



Meeting Location	Virtual – Teams	Date and Meeting time	August 11, 2022 10 am – 12 pm
Chairpersons	Yousra Taleb (UNDP)	Meeting Duration	2 hours
Minutes by	Yousra Taleb		
Represented Agencies	Amel Association, LRC, PUI Lebanon, DRC, IRC, UN Women, IOM, Merath, NRC, Plan International, UNDP, ILO, Imad El Khatib Foundation, OXFAM, CESVI Lebanon, ARC Lebanon, Arci Culture Solidali, BIAT, World Vision, Arcenciel, Lebanese University Task Force, Movement Social, UNHCR, GVC, KFW, BIAT center, Al Majmoua, Swiss Development Center, ACTED, MUBS, RI, MoL, UNICEF, Mercy Corps, COSPE		
Agenda	<ol style="list-style-type: none"> 1. Opening and Agenda 2. Referral Tools 3. Activity Info reporting + Service mapping refresher 4. Cash for work – challenges and way forward 5. AoB <ol style="list-style-type: none"> a. Mid-year review 		

1. Opening and Agenda

UNDP coordinator, on behalf of the sector leads opened the meeting and presented the agenda.

2. Referral tools

You can find attached the PDF full presentation

Presented by Rasha Akil – Associate Protection Officer – UNHCR

Referrals are important to have safe and timely response to the needs of people. Despite this importance, significant gaps and challenges have been identified across the different sectors. In fact, 35% of referrals are left without feedback and many of those that receive feedback are done with time gaps and delays. Noting that referrals are an interagency priority, the objective of the presentation is to reintroduce and refresh the knowledge of the different referral tools available which were developed by the Inter-Agency team to overcome identified challenges. These are available through the IA portal in Lebanon <https://ialebanon.unhcr.org/> and include:

- The Inter-Agency Minimum Standards on Referrals: a document that lays out the steps of conducting a referral and it sets clear expectations for both the referring agency and the receiving one where you can see the roles and responsibilities and all the needed information. This process consists of three sections with a total of eight steps.
- The Inter-Agency Referral Form: aims to standardize the information captured for cases under referral and making sure that informed consent is obtained. The form has been updated to be inclusive of information from the different sectors. This form is required to be encrypted by a password for the Protection services to protect the person of concern. In many cases this form is

conditioned by the partners to accept referrals as part of accountability. As such, **it is highly recommended that partners always use this form when referring.**

- The Inter-Agency Service Mapping: essential for four of the eight steps in the referral process. It allows access to up to date and accurate information of available opportunities and services that is essential in the referral process. It allows partners from different sectors across the different governorates to identify services in the other sectors and regions. On the other hand, the tool also enables us to identify any gaps in service coverage helping us to better coordinate and advocate for services in a certain area. For this, **partners are encouraged to ensure that the activities and services are accurate and up to date.**
- The Inter-Agency Referral Trends: aims to maintain an overview of collective referral practices between service providers in Lebanon. Through it the Inter-Agency can identify the total number of referrals that the agency made to which sectors by governorate, and the status or result of the referral. This is an internal tool to monitor and understand the trends, such as the sectors receiving and/or accepting the highest number of referrals. **This is reported by agencies on a quarterly basis.**

Training is planned every year to reintroduce the referral pathway and tools to partners. recorded training sessions can be found through this link

<https://www.dropbox.com/sh/7snmqrdqanizpb3/AAA39ZWD87eodlC73Gy2blfKa?dl=0>

Discussion and recommendations:

- For the livelihoods sector until the end of Q2 only 1,468 referrals were made the majority of which were in the Bekaa 28% and the least in Baalbek ElHermel 4%. Of these only 300 were accepted, 479 were acknowledged and 544 were not provided with feedback. The problem of not providing feedback is that partners and beneficiaries would be still waiting for a response. Additionally, 145 were not accepted and the majority of these was because referred individual was found not matching the eligibility criteria or that organization has reached a maximum capacity.
- The sector is also looking into the possibility of adding more options for the eligibility criteria within the service mapping tool such as those related to people with disabilities.
- As owners of the data, partners are responsible to ensure that it is updated (i.e., changing status from active to inactive, deadlines...).
- The more information added in the service mapping, the less inaccurate or irrelevant referrals are received.

3. Activity Info reporting and service mapping refresher

Guidelines can be found in annex with the minutes

Presented by Mohammad Nasser – Information Management Officer - UNDP

The Information Management Working Group supports all the sectors under the LCRP with different tools and services to facilitate a coordinated response, these include, but are not limited to:

- The Info Hub: the main tool which is the central data hub that includes pages dedicated for each sector and includes documents, dashboards, interactive dashboards and links to different sources and resources (Livelihoods page can be accessed through this [Link](#)).
- The Activity Info: the only reporting tool for the partners under LCRP where they report their activities based on outcomes, outputs, and indicators.

