Reporting Guidance | Inter-Agency Referral Monitoring

The Inter-Agency Referral Monitoring Platform aims to maintain an overview of referral practices between service providers in Lebanon and enhance accountability to referrals. It expands the good practices established by the protection sector to require all partners under the LRP to report on the total number of referrals made, to which sectors, and their status, on a quarterly basis.

Quarterly trends from the Inter-Agency Referral Monitoring Platform will be complemented with data from referral systems such as RAIS, RIMS, and others. The analysis will be shared with sector coordination teams in the form of dashboards for focused sectoral discussions at the national- and field levels. The aim of the analysis and discussions is to facilitate a greater understanding of referral trends at a sectoral level, identify any bottlenecks in the delivery of services, and learn about any gaps in coverage.

Communication Process

LRP partners will be requested to report into the Inter-Agency Referral Monitoring Platform on a monthly basis. This request will be made through sector working groups at the field and national levels.

Reporting Guidance:

The instructions on page 3 explain how to report on referrals conducted through the online Inter-Agency Referral Monitoring Platform, hosted on ActivityInfo.

Who: Reporting Focal Points – (Activity Info Focal Points, IM Focal Points)

Reporting Timeline: Reporting is on a quarterly basis.

Reporting Period	Reporting Deadline	Comment
January, February, March (Q1)	8 April 2024	Please note you will no longer be able to report for the quarter once the reporting deadline has closed.
April, May, June (Q2)	8 July 2024	
July, August, September (Q3)	8 October 2024	
October, November, December (Q4)	8 January 2025	

Reporting Requirements:

You will report on the final status of the referrals at the end of the three-month reporting period. This concerns all referrals made by your organization within the quarter, to any sector. There are four reporting categories in line with the Minimum Standards on Referral:

Status	Description
No Feedback Received	Referral sent, receiving agency has not confirmed receipt of referral.
Referral Acknowledged	Receiving agency confirmed receipt of the referral.
Referral Accepted	Receiving agency provided feedback that the referral is accepted and that the service will be provided.
Referral Not Accepted	Receiving agency provided feedback that they cannot accept the referral (assessment may have been conducted but the individual/household does not meet criteria, the organization is at maximum capacity, lost contact with individual/household, etc.).

- **The reported total number is the number of referrals made, not the number of cases.** This means that if an agency sends two referrals for the same case, they will record the two referrals.

  Example: If you made a referral a referral to agency A, but they were not able to accept the referral, and you then sent the referral to agency B who accepted the referral, this should be reported as **two separate referrals:**
  - Referring agency reports -> 1 referral (to agency A) = Referral Not Accepted
  - Referring agency reports -> 1 referral (to agency B) = Referral Accepted

- **A referral can only be reported once per quarter according to the most recent status of the referral at the reporting deadline. This is the 15th of the following month.**

  Examples:
  - On 10th March, a referral was made to Agency A, but no feedback had been received by the reporting deadline (7th April). The status of the referral will be '**no feedback received'**.

  - On 6th February, a referral was made to Agency A; the referral was acknowledged by the receiving agency on 10th February. On 20th February, the receiving agency confirmed acceptance of the referral. The status of the referral at the reporting deadline will be reported as '**Referral accepted'**, as this is the most recent status of the referral.

- **Only referrals made during the reporting period should be recorded.**

  Examples:
  - A referral made on 31st March should be reported in quarter 1 on April 7th.
  - A referral made on 2nd April should be reported in quarter 2 on July 7th.

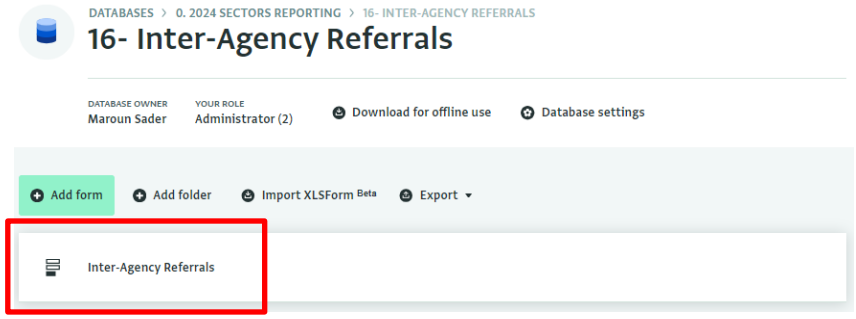
- Both **internal and external referrals** should be reported. This means, even if your organization has referred a case internally, this referral should also be included on the IA Referrals database.

