Inter-Agency Coordination Lebanon

BASIC ASSISTANCE WORKING GROUP

23 April 2021

AGENDA

1) Sector Updates:
   a) Assistance- March 2020 + Winter 2020/2021
   b) Coverage of MPCA and transfer value
   c) Economic indicators
   d) SMEB online Dashboard
2) WFP RAM Situational Analysis
3) LOUISE Operational Updates
4) Update on Dollarization Discussions
5) BA Protection Risk Analysis Review
6) Referral Analysis Q3-4 2020

Inter-Agency Coordination Lebanon

1) Sector Updates:

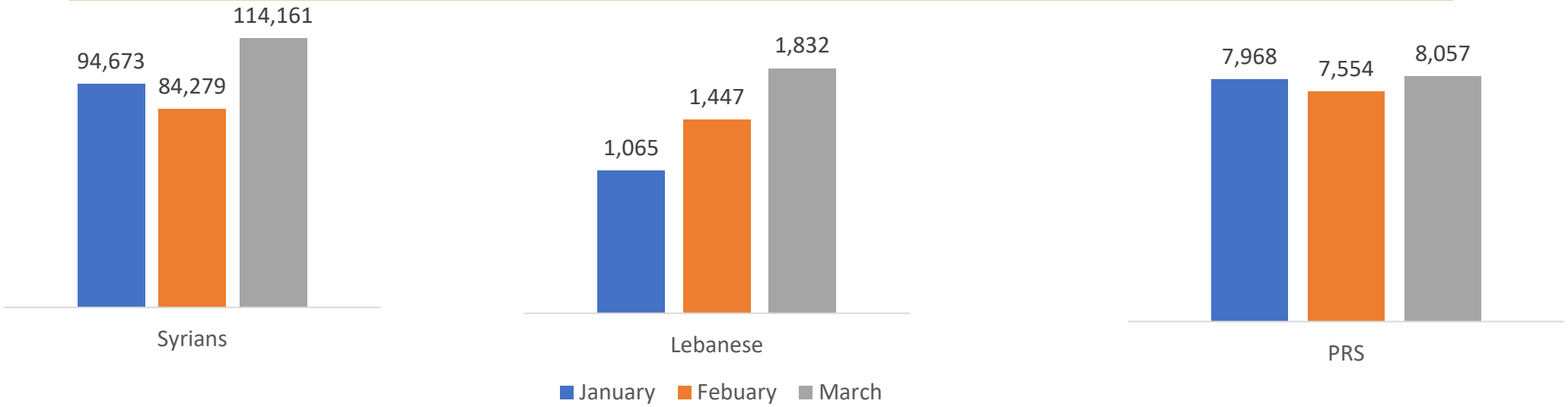
Assistance- March 2021 + Winter 2020/2021

March 2021 Assistance Summary- MPCA and in-kind

118,779 vulnerable households received multi-purpose cash grants

114,161 SYR HHs 1,832 LEB HHs 8,057 PRS HHs

UNICEF's Integrated Child Wellbeing Program
5,272 HHs



MPCA disbursed in the amount of US$ 8,246,145

Seasonal Assistance- November 2020 through March 2021

214,623 vulnerable households received seasonal cash grants

200,222 SYR HHs | 11,796 LEB HHs | 2,605 PRS HHs

Seasonal Cash Assistance Disbursement per month (Households)					
	November	**December**	**January**	**February**	**March**
Syrian	114,915	45,421	41,108	51,843	112
Lebanese	792	5,220	5,229	218	337
PRS		1,802		10	
PRL		793			
Total	115,707	52,443	46,337	52,513	449

Seasonal cash assistance throughout the 2020-2021 Winter season reached a total of US$ 65,291,894

