

## REFERRAL INFORMATION MANAGEMENT SYSTEM

LEBANON

JULY 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.

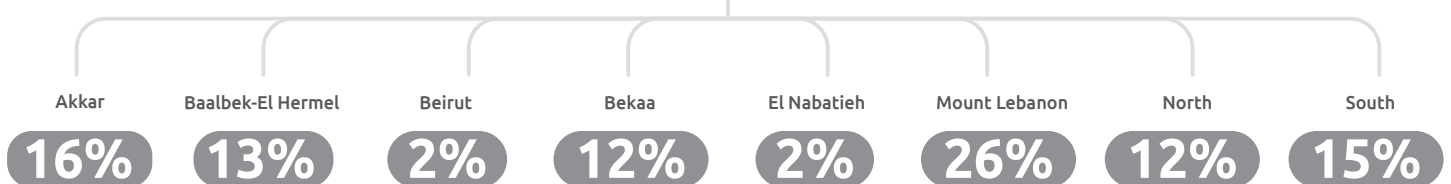
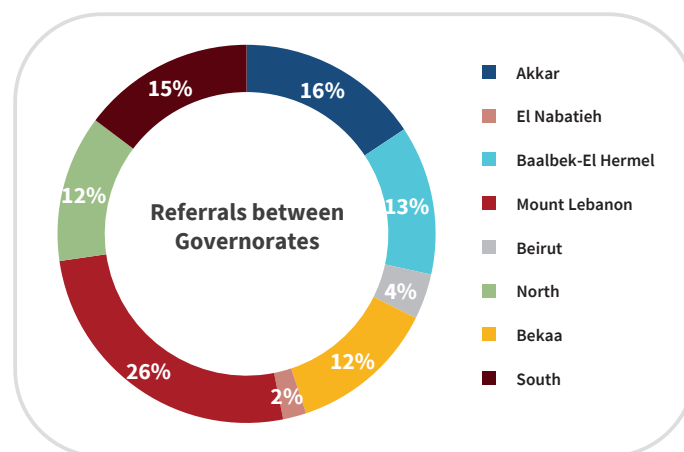
### Total number of referrals

April to June  
2022

**7338**

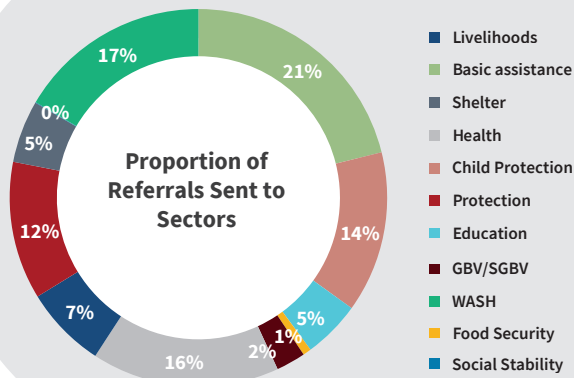
During April to June 2022, the number of overall referrals decreased by 41% compared to December 2021 – March 2022. The average number of referrals in the previous quarter was 3278 referrals per month while in this quarter it recorded an average of 2446 referrals, which could be due to the delay in launching new projects after the beginning of the year.

Regardless of the lower number of referrals recorded in April and May, a noticeable increase was recorded in June 2022



During the second quarter, Mount Lebanon and Akkar areas witnessed the highest proportion of referrals (42%) unlike the previous quarter when Baalbeck – El Hermel and Bekaa were the highest.

