



**Inter-Agency
Coordination**
Lebanon

Minutes of INTER-SECTORAL MEETING Beirut, 3 June 2016

Meeting Location	UNHCR 1 st floor conference room	Meeting Time	10:00 A.M
Chair person	N/A	Meeting Duration	2.5 h
Co-Chair person	Kerstin Karlstrom Senior Inter-Agency Coordinator Margunn Indreboe Alshaikh Senior Inter-Agency Coordinator		
Minutes Prepared by	Lara Techekirian – Inter-agency Coordination Associate		
Purpose of Meeting	<ul style="list-style-type: none">▪ Referral – sectors coordinators▪ Analysis plan - OCHA▪ Private sector engagement - MOSA/UNDP▪ Committee mapping - SoST and Protection▪ AOB		

Summary of discussions and action points

1	Referral – sectors coordinators
	<ul style="list-style-type: none">▪ Sector coordinators were asked to present referrals structures being worked on in their respective working groups, the objective of these discussions is to ensure that the appropriate referral mechanisms are in place across all sectors in compatibility with the filed referral mechanisms. <p>Education:</p> <ul style="list-style-type: none">▪ School children are identified by partners, parents are consulted based on education opportunities/eligibility criteria. During back to school campaign, children are referred to the nearest schools in order to enroll in the formal

	<p>education, during the Accelerated Learning Program (ALP); children are referred to the nearest ALP school. There is no single/harmonized monitoring template being used, the Inter-Agency (IA) referral form is not used consistently. ALP is more organized as MEHE has developed a child monitoring matrix as a standard tool for all partners to fill in. There are discussions that this excel sheet will be replicated for formal education</p> <ul style="list-style-type: none"> ▪ More details on out of school children (OOSC) are reported by partners through the UN community reporting form. Many challenges lay ahead such as ; no consistency in using the form, difficulty in coming up with a solid analysis/implementations on how to approach the OOSC. ▪ Children with special needs are referred to specialized institutions with the aim to enroll them later to formal education , they can't go to public school due to lack of equipment of schools, as temporary solution they are referred to specialized institutions. ▪ Children in need of transportation are referred to UNICEF based on 3 criteria (distance, vulnerability, security) ▪ With regards to Violence/incidents reported inside schools, partners are instructed to fill in the MEHE violence form or call the hotline for the central MEHE, however the hotline is not always responded to, and forms are not reached, violence cases are being coordinated through the UN who are referring it back to the central MEHE, there's no possibility to follow up. MEHE has deployed an expert in child protection inside the public schools, expert to set up a referral system with MoSA and Ministry of Justice (MoJ) and enforce punishment trough liaison with the MoJ. Councilors to be trained on case management as they are the focal points inside the schools. <p>Shelter:</p> <ul style="list-style-type: none"> ▪ At national level – the shelter sector doesn't work directly on referral cases. Referral cases are dealt at one of the four Field areas (North/Bekaa/South and B/ML), where comprehensive referral system with different
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	<p>implementation modalities are in place, often led by Protection. The shelter sector can assist in indicating 1) opportunities to access to standard shelter 2) assist by improving the shelter (e.g. rehabilitation of already occupied substandard shelters) or 3) by providing cash for rent.</p> <ul style="list-style-type: none"> Between the Field Areas, the referral modalities and the response by the sectors, incl. shelter, need to be harmonized in order to ensure an efficient process and equity in the response to the targeted vulnerable. <p>Energy & Water:</p> <ul style="list-style-type: none"> Bekaa example: For public health related issues (WASH related disease, Vaccination preventable diseases...) the issue is reported to 3 different emails that are monitored by 3 different individuals in the sector in order to ensure the issue is dealt with quickly. A guidance to be developed and shared with everyone to help on identification of indicators of particular cases to be reported Wash issues can be reported by anyone. Issues on the sites related to wash (e.g. overflowing of tanks, or unsanitary environment) can be reported, specific info about the report will be registered to ensure the right info is collected and it's referred to the wash partner responsible of the area for follow up UNHCR Senior IA coordinator noted that focus should be on looking at the different tracking tools and how to monitor activities in order to ensure accountability <p>Basic Assistance (BA)</p> <ul style="list-style-type: none"> BA Sector presented the Standard Operating Procedures (SOPs) of the Referral Pathways (to be shared with the minutes) Inter-Agency referral form is the same form used by the Protection actors available on the UNHCR web portal Suggestion was made to appoint BA sector coordinator and co-chair as focal points for referrals. UNHCR Senior IA coordinator noted that with regards to
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referrals the actual implementation is in the filed