159,260 **blankets** and 14,811 **mattresses** distributed

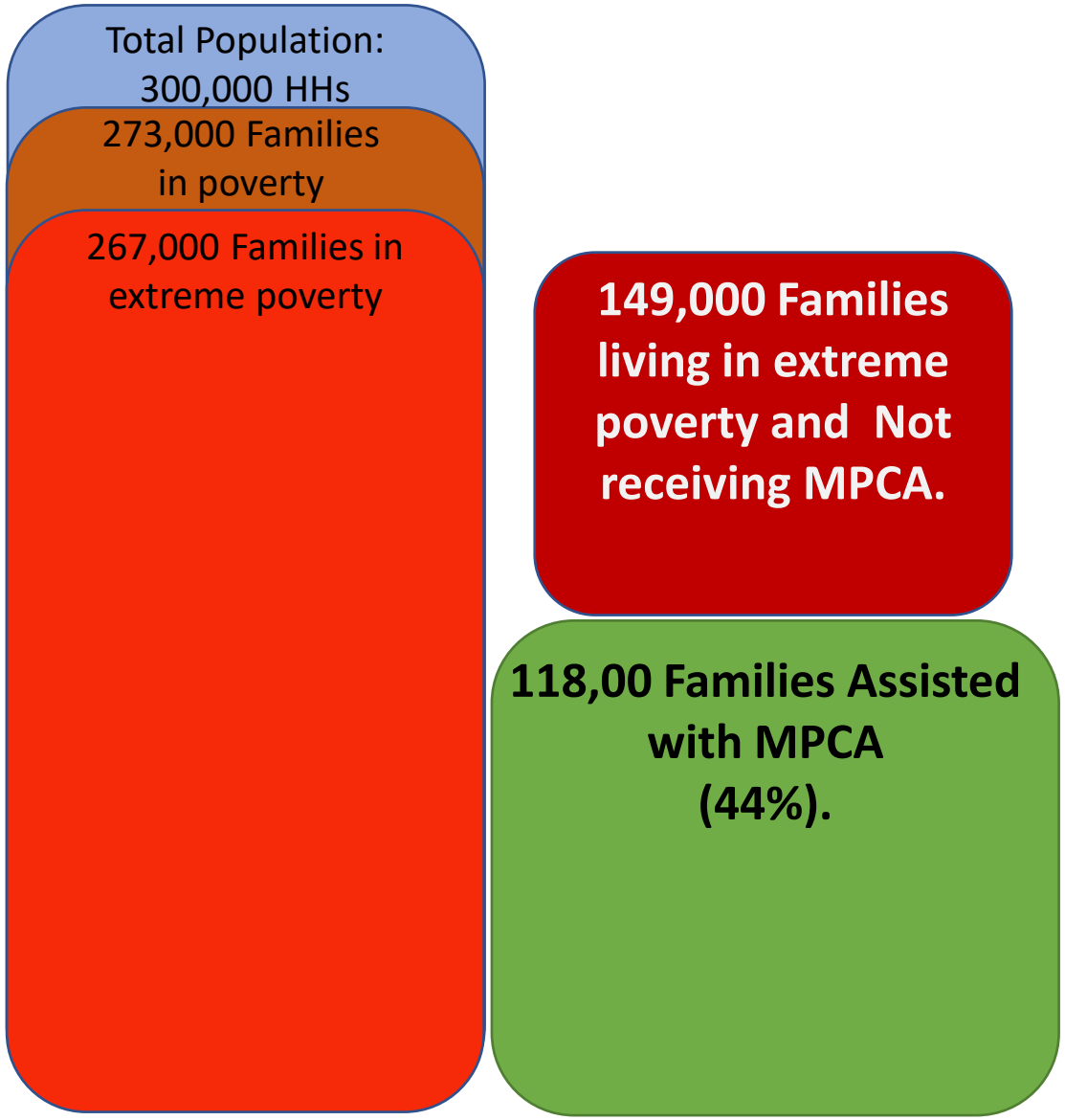
8,530 heaters distributed

25,000 **Clothing kits** distributed

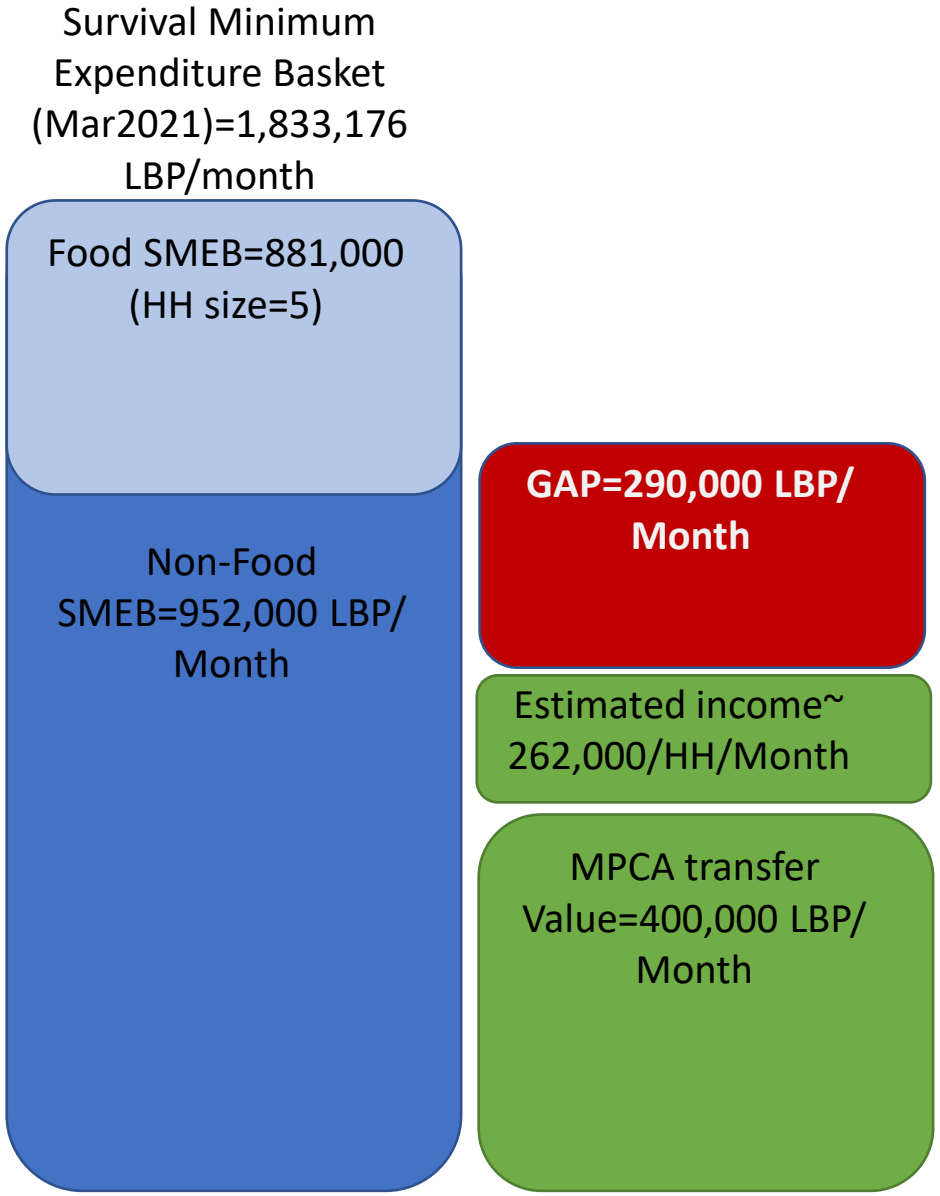
44,372 **Other NFIs** distributed

Multi-Purpose Cash Assistance to Syrians- March 2021 caseloads

Coverage



Transfer Value



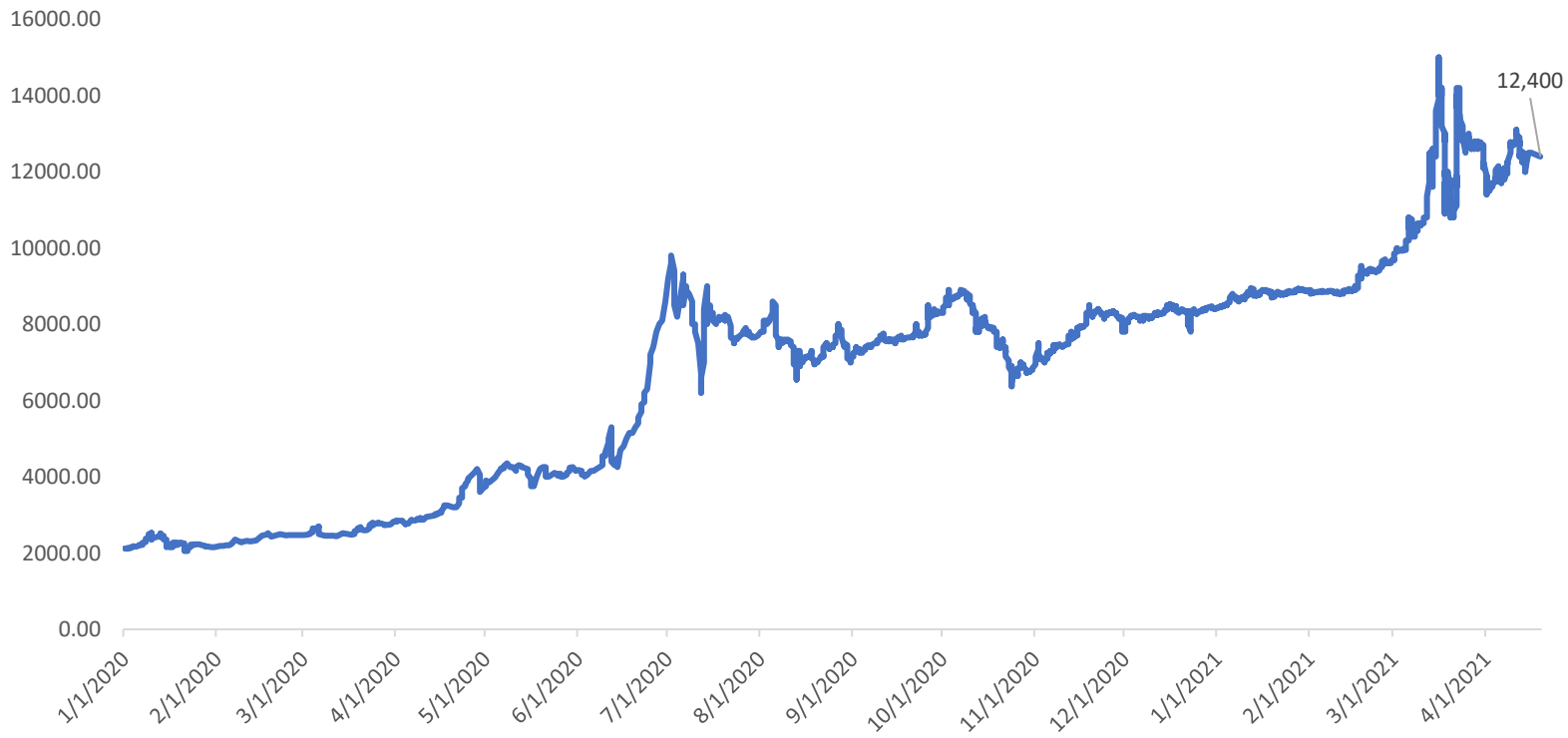
Inter-Agency Coordination Lebanon

1) Sector Updates:

Economic Indicators

Exchange rate

Black Market Exchange Rate LBP/USD
Used as a proxy for purchasing power of cash beneficiaries



Rate reaching a new high in March, registering at around 14,000 on 16/3/2021 with some sources reporting selling at 15,000LBP/USD.

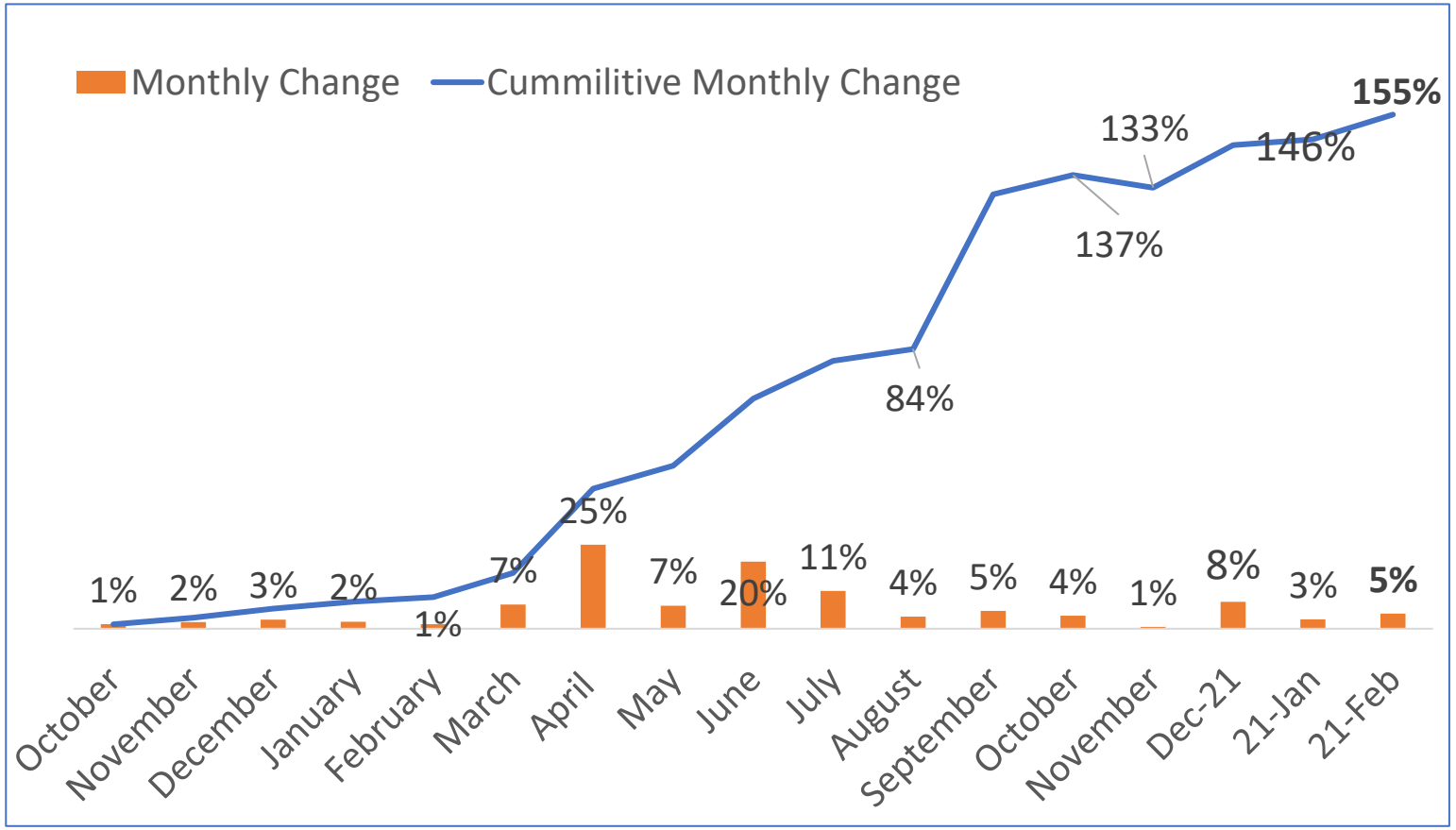
Leveling off throughout April at an average of 12,000-12,500.

Other rates (Official government, official syndicate) remain unchanged.