- [The Contact hub](#): through which partners register to receive updates from the sector, including events, meetings, announcements, and opportunities.
- [The Dropbox](#): contains different resources such as recordings and log frames, activity info indicators and much more.

Discussions and recommendations:

- The IM officers are available to support partners with one-to-one sessions on Activity Info reporting and other questions related to the available tools.
- The reporting window is usually 15 days after the end of the month (for example, the window to report January achievements is February 15).
- Activity info is the only tool used by the sectors to produce dashboards and reports on the progress towards the sectors' targets. If partners do not report their activities, they not only risk not having a clear reflection of achievements but also not having them visualized in the maps and reports.
- IM team supporting on Livelihoods: Mohammad Nasser (mohammad.nasser@undp.org) and Badel Abdel Nabi (bader.abdelnabi@undp.org)
- The reporting monitoring shows that 37 partners under the sector out of the 67 appealing partners.

4. Cash for work – challenges and way forward

UNDP continuing cash for work activities across Lebanon in various sector including construction, agro-food, agriculture, and forest management. The activities are funded by multiple donors and as such the transfer value and currency are set differently depending on these donors. To facilitate the specification of the transfer value UNDP has started a wage monitoring exercise (500 surveys on a quarterly basis) which covers several sectors (construction, agro-food, and agriculture) to understand the used daily wages (in the market and not funded by donors). Findings on the last wave, which was the end of June showed that the daily wage was around 123 thousand compared to 92,000 in the previous wave. The highest wage was in construction of around 155,000 and the lowest was in agriculture of around 97,000. The area with the lowest rate was in the north for agriculture standing at 78,000. To maintain the same transfer value, it should be up to 400,000 given the inflation that has affected the salaries and their values. Despite that and to avoid disruptions, UNDP is still using the 7USD + transportation (up to 2.5USD). For projects with LBP funding, the payment is 210,000 which is almost double the market wage. The wage monitoring exercise will continue to help shape future interventions and to adapt to the market dynamics.

In the North, the cash for work task force identified several challenges. In addition to the transfer value and currency, partners mentioned challenges related to the transportation costs that are affecting the commitment of the beneficiaries. Another challenge relates to the telecom prices on both the partners and the beneficiaries who are facing challenges in reaching out to the organizations and vice versa, noting that some beneficiaries had to suspend their phones. Like the North, BML identified the same challenges. An additional challenge was in the identification of the optimal number of working days as well as the daily wages to be paid for skilled workers who are refusing to participate in these activities due to the low rate. Lastly, partners in BML mentioned that the 251 map is limiting their possible geographical coverage.

The issue of transportation/fuel is not only affecting beneficiaries' commitment, but also municipalities' ability to contribute to the projects, for example when they should provide equipment to help with the works. In addition to that, the lack of childcare services is also being highlighted as a major barrier to women access to CfW activities.

Discussions and recommendations:

- The Livelihoods sector has initiated Cash for work task forces at the regional levels (South-Nabatieh, Bekaa-Baalbek ElHermel, Beirut-Mount Lebanon, and North-Akkar). The aim of these task forces is to bring together and facilitate bilateral discussions and coordination between partners implementing CfW activities, especially those working in the same areas. Partners are encouraged to reach out to the regional coordinators to join these task forces.
- To ensure fair and meaningful wages, partners are encouraged to look at the market rates at the time of project implementation. For skilled workers it is understandable that they require higher wages which is the result of them having more experience. As such, partners are encouraged to plan for that in their budgets. Through its mapping exercises, the wage being paid for unskilled workers is 7USD vs. 10USD for skilled workers (+transportation).
- It is important that partners design their projects and activities with a gender sensitive lens to ensure women participation.
- In the case where a partner reaches the recruitment capacity, they are encouraged to use the Inter-Agency service mapping to refer the remaining applicants to other services.

5. AoB

- Mid-year review

This exercise has been recently introduced and it provided an opportunity to examine the progress of the sector and apply the possible changes based on best practices and lessons learned from the first half of the year. The core group looked at the achieved targets for each output and output activities where some were exceeded, these targets were increased (support to businesses from 4,500 to 8,000) and some where no achievements have been made. Another recommended change was in the indicators to ensure that can reflect on the different beneficiaries' groups which would allow the sector to better coordinate with other sectors (such as including PwD in the disaggregation to better coordinate with protection sector).