- **All partners** are asked to report on IA Referrals. This includes:
  - All LRP- and non-LRP partners
  - UN agencies
  - RIMS partners
  - RAIS users.

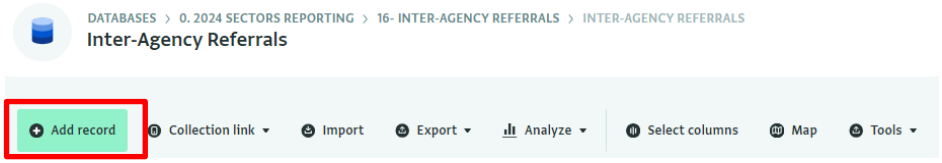
Reporting Steps:

1. Log in to https://v4.activityinfo.org/,

2. Go to the database '**0. 2024 Sectors Reporting**', select '**16-Inter-Agency Referrals**', and click on '**Inter-Agency Referrals**'



3. Select '**Add record**'

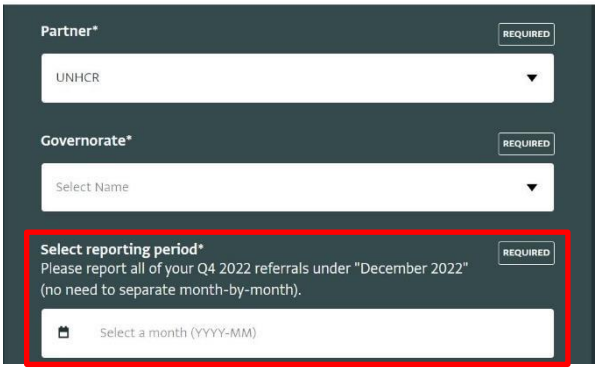


4. Using the drop-down menus, select your **organization** and the **governorate** you are reporting on.

   Note: You will need to fill a new form for each governorate.

5. Next, select the **reporting period**, under which you will report all your referrals for the past three months.

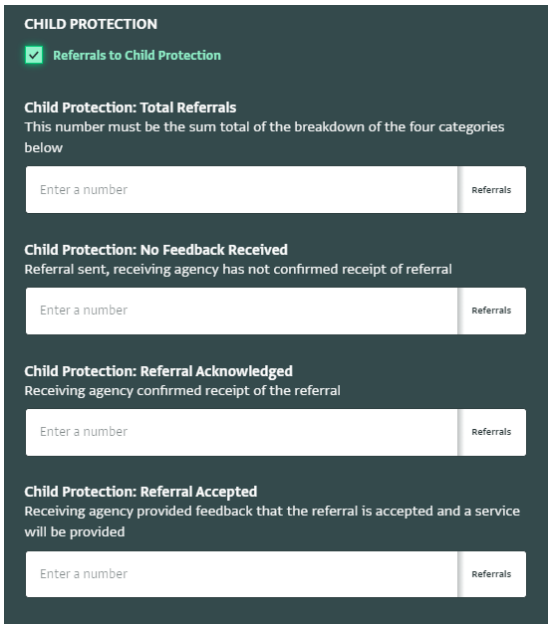
   Note: You should always record your referrals under the last month of the reporting period (e.g., June for all your Q2 referrals). There is no need to separate your referrals month-by-month, as reporting is done quarterly.



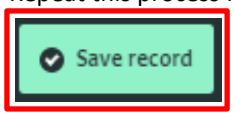
6. Click on the **sector** you want to report referrals to and enter the **total number of referrals** you made to this sector within the selected governorate in the past 3 months.