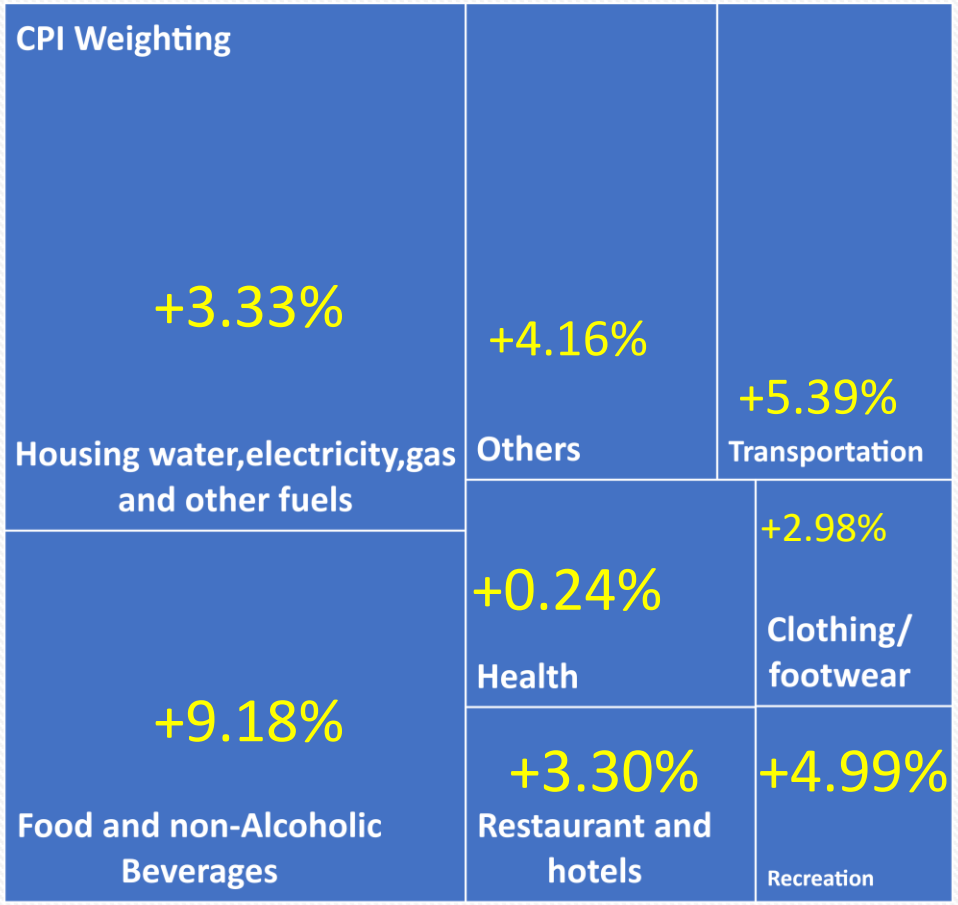
https://lebaneselira.org/
Lirarate.com

Consumer Price Index- February 2021

Yearly Change, Feb 2020 to Feb 2021: 155%
Monthly Change, Jan 2021 to Feb 2021: 4.6%

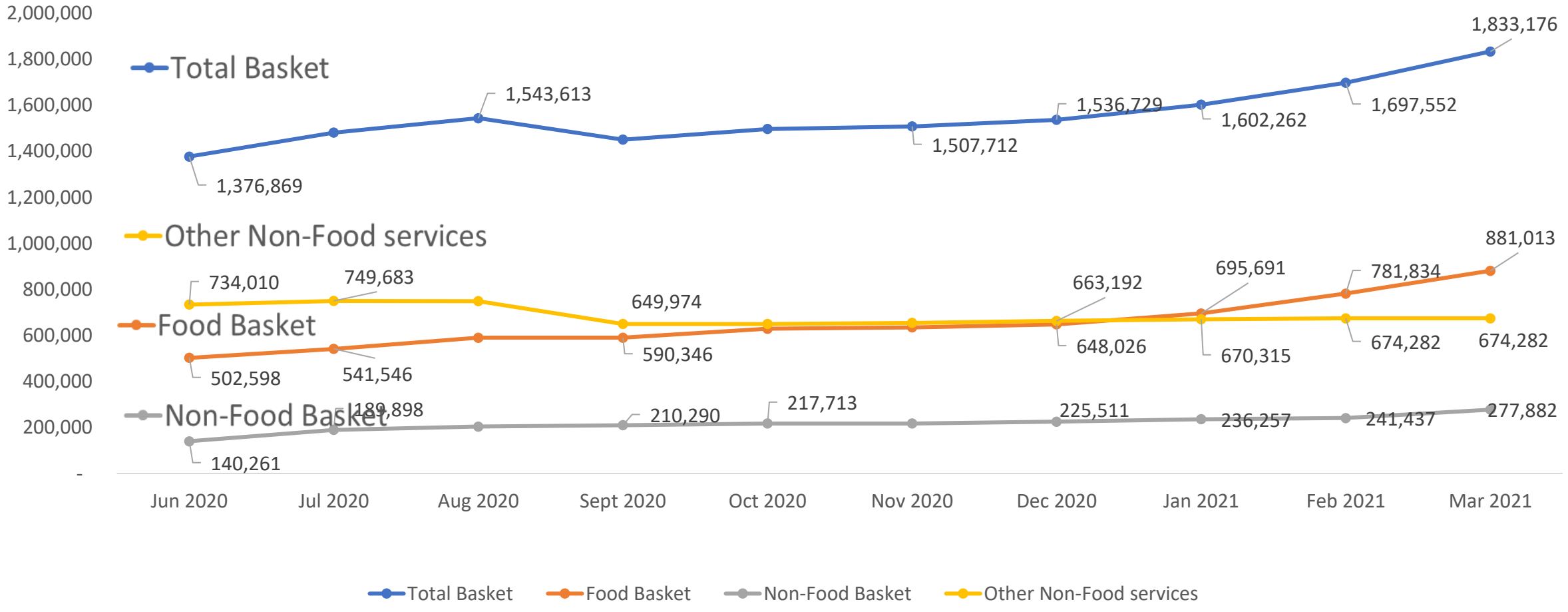


Monthly Change (Jan-Feb 2021)



http://www.cas.gov.lb/index.php/93-english/statistics-by-topics/economic-statistics-en/185-cpi-en-2

SMEB monitoring



Inter-Agency Coordination Lebanon

1) Sector Updates:

