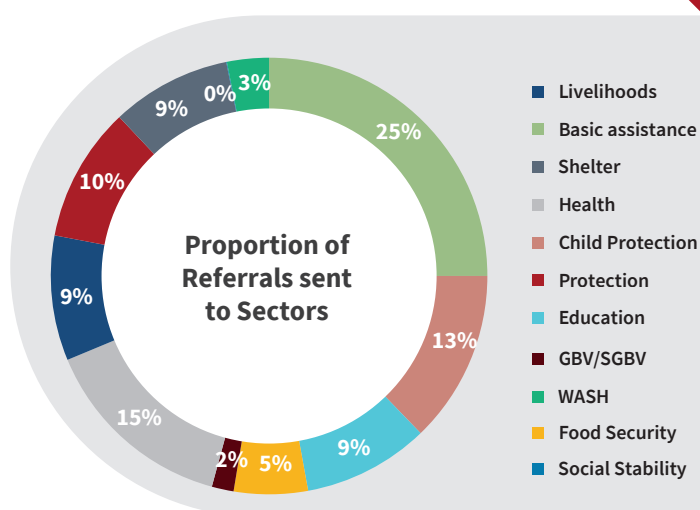
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During December 2021 to March 2022, the number of overall referrals increased by 252% compared to the September - November 2021 referrals which is an indication of the growing needs in Lebanon and the continuously deteriorating situation.



Baalbek el Hermel and the Bekaa areas have been witnessing the highest proportion of referrals, making them priority areas for humanitarian and development assistance, especially in basic assistance, education and health. The two mentioned areas constitute over 35% of all referrals. Areas of the South, El Nabatieh and Mount Lebanon have experienced an increase in referrals for the past 3 Quarters.