## Proportion of referrals received by Sectors:

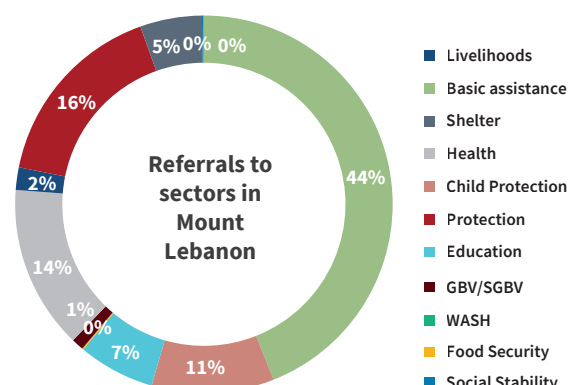
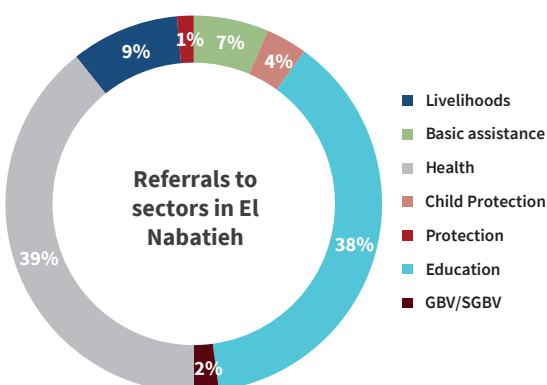
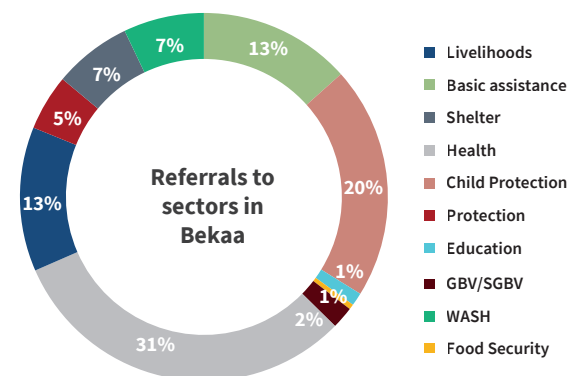
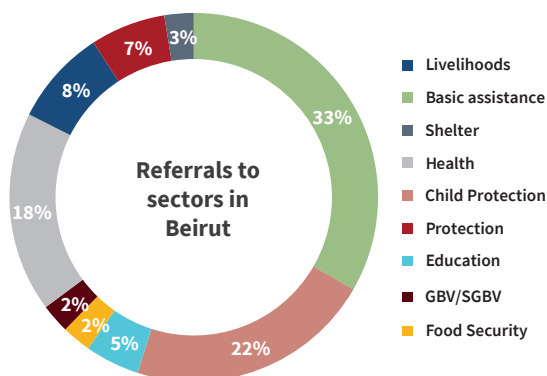
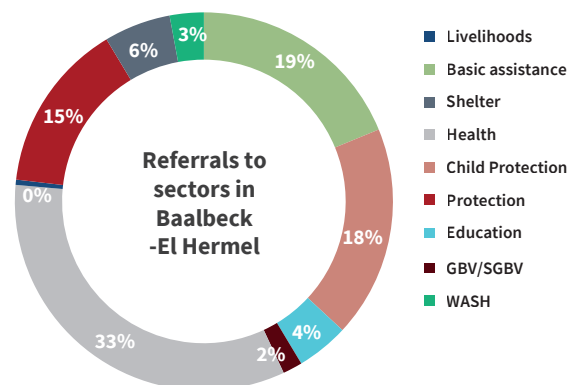
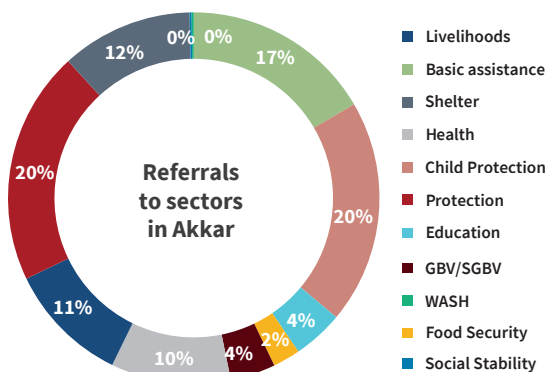


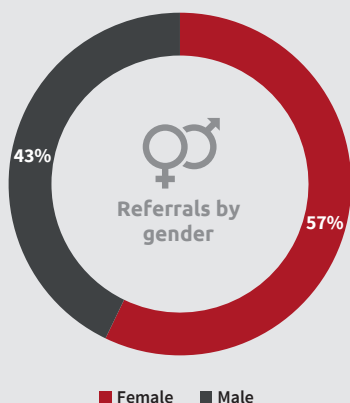
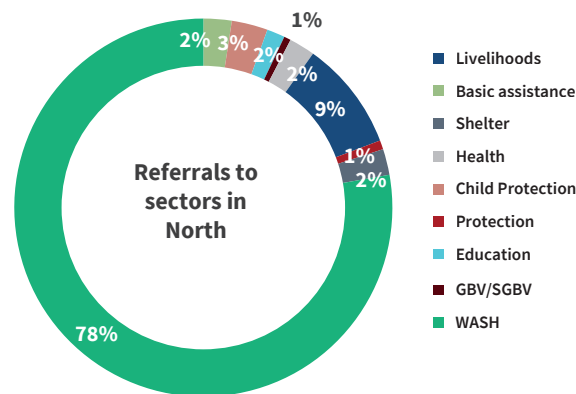
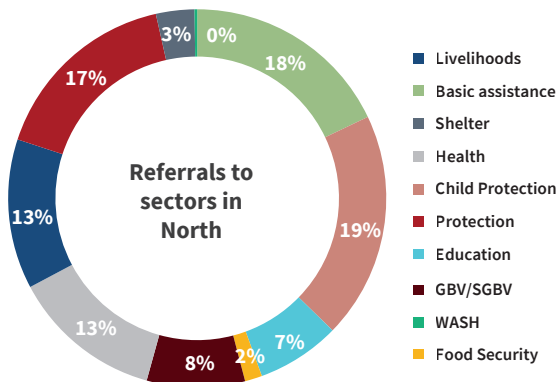
During April – June 2022, 7338 referrals were sent to 11 sectors, 51% of these referrals were sent to basic assistance, health, and child protection sectors, making them priority needs for persons of concern in different areas.