SMEB online Dashboard

WFP

World Food Programme

WFP RAM & Retail/Supply Chain Unit Lebanon

National BAWG – Food Security and Markets Situation Analysis

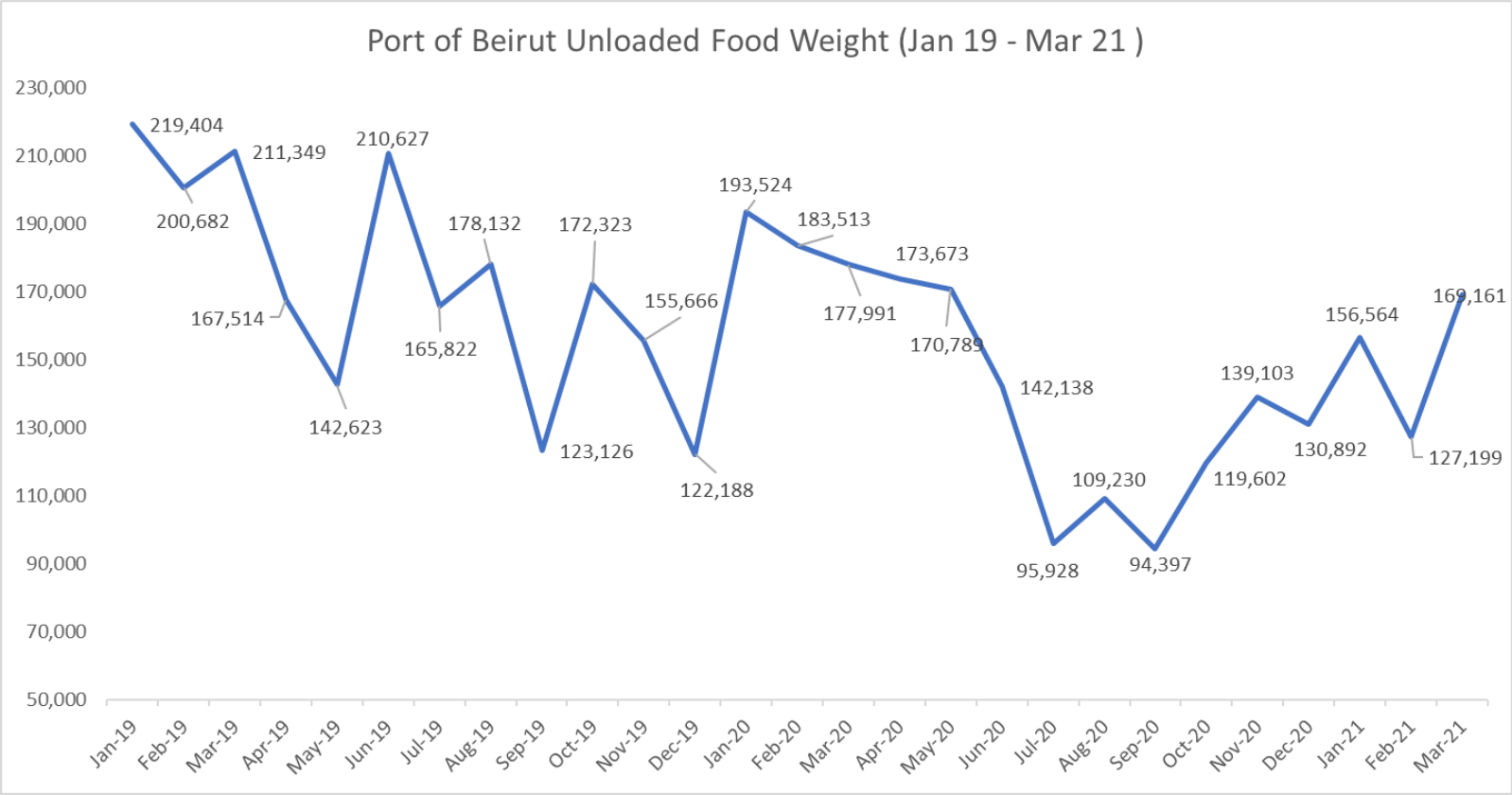
BAWG Meeting

23 April 2021

SAVING LIVES

CHANGING LIVES

Port of Beirut Good Movement from January 2019 till March 2021 (in mt)



- A decrease of 20% is noticed when comparing Aug 2020 - Mar 2021 figures against the same period the previous year.
- A decrease of 18% is registered when comparing Jan to Mar 2021 figures to the same period in 2020.
- A decrease of 5% is registered when comparing Mar 2021 figures to Mar 2020 figures.

Source: Port of Beirut data, 2019-2021 as of April 12, 2021, subject to change.

Lebanese Customs Imports Statistics Periods Comparison – Net Weight (mt)

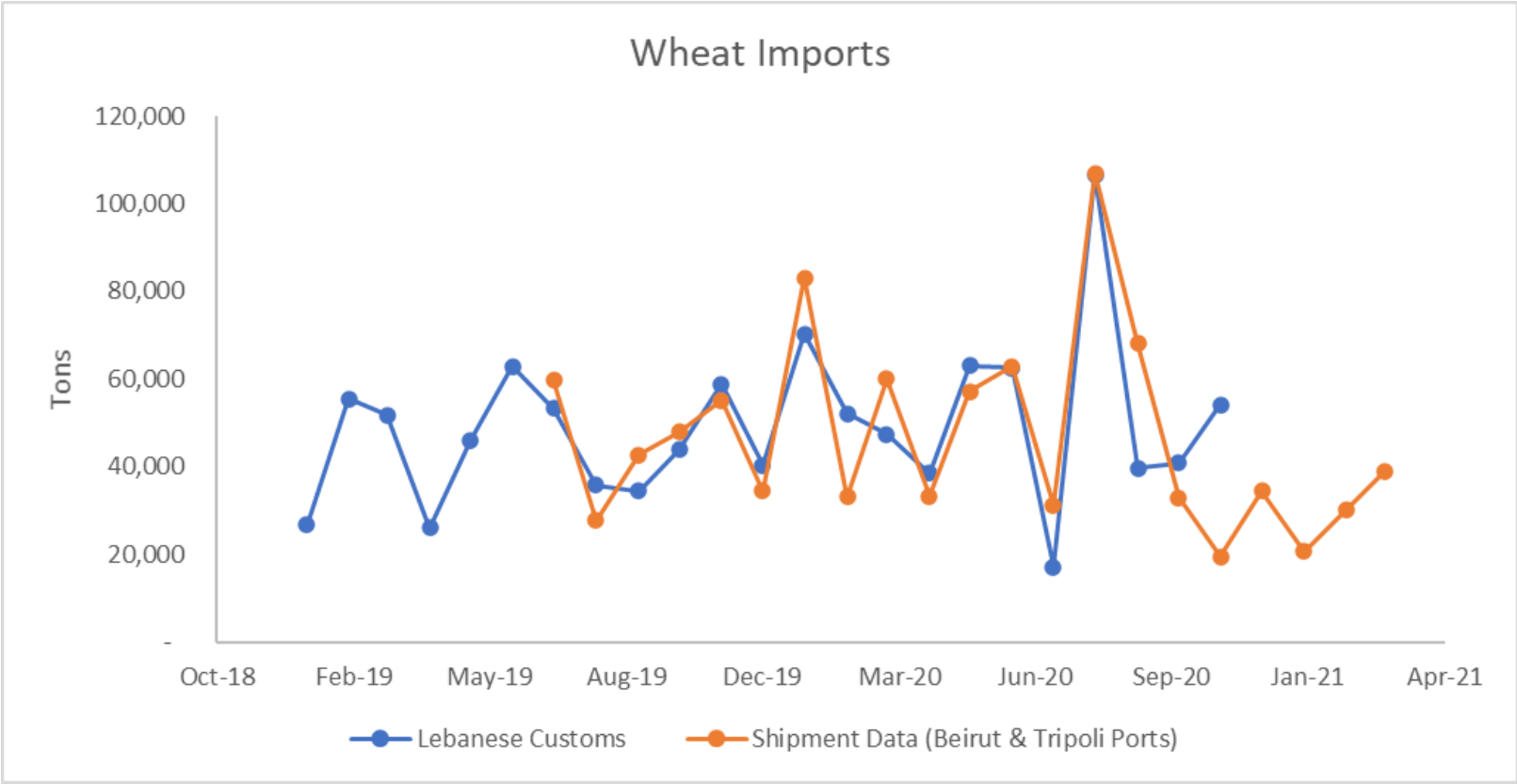
Imports	Jan – Nov 2019	Jan – Nov 2020	% Change
Cereal	1,180,479	1,212,510	3%
Total Food (excluding cereals)	1,541,782	1,320,066	-14%
Total Food	2,722,261	2,532,576	-7%
Total	18,445,961	12,255,956	-34%