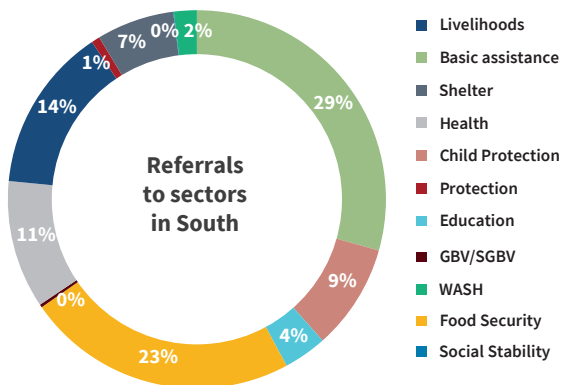
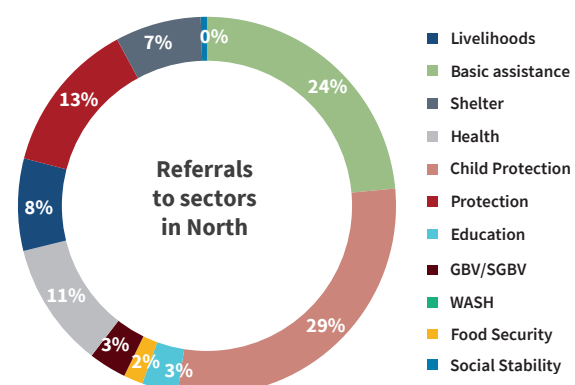
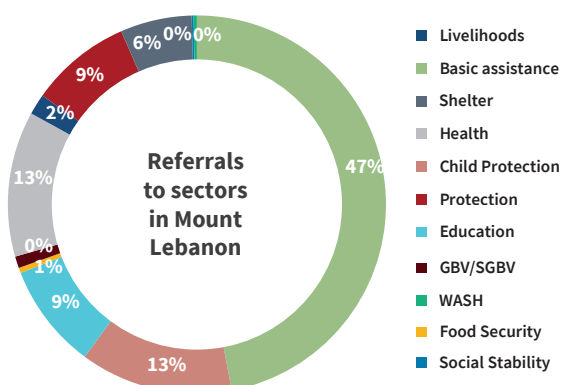
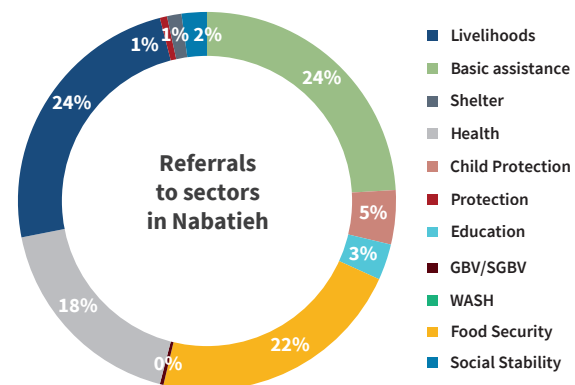
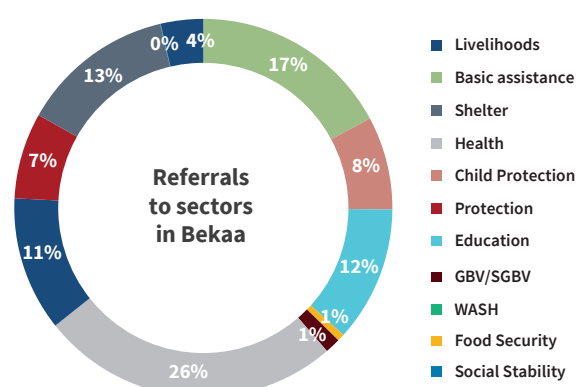
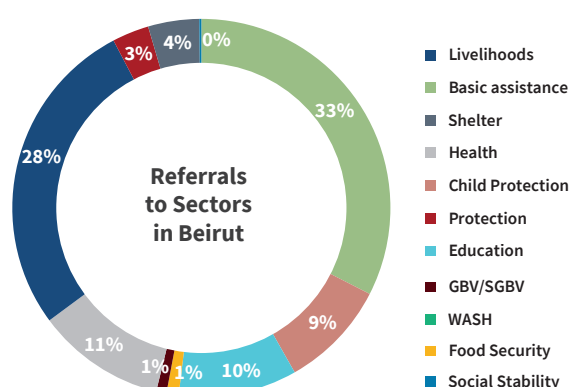
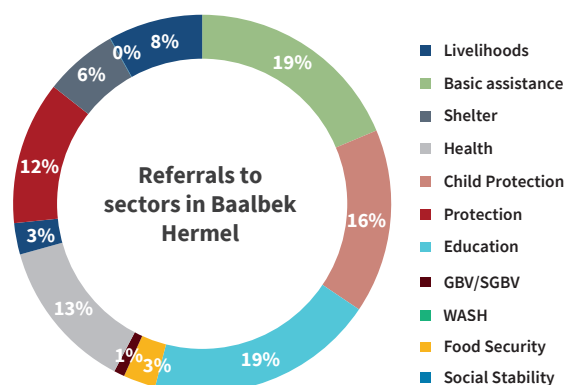
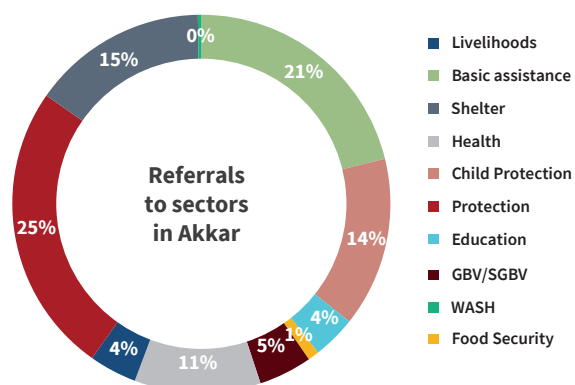
Proportion of referrals received by Sectors:

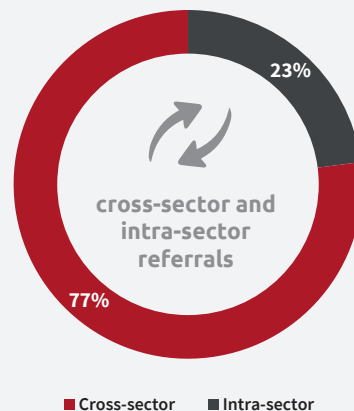
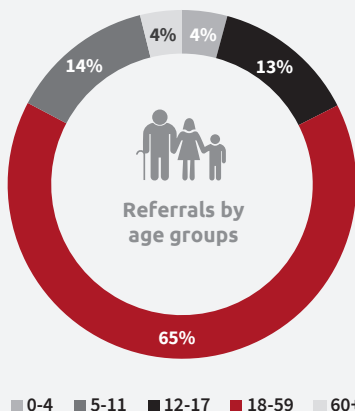
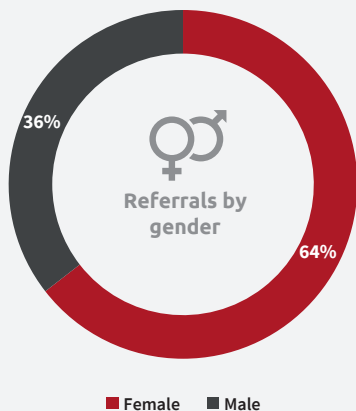


Out of all beneficiaries referred through RIMS in December 2021 – March 2022, 25% percent were referred for Basic Assistance services, 15% for Health, and 13 % for Child protection services.

