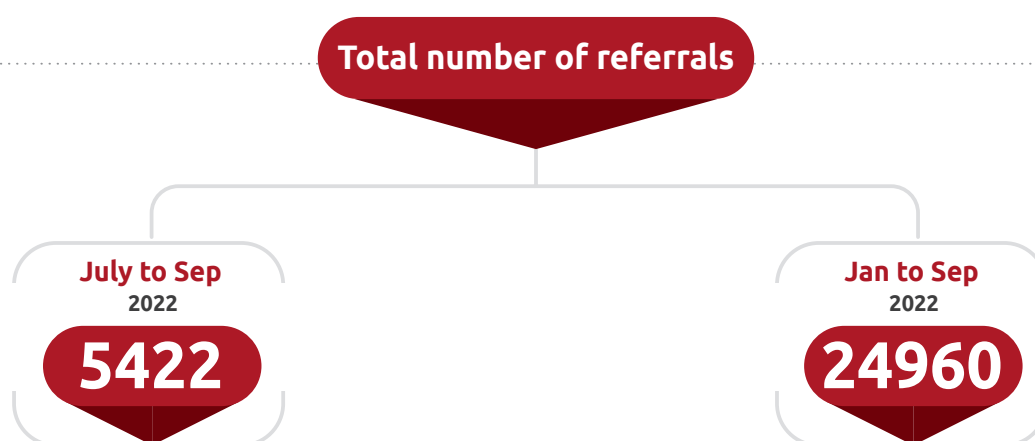


OVERVIEW

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.



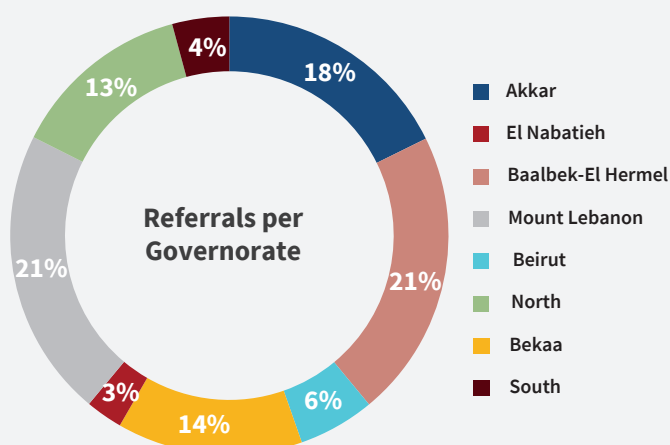
During July to September 2022, the number of overall referrals decreased by 26% compared to the previous quarter.

Out of 5422 referrals, the highest proportion was recorded in September comprising 38% of all referrals, while the other 62% were equally divided between July and August.

Focus group discussions were conducted by the RIMS team with 6 RIMS partners to investigate the drop in the number of referrals during the last quarter. RIMS partners indicated

several reasons that led to having a lower number of cases identified. Among them, the increase in the telecommunication costs resulted in a decreased number of calls from beneficiaries hence a lower number of cases identified. Some mentioned that lower funding triggered staff's turnover and lack of human resources thus the inability to identify cases as much as before. Finally, partners explained that during this quarter, there were no schools, thus families had less expenses and the requests for cash assistance, food, and education services were lower than in previous quarters.

Referrals between Governorates

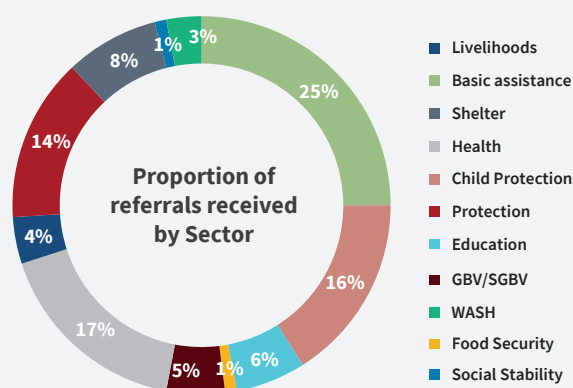


During the third quarter, the highest proportion of referrals was for both Baalbeck – El Hermel and Mount Lebanon governorates with 21% for each.