Health

- Within the Health Sector, referrals are done either to Primary Health Care (PHC) or to Secondary Health Care (SHC). In terms of PHC, UNHCR has produced a health brochure distributed internally but also to partners in the different regions and across different sectors to identify PHC centers to be accessed by the Syrian refugees with subsidized fees. In terms of referrals for SHC, the most important document to be referred to is the UNHCR Referral Care SOPs which include Medivisa hotline. The document mapping different NGOs supporting access to hospitalization (cases not covered by UNHCR) is now available for reference.
- UNHCR Public health staffs are conducting intensive trainings through the field HWG but also through different sector field WGs and to NGO front-liners to increase awareness among different organizations on health referrals; the challenge lies in clarifying what would still get referred to UNHCR when guidelines are to refer cases directly to Medivisa. Referrals to UNHCR are being done by phone calls/emails; the IA form is used for specific cases. In the Bekaa, Wash and Health sectors are working together to develop a 2-pager with case definitions on what to refer or not to refer. They also established a unified email system for health referrals
- It is important to have realistic expectations as not all cases get support for hospitalization; there is a gap in coverage at SHC
- Different UNHCR offices have established their own mechanism on referrals (such as developing tracking sheets for follow up)
- There's no interest in additional layer of bureaucracy that does not increase services to people on the ground

Protection

- The protection sector is developing standards and procedures for referrals of individual cases. There are different elements to a referral system; 1)

	<p>Minimum Standards and procedures for Individual Referrals, 2) Referral form, 3) Internal tracking tool in order to know how the case is being followed up 4) referral pathways within each sector to know who to contact and to ensure accountability; 5) dissemination of referral pathways.</p> <ul style="list-style-type: none"> ▪ The standards are being finalized along with revision of the current IA referral form used for protection. Upon finalization the standards can be made available for all other sectors, if in agreement <p>Child Protection</p> <ul style="list-style-type: none"> ▪ Referral Pathways are established for case management referrals in the regions (South, Bekaa, Mt. Lebanon, North and Akkar) and coordinated through field Child Protection in Emergency Working Group (CPiEWG) and regularly updated with contact details. They serve for both Syrian Refugees and Non-Syrians ▪ Referral Pathways includes: Name of the Agency, Target Groups, Focal Point Contact and back up... Frontline workers are trained on using child protection safe referral. The system is shared to the protection partners but not reached to other sectors ▪ UN-Habitat Shelter expert highlighted the North referral system which is different from the South office and noted that these parallel systems can be time consuming ▪ Referral Systems shouldn't become a burden, the system should be kept simple and understandable by frontline workers <p>Action Point: Collect all info from sector coordinators with regards to referrals and organize a dedicated session for further discussions.</p>
2.	Analysis plan - OCHA
	<ul style="list-style-type: none"> • Head of Analysis Unit at OCHA gave a brief overview of the analysis unit which aims to provide analysis services to effect policy and program. Its objective is to support the humanitarian response in Lebanon through improved situational awareness, forecasting trend analysis and innovative problem solving in support of the

	<p>humanitarian community</p> <ul style="list-style-type: none"> The Analysis Unit comprises diverse and complimentary skillsets that bring unique perspectives to common challenges. It serves populations affected by Humanitarian Crises, the Humanitarian Coordinator (HC), the Humanitarian Country Team(HCT), and Humanitarian Partners (including HCT members and humanitarian agencies), and National and international NGOs and other actors. <p>Next steps:</p> <ul style="list-style-type: none"> Map analysis actors and products Identify humanitarian analysis needs through Survey Create/Improve a shared portal/distribution of analysis products Support the IM Working Group, HC, HCT and Inter sector Foster a creative environment and provide Public Information and campaigns in support of key issues With regards to the LCRP process, the Analysis unit will support the Mid-Year Review (MYR) process and the gap analysis process In order to meet the analysis needs, a brief 15-question survey was designed. Sectors were reminded to take the survey at the links below: <ul style="list-style-type: none"> Survey (Eng): https://www.surveymonkey.com/r/6SNP7L9 Survey (Arb): https://www.surveymonkey.com/r/ZS3YVF Rosalia GITAU-Head of Analysis can be contacted at gitau2@un.org and +961 3 101 397 BA sector coordinator asked to which extent the services provided by the analysis unit will overlap the work already being done by sector coordinators and IM focal points. UNHCR Senior IA coordinator noted that each sector does their own analysis/ MY dashboards with support of the IM, the analysis unit is looking at a high level cross-sectoral analysis (e.g. MYR of the LCRP) <p>Action Point: Sector coordinators to schedule bilateral meeting with Rosalia to see what kind of support is needed.</p>
3.	Private sector engagement (MOSA/UNDP)
	<ul style="list-style-type: none"> Livelihoods expert at MOSA presented the Private sector engagement initiative Private sector engagement looks into bringing the private sector to help the humanitarian and stabilization agenda. It is about facilitating a change of the