The proportion of BA referrals remained the same in comparison to the previous quarter. The proportion of health referrals decreased from 18% to 15% this quarter and child protection referrals increased this quarter by 1 %

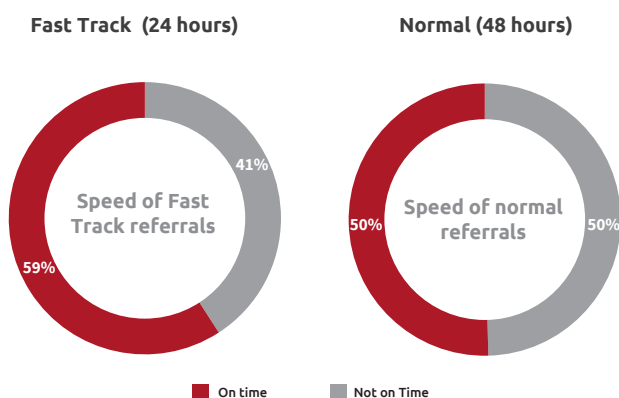
Proportion of referrals received by sectors by area





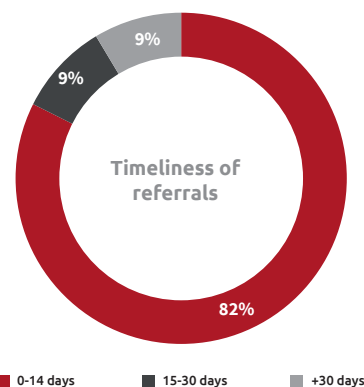
EFFECTIVENESS OF REFERRALS: SPEED, ACCURACY, TIMELINESS, RESPONSE

Speed



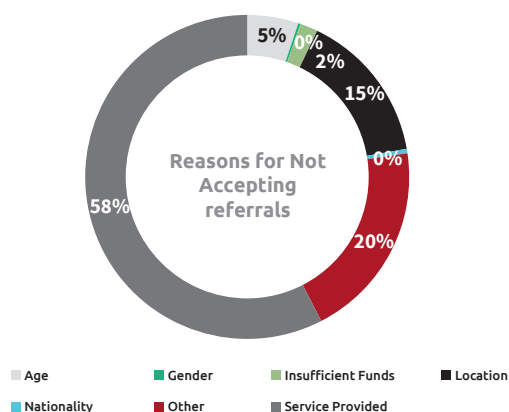
The **speed of referrals** refers to the time taken from when the referral is sent to when it is responded to by the receiving agency or internal focal point. According to the Inter-Agency referral SOPs, fast track referrals need to be acknowledged within 24 hours and normal referrals within 48 hours.

Timeliness



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. As per Inter-Agency standards, referrals should receive a final status within 14 days.

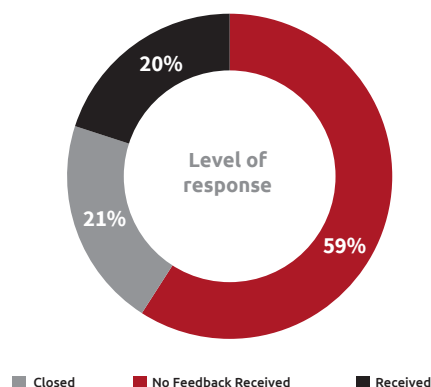
Accuracy



Note: only referrals with a final status and whose reasons for Not Accepting referrals is mentioned, are included in this graph.

Accuracy of referrals is defined by the volume of referrals with the final status Not Eligible (the more Not Eligible referrals, the less accurate the referrals are).

Level of Responsiveness to Referrals



Response refers to the level of response and follow up of the receiving agency on the referrals they receive. Response is measured by the percentage of "No Feedback Received" referrals, compared to "Acknowledged", and "Accepted"/"Not Accepted" referrals