Between January and November 2020, and in comparison, to the same period in 2019:

- Total imports decreased by 34%.
- Food Imports (excluding cereals) decreased by 14%.
- Food imports decreased by 7%.
- Cereal imports increased by 3%.

Source: Lebanese Customs Agency Data – as of April 5, 2021, subject to change.

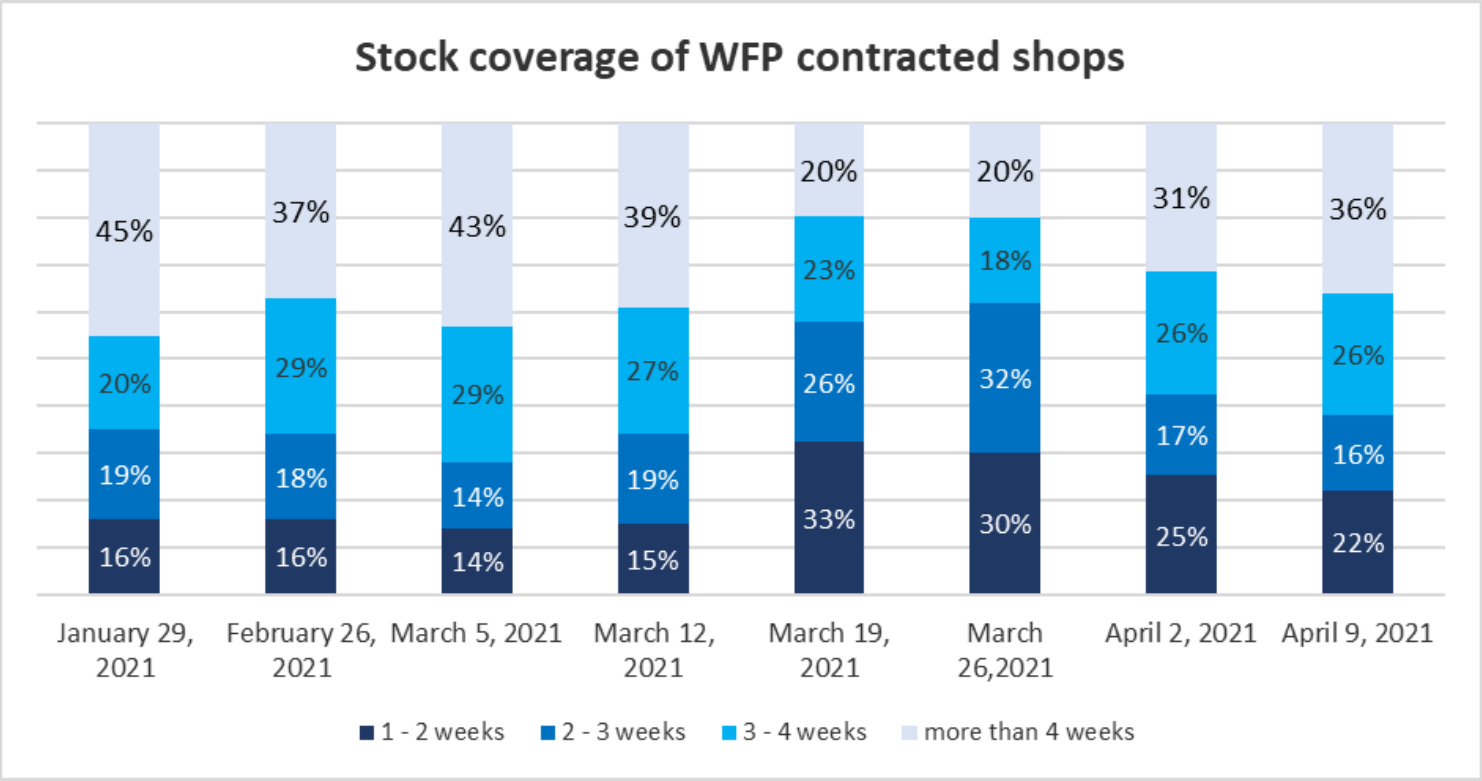
Wheat Imports Evolution (in mt) – January 2019 to March 2021



- Between January and November 2020, Lebanon imported 592,056 tons of wheat, based on the Lebanese Customs published data, 20% higher than the same period in 2019 ( ).
- Based on WFP shipment data (see **orange** line), Lebanon imported through the Beirut & Tripoli Ports:
  - In 2020, 622,443 tons of wheat.
  - Between January and March 2021, 89,438 tons of wheat, 49% less than same period the previous year (176,054 tons).
  - In March 2021, 38,738 tons of wheat, 35 % less than the same month last year (60,032 tons).

Source: Lebanese Customs Agency Data (blue line) & WFP Shipment Data (Beirut & Tripoli ports) (Orange line), March 2021, subject to change.

Stock coverage evolution of WFP contracted shops (as of April 9th 2021)



- Stock coverage remained nearly stable throughout most of the first quarter of 2021
- Large scale market disruptions registered mid March, with shops and suppliers suspending or limiting temporarily their operation, due to the rapid depreciation of the Lebanese Lira. Operation resumed once a more stable rate emerged later in the week.
- Large scale disruptions led to drop in stock coverage:
  - 67% & 70% of shops in the weeks of March 19 & March 26 reported having more than 2 weeks of stocks, down from 85% on March 12
  - 20% of shops reported having more than 4 weeks of stock coverage in both weeks, down from 39% previously.
- Gradual improvement recorded in the following weeks, with 78% of shops reporting having more than 2 week of stock coverage by the week of April 9.
- Shops reporting having more than 4 weeks of stock coverage back to 36% by the week of April 9.
- Head of syndicate of food importers, indicated on April 12th that their current stocks can cover market needs for the next two to two and a half months.