	<p>private sector way doing business to align with the humanitarian and stabilization programs for the mutual benefit of the poor and their business. It is about bringing the private sector to the table during the program design process and throughout the program lifecycle</p> <ul style="list-style-type: none"> ▪ The targeted private sectors include all sizes from the micro small and medium enterprises up to regional and multinational corporations and all stakeholders at a defined value chain (e.g. education) or service providers in different value chains (e.g. financial service providers) ▪ An exercise was conducted where sector coordinators were requested to collect partners' experiences in engaging the private sector. The aim of the exercise was to further develop the way in which LCRP partners engage the private sector ▪ Data was collected from 12 agencies in 5 sectors, 1429 private sector engagement was received so far (majority in Mount-Lebanon area) 69% in the Livelihood Sector ▪ The private sector is not only a source of financing, but is also an actor in the response providing till the moment and average of 180 USD per refugee household through income opportunities. The private sector can go beyond that if motivated and provided a business enabling environment and market opportunities ▪ Private sector engagement aims to focus investments from the private sector in targeted areas and subsectors as well as private public partnership ▪ Head of Analysis Unit at OCHA asked if there are any particular industries supportive more than others to the general response. Livelihoods expert at MOSA noted that private sector engagement looks into all industries that have interest to be engaged in the response. More details will be available (challenges/trends-level of engagement) once the full overview is finalized ▪ OCHA: UNIDO is doing a mapping in conjunction with head of industrial projects in Lebanon, MoSA to link it to the Private sector engagement
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	<p>initiative. UNIDO reported their initiative in this exercise (working with some large enterprises) but as the analysis was done on number of private sectors and not their size it was not highlighted.</p> <ul style="list-style-type: none"> ▪ Next steps: to start developing with interested agencies a guidance note (or recommendations) on how to engage the private sectors, the minimum standards required ▪ Food Security sector coordinator raised a clarification on the methodology to achieve the objective of this initiative. Livelihoods expert at MOSA noted that the initiative is about the different levels of private sector engagement starting from paid services and CSR and moving up to partnering in programs design and implementation and not only about procurement. (e.g. provide services in line with the strategy, thinking in sustainability) ▪ Basic Assistance sector coordinator suggested to develop a mapping of sectors and businesses in Lebanon that have the CSR component in order to define sectors that can actually engage ▪ UNDP Private sector/Governance focal point briefed on the UNDP private sector Strategy that was implemented in 2014. The strategy focused on 4 different areas; <ol style="list-style-type: none"> 1. Promote CSR e.g. inclusion of women in businesses, contribute to Lebanese communities (e.g. partnership with DHL, helping the Lebanese airport to deal with disasters 2. Long term partnership e.g. Partnership with Banque Libano-Française BLF – with Coca Cola such as Investing in environmental project, Developing capacities/ training beneficiaries 3. Taking the SME strategy in line with the LCRP and the Livelihood sector WG it was agreed to focus on SMEs looking into 2 areas;1) job creation 2)support to financing in order to grow as business, trainings were provide to ensure sustainability
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	<p>4. Ensure local economic development, improving infrastructure/ agriculture area, risk reeducation, supporting SMEs (vocational training, providing them with a small grant which enables them to sustain ideas) employability leading into strategies, plans, investment studies...</p> <ul style="list-style-type: none"> ▪ In the end of 2014 UNDP presented the Small and medium enterprise SME strategy with the Ministry of the Economy and Trade, a 6 years strategy on how to have public sector entities investing or looking into the private sector and improve their own development strategy ▪ UN-HABITAT Shelter expert noted that UN agencies often don't know much about private sectors & vice versa and requested to share what the UN/private sectors are doing ▪ UNDP Senior Inter-Agency Coordinator suggested to organize a dedicated session to further discuss the private sector engagement ▪ UNDP Private sector/Governance focal point noted that UNDP back in 2012 used to conduct monthly meeting on Private sector with the different UN agencies.
4.	Committee mapping - SoST and Protection
	<ul style="list-style-type: none"> ▪ Due to time constraints, this agenda item was postponed to the next IA meeting (8 July 2016).
5.	AOB
	<p>Mid-Year Review (deadlines)</p> <ul style="list-style-type: none"> ▪ AI reporting by partners – 7 June ▪ AI data cleaning – 14 June ▪ Mid-year narrative by sector – 22 June (Quarter2 dashboards) ▪ Country Overview – 8 July ▪ Present the results at a Workshop - 11 – 13 July

	<ul style="list-style-type: none"> ▪ LCRP Steering Committee will launch the planning process– mid-June ▪ 1st Multi-stakeholder workshop – 11 – 13 July: <ul style="list-style-type: none"> ○ Mid-year review ○ Scope of LCRP ○ Timeline and methodology for planning ▪ Sector Situation Analysis, Strategy (Outcomes, Outputs, Targets) – August ▪ 2nd Multi-stakeholder workshop – mid-September: <ul style="list-style-type: none"> ○ Update on surveys and data ○ Review of Sector Situation Analysis and Strategy ▪ To re-circulate the planning process within the sectors, sectors should form their steering committees (inter-ministerial committees that have decision making power) by mid-September.
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Attachments

Document	Location
IS Presentation	http://data.unhcr.org/syrianrefugees/download.php?id=11240