

# Inter-Agency Referral Analysis



Report covering April- June 2020 (Q2 2020) - All Sectors

This analysis provides an overview of referral trends across all sectors, and in such a way informing the understanding of people's needs in order to strengthen the humanitarian response in Lebanon. The Inter-Agency Referral Analysis is designed to foster greater efficiency of referral pathways and contains recommendations for improved coordination and access to services for vulnerable communities. It guides sectors in the identification of any gaps and blockages in the response, and contributes to the discussion on how to respond to the affected populations, as well as how people's needs are changing with the current context.

This dashboard presents data compiled from three data sources: the Inter-Agency Referral Monitoring System (developed by the Inter-Agency Coordination), Referral Information Management System (RIMS, developed by the Danish Refugee Council), and Refugee Assistance Information System (RAIS, developed by UNHCR). It is a product of collaboration of partners in the field, the Danish Refugee Council, UNHCR and the Inter-Agency Coordination.

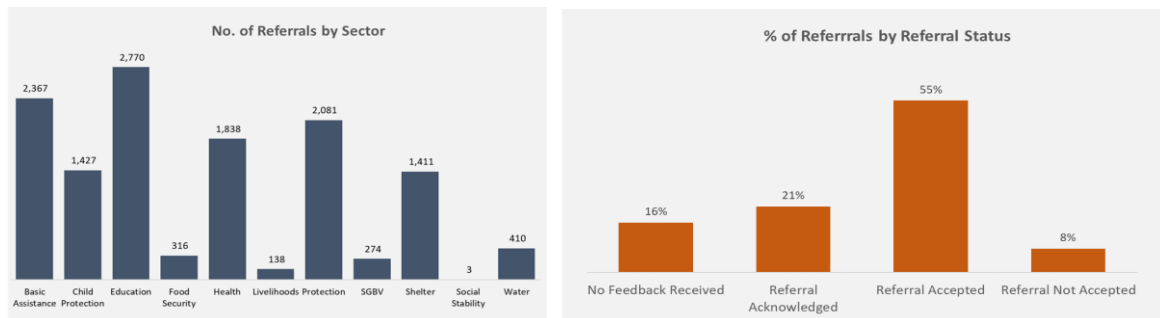
Total number of Referrals to All Sectors

**13035**

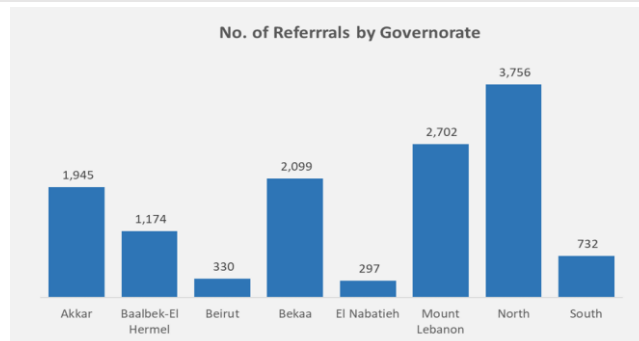
## Narrative Analysis of the Figures

**Effectiveness of referrals:** the COVID-19 lockdown resulted in the temporary suspension of a number of humanitarian operations, which therefore led to reduced service delivery during a period where needs across all vulnerable communities increased. Coordination between actors through referrals was essential to ensure that those actors who were still providing services were able to respond to the most urgent needs through referrals of other actors who identified people in need but were not able to provide services. Overall, response to referrals deteriorated during this period: while this can be partly driven by reduced activity of humanitarian actors, it is essential that service providers continue to respond to referrals during these crises, even if its to decline them and re-refer to other actors providing services. It is better to know that the agency cannot provide the service rather than to leave the referral pending. This must be done in a timely manner in order to ensure safe and efficient access to multi-sector services for those in need.

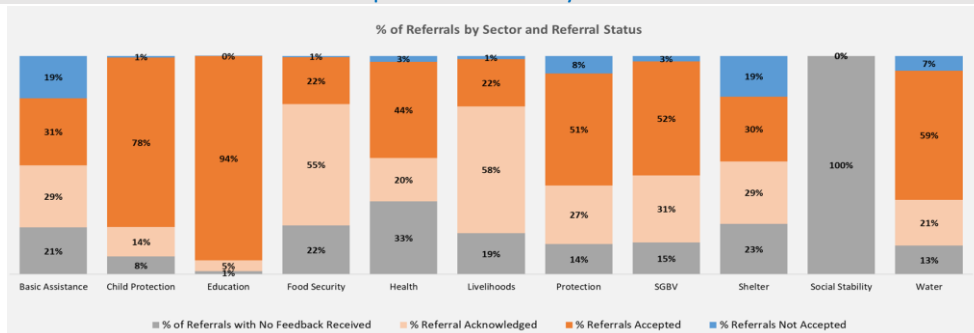
## Overall Response to Referrals



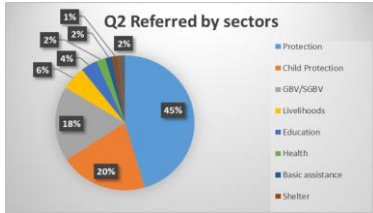
## Volume of Referrals by Governorate



## Response Rate to Referrals by Governorate



**% of sent referrals by sector**



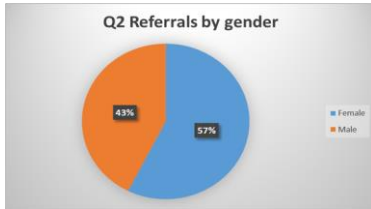
**% of referrals by nationality by governorate**



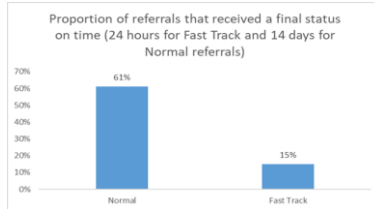
**% of referrals by age group by governorate**



**% of referrals by gender by governorate**



**Timeliness of referrals by governorate**



**Speed of referrals by governorate**