Source: Retail Weekly Shop Phone Survey – as of 9 April 2021 (numbers based on 345 reachable shops, out of a total of 437 contracted shops) & L'orient le Jour

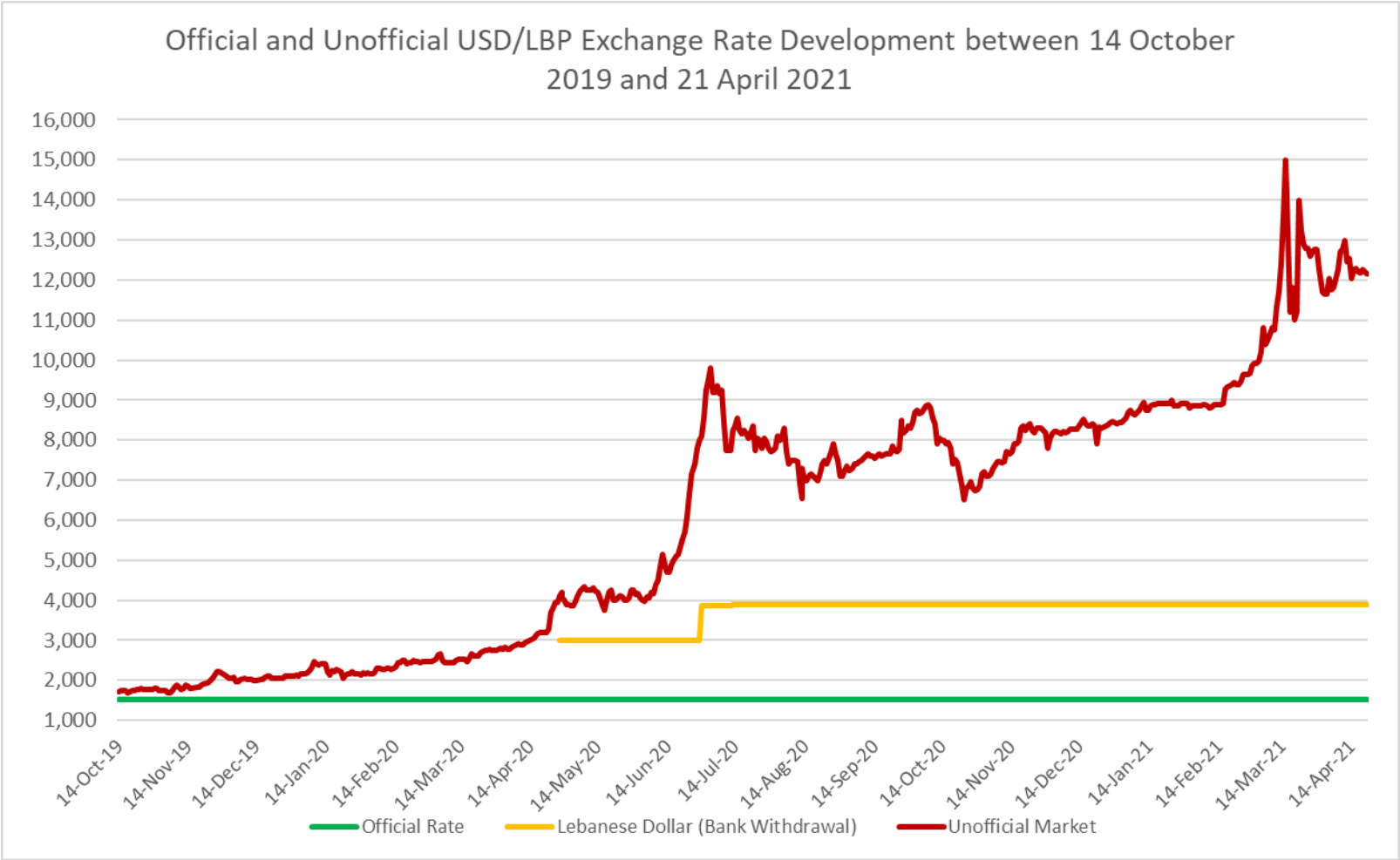
Subsidized Products Availability – Products Volume– Suppliers Orders Delivery

- Shops across the country witnessed several social tensions incidents over subsidized products, with customers fighting over available products.
- Reports that Syrian customers in several areas were denied access to such goods.
- Based on April 9th weekly shops assessment survey results from WFP contracted shops:

Reported	First week of March 2021	Week of April 9, 2021
Scarcity in certain Products	68%	60%
Expecting to receive new orders within one week	94%	83%
Suppliers delivering full ordered quantities	62%	45%
Scarcity in subsidized items (at rate of LBP 3,900	38%	85%
Availability of subsidized products	79%	72%
Suppliers accepting new subsidized products orders	64%	42%
Receiving full ordered subsidized products quantities	1%	1%

Sources: Retail Weekly Shop Phone Survey – as of 9 April 2021 (numbers based on 345 reachable shops, out of a total of 437 contracted shops) – Al Arabiya

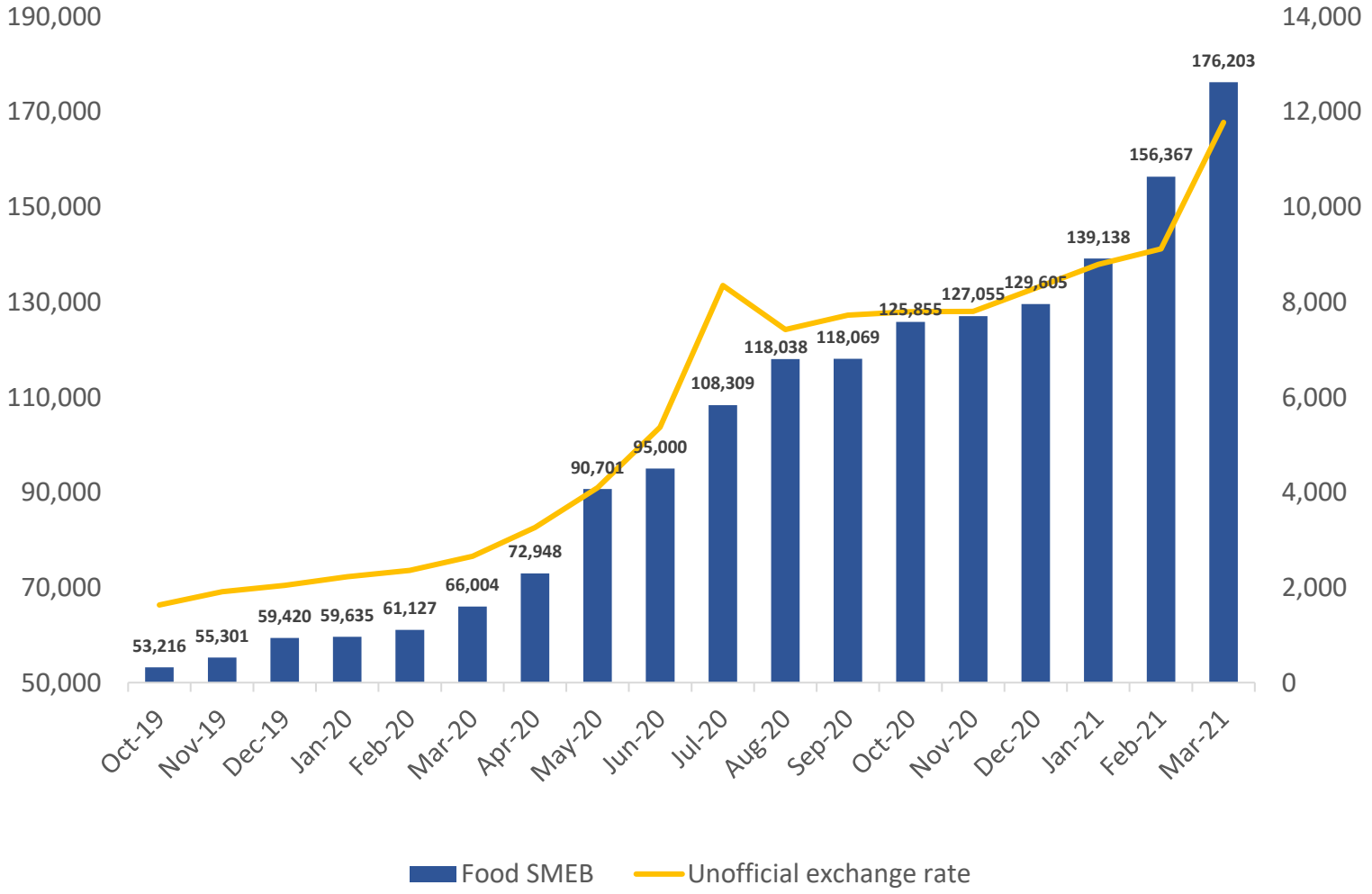
Daily (official and unofficial) exchange rate development between mid October 2019 and April 21, 2021



