LEBANON Response Plan

Guidance Note: Referral Reporting

Purpose

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
Q1: January, February, March	8 April 2026	Please note you will no longer be able to report for the quarter once the reporting deadline has closed.
Q2: April, May, June	8 July 2026	
Q3: July, August, September	8 October 2026	
Q4: October, November, December	8 January 2027	

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.

Need Help?
For any questions or support with the platform, please contact Raffi Kouzoujian at kouzoudj@unhcr.org. For more information regarding sector- or area-specific referrals, please contact your respective Sector Coordinator listed on the National Inter-Sector Coordination Group Mailing List.