For two consecutive quarters RIMS data demonstrated an increase in the proportion of referrals identified in Mount Lebanon governorate. This is likely due to an increased presence of RIMS partners in Mount Lebanon governorate and due to continuous high needs present in the governorate.

Akkar area recorded an increase in referrals by 2% and reached 18% of the overall referrals, more than Bekaa area which had 14% of the referrals this quarter.

Proportion of referrals received by sectors



During July – September, referrals were sent to 11 sectors. **Basic assistance, child protection, and health** sectors remained the leading sectors in receiving referrals with 58% of the overall referrals sent.

Furthermore, basic assistance referrals, who have been the priority need for the past three quarters, increased by another 4% during this quarter compared to the previous two, demonstrating the deteriorating ability of communities across Lebanon to meet their basic needs as a result of the deepening crisis.

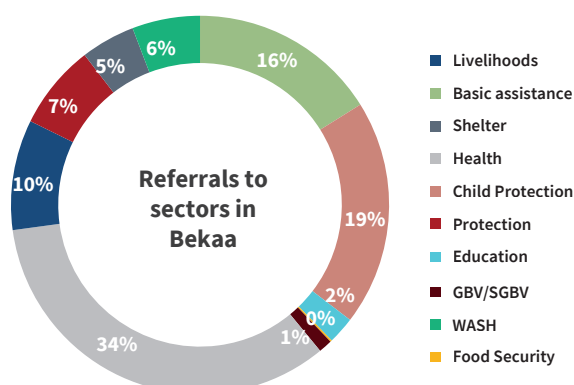
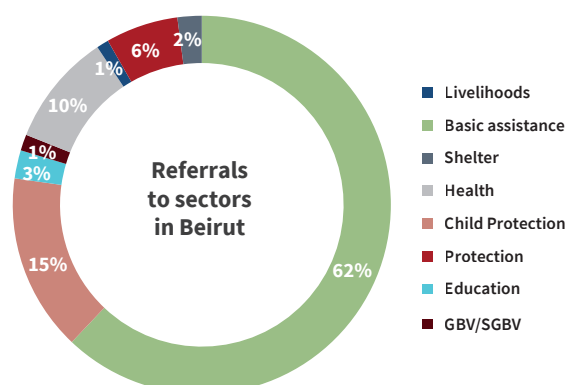
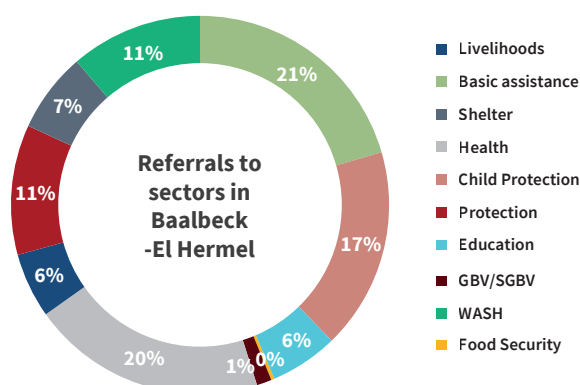
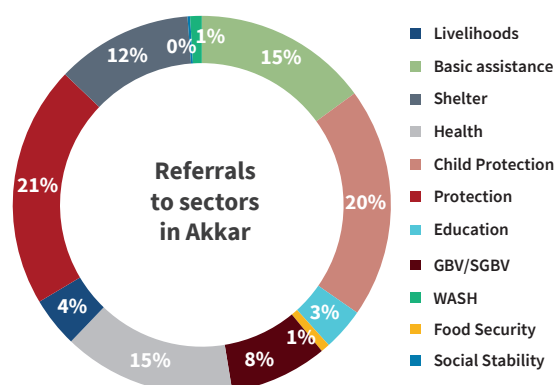
On the other side, the proportion of WASH referrals decreased by 14% in comparison to the previous quarter. This decrease can be associated with the finalization of several WASH projects implemented in the south area by some humanitarian aid organizations. However, and during the