Furthermore, it is interesting to note that the proportions of both health and child protection referrals increased by 1% each to reach 16% and 14% respectively, when compared to Q1.

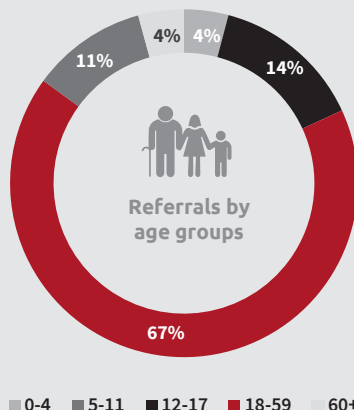
Finally, a huge increase was noticed for WASH referrals in the South, however the reasons behind this increase need to be confirmed and further researched.

## Proportion of referrals received by sectors by area

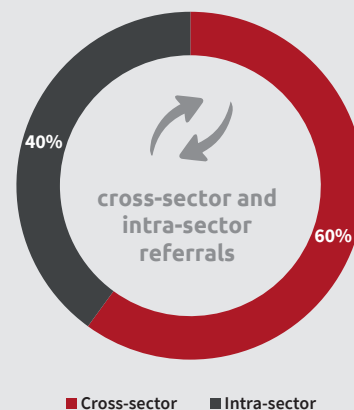




43% of the referred individuals were men, less than the proportion of the referred females who recorded 57% of all referrals.



The most referred individuals were aged between 18 and 59 years old with 67% of all referrals. All referrals' proportions for all age groups were approximately the same between this quarter and the previous one.

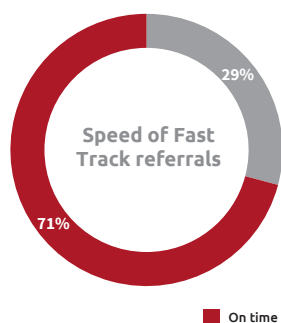


60% of the referrals were Cross-sector referrals, while 40% were intra-sector. This quarter witnessed increase in the intra-sector referrals by 17% which means that partners are using RIMS to manage intra-sector referrals more often.

## EFFECTIVENESS OF REFERRALS: SPEED, ACCURACY, TIMELINESS, RESPONSE

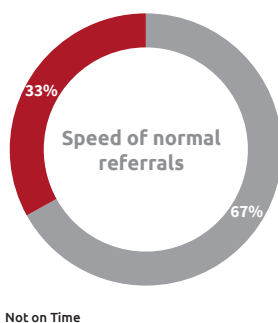
### Speed

#### Fast Track (24 hours)



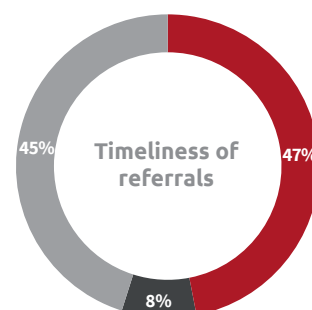
71% of the referrals were addressed on time, while 29% weren't managed according to the referrals standard Operating Procedures. The speed of the fast track referrals was improved in comparison with the previous quarter when only 59% of referrals were managed on time.

#### Normal (48 hours)



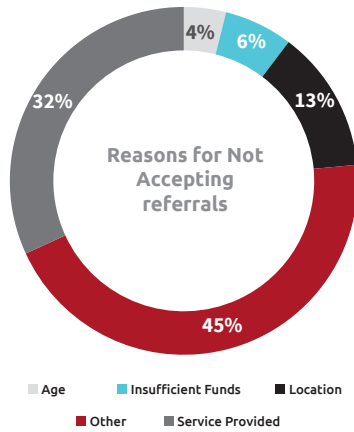
Only 33% of the referrals were addressed in a timely manner for normal track referrals. This indicates a performance decline in normal referrals speed between this quarter and previous one when it recorded 50%.

### Timeliness

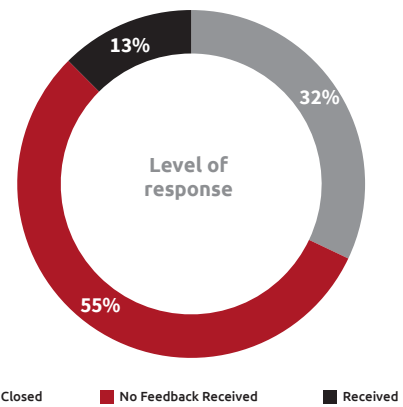


45% of the referrals that received a final status needed more than 30 days to be finalized, indicating a decline in the overall performance of organizations compared to the previous quarter (Q1), where only 9% of the referrals took over 30 days to be closed.

## Accuracy



## Level of Responsiveness to Referrals



The proportion of referrals with no feedback received is 55%, this is a high proportion indicating that users should follow up more frequently and actively with other organizations on referrals.