- Black market rate (red line) mostly trading between LBP 12,000 and 13,000 since beginning of April 2021
- Rate for withdrawal from non-fresh money dollar account in LBP currently set at LBP 3,900. Circular allowing such withdrawals extended till September 30, 2021 (yellow line).
- The Central Bank rolled out the new currency exchange platform "Sayrafa" in a training session on April 20. However, it did not specify the rate at which changers will be allowed to exchange or the application launch date.
- Limited categories allowed to buy foreign currencies through the platform, including importers of basic necessities. This is thus seen as resulting in an additional exchange rate in the country, as those who do not qualify to buy through the platform will have to continue buying through the current informal market.

Source: http://lebaneselira.org & https://lirarate.com – reported rates for black market and syndicate are the average of the buy and sell rates – L'Orient Le Jour

Change of Monthly revised food SMEB price in LPB (national average)

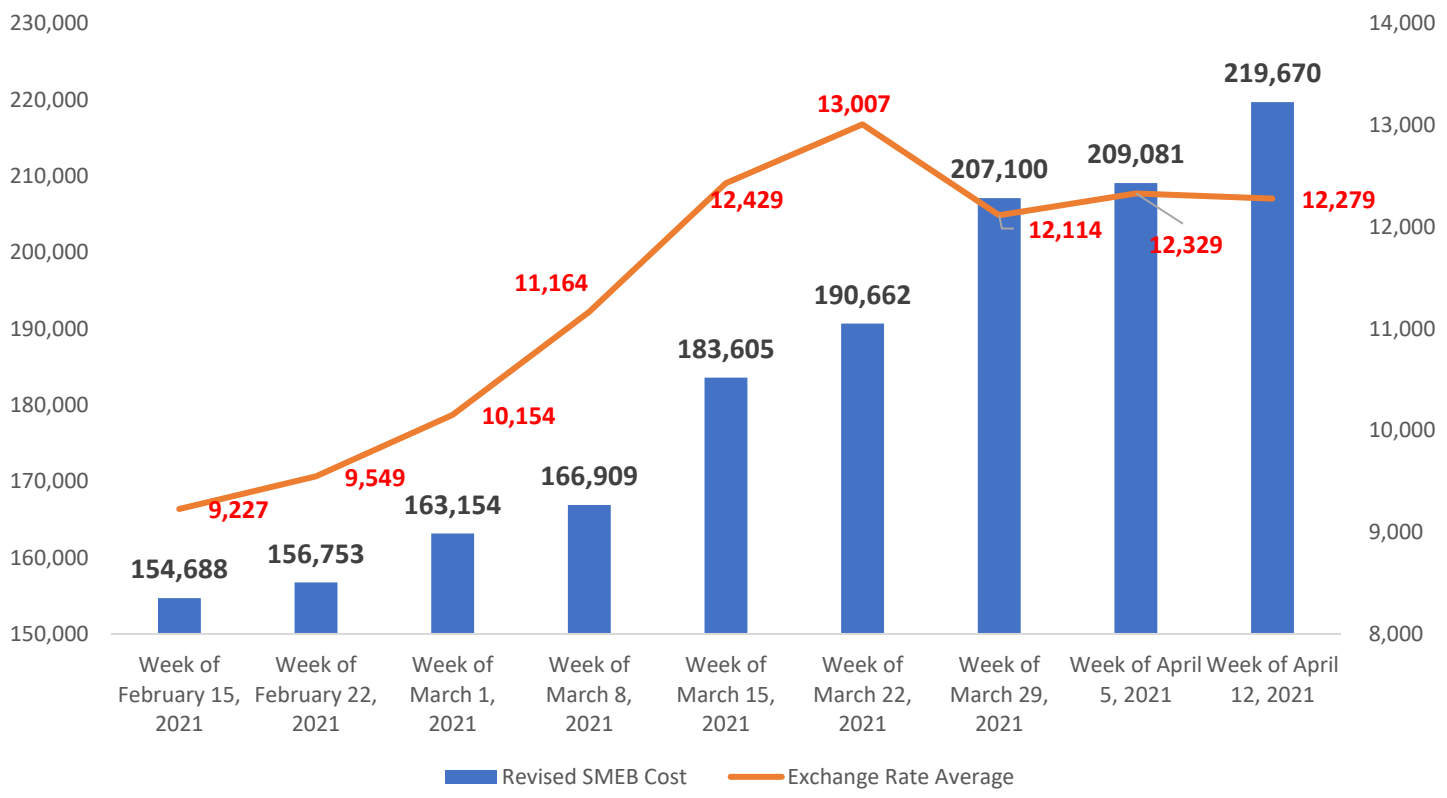


- Revised Food SMEB recorded a 13% increase between February and March 2021, at LBP 176,203.
- The cost of the revised food SMEB in March 2021 is higher than August 2020, the date the basket was initially set, by 49%.
- The cost of the revised food SMEB in March 2021 is nearly three times the cost of the basket back in October 2019 (231% increase).

Source: WFP price data, 2020