7. **Disaggregate** the total number of referrals made by their status at the end of the reporting period (e.g., 31st March for Q1). There are 4 types of referral status;
   - No Feedback Received
   - Referral Acknowledged
   - Referral Accepted
   - Referral Not Accepted

Note: You should verify the numbers are correct: "Total referrals to Child Protection" should be **the sum of the breakdown** you have provided under distinct status categories, i.e. 'No feedback received' + 'Referral acknowledged' + 'Referral accepted' + 'Referral not accepted' = 'Protection: Total referrals.



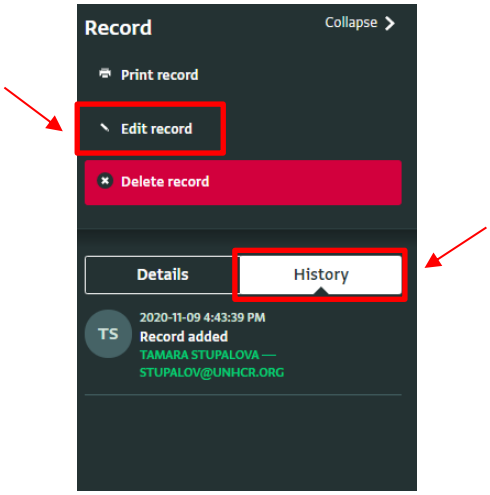
8. Once you have completed your reporting for all sectors within the specific governorate, click '**Save record**' Repeat this process for the other governorates.



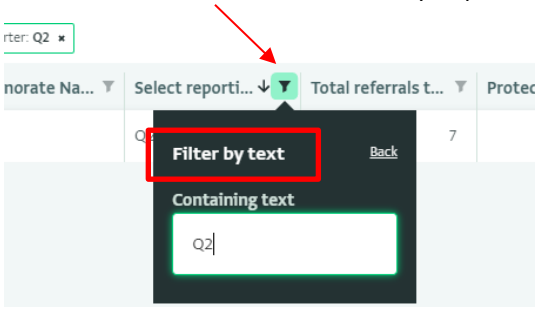
9. Once saved, you can amend any data entry you make by clicking on the record, which will then be highlighted in green, and a menu will open up on the right side.

10. From the right-hand side menu, select '**Edit record**'. You can also click on the '**History**' tab to view who has edited the record and on which date.

Note: You will not be able to edit your record after the reporting deadline has passed.



11. You can use the **filter** button to filter by a specific quarter or a governorate, for example:

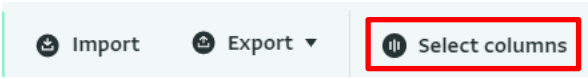


Data Verification:

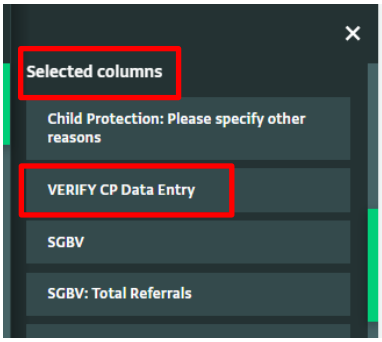
As per the above example, the 'Total referrals to Child Protection' should be the sum of the breakdown provided under the distinct status categories: 'No feedback received', 'Referral acknowledged', 'Referral accepted', and 'Referral not accepted'. Therefore, the calculation would be:
'No feedback received' + 'Referral acknowledged' + 'Referral accepted' + 'Referral not accepted' = 'Protection: Total referrals'.

You can **verify** if your data entry is correct by following these steps:

1. Go to '**Select columns**' on the top bar.



2. Drag the '**Verify CP data entry**' tab from '**Available columns'** to the right- hand side '**Selected columns**', in case it is not already there. This column will now appear in your database view.



3. You will know that you have entered your data correctly if the status under this column says '**Correct**'.

4. In case it says "incorrect", please go back to edit your record (using the "edit record" button) to ensure that your sum totals for each sector add up.

For any further questions or support, please contact Raffi Kouzoudjian at kouzoudj@unhcr.org.