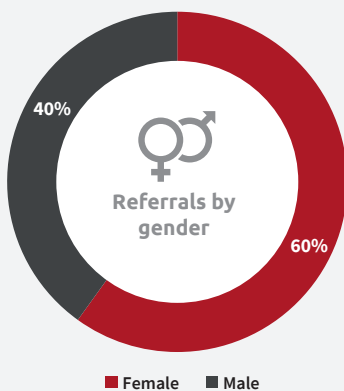
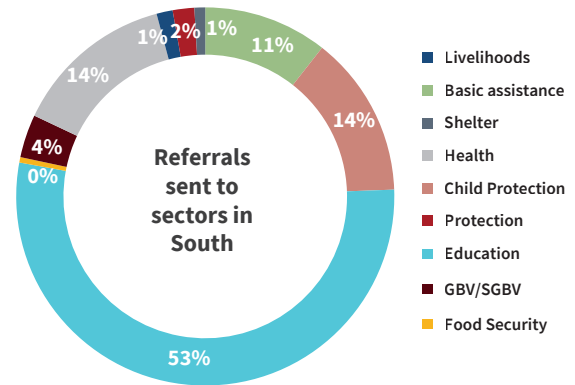
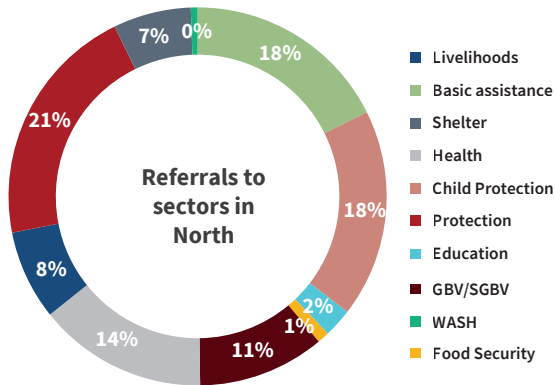
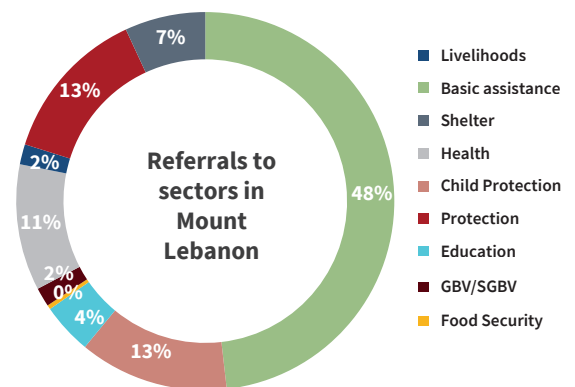
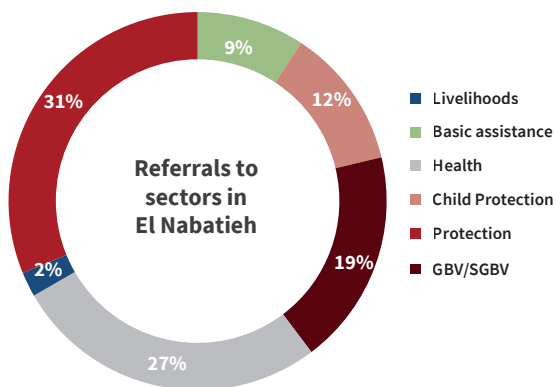
next quarter, WASH referral data will be closely monitored as Lebanon is currently experiencing a cholera outbreak and the provision of safe water and sanitation is critical to prevent and control the transmission of cholera and other waterborne diseases.

Proportion of referrals received by sectors by area

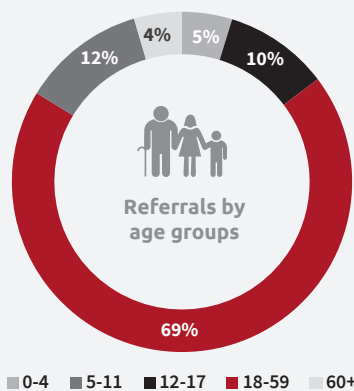
Throughout the third quarter, RIMS data demonstrated that the needs differed from one governorate to another. The top three priority sectors identified for various governorates were **basic assistance, protection, and health** as displayed in the below pie charts.

Basic assistance services were mainly requested in Beirut, Mount Lebanon and Baalbek el Hermel, while Protection services were the most referred to in Akkar, the North and Nabatieh.



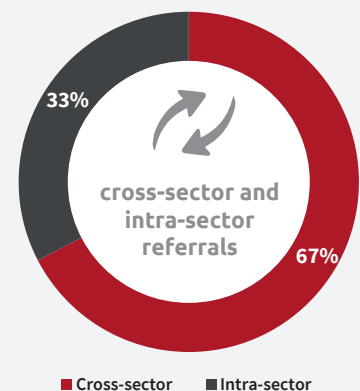


The gender of the referred individuals through RIMS experienced a slight difference than the previous quarter. The proportion of referred females increased by 3% to reach 60%, while the referred males remained 40%.



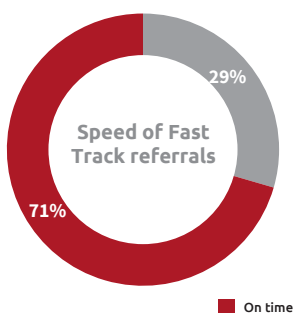
69% of the referred individuals are aged between 18 and 59 years old, with a slight increase from the previous quarter.

The remaining 31% were divided among other age groups: 12% individuals aged between 5 to 11 years old, 10% between 12 to 17 years old, 9% aged less than 5 or above 60 years old. It is important to note, that the number of referred individuals aged above 60 years old continues to be very low (4%) during the past three quarters, which indicates difficulties in the identification of vulnerable older adults in need of medical and social services.

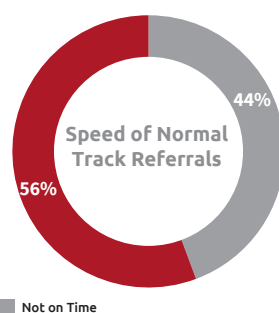


The proportion of the cross-sector referrals increased from 60% to 67% in comparison with the previous quarter, while the intra-sector referrals decreased and remained less than cross-sector referrals with 33% of the overall referrals.

Speed

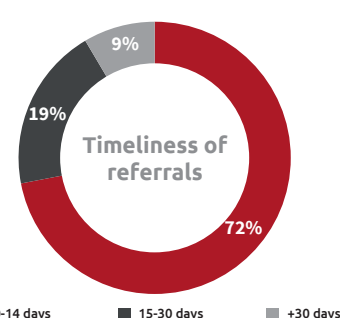


71% of the fast track referrals on RIMS were managed on time, this proportion is stable since the previous quarter.



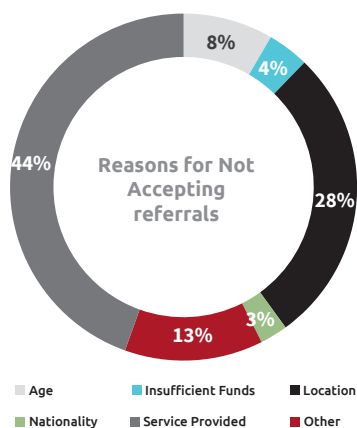
A noticeable improvement in the speed of responding to cases was noticeable this quarter. 56% of the normal track referrals were managed on time, while 44% were not managed in a timely manner.

Timeliness of Referrals



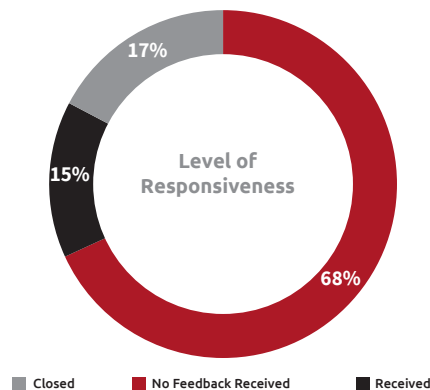
During this quarter, RIMS data demonstrates that with the lower number of referrals, the timeliness of the response to referrals improved in comparison to the previous quarter. 72% of the referrals needed less than 15 days to be responded to, 19% needed between 15 and 30 days, and only 9% needed more than 30 days.

Reasons for not accepting referrals



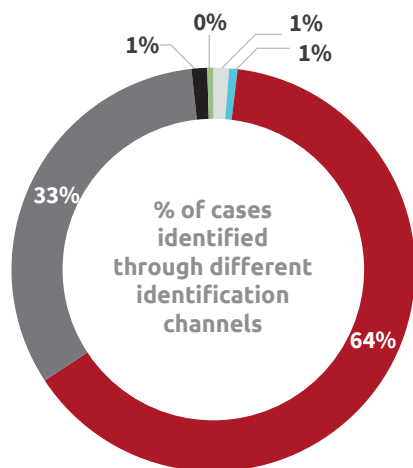
RIMS data demonstrated that 44% of the referrals received by organizations were not accepted due to the fact that the same service was provided previously to the person of concern. This trend was mainly identified for referrals sent to the protection sector. This trend indicates the recurring needs and that provided assistance is often not enough. Furthermore, 43% were not accepted due to the eligibility criteria, and the remaining 13% were not accepted because of other concerns. This trend also demonstrates, that eligibility criteria might not be well understood or communicated by the actors or that it might need to be adjusted to ensure better service delivery and responsiveness to persons' of concern's needs.

Level of Response



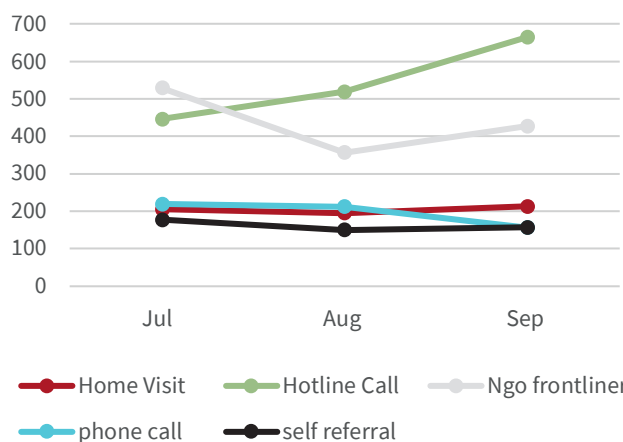
RIMS data demonstrates that 68% of the referrals were with left without any feedback from the receiving agency's side. The level of responsiveness decreased by 13% in comparison to the previous quarter.

Identification channels



RIMS data suggests that 64% of the cases identified and referred on RIMS, were identified through Hotline and Phone calls. This makes the hotline/phone call as the primary identification channel used in Lebanon and that is supporting referrals during the third quarter.

Number of Referrals identified through different channels



The telecommunication price hike that came into effect in Lebanon in July did have an effect on Lebanon's most vulnerable communities. However, hotline calls remained the main source of identification of cases for many NGO partners which is demonstrated through the proportion of cases identified through hotlines and phone calls..

Furthermore, many NGO's were mitigating those risks by making sure their hotlines are connected to the WhatsApp application, allowing persons of concern to call the hotlines using Wi-Fi, without any extra costs and also ensuring that missed calls will be answered. These mitigation measures seemed to be successful, since RIMS data demonstrates that hotline calls started picking up again in August and September.

As the hotline calls remain to be the easiest, fast and cost-effective channel for persons of concerns to reach the services provided by humanitarian partners, share feedback and receive information, it is thus essential to ensure beneficiaries' capability of contacting those hotlines by dedicating specific programmatic budgets for recharging cards or providing toll-free hotlines. At the same time, it is important to shed light on the importance of the different outreach mechanisms other than hotlines since it plays a significant role to identify beneficiaries who cannot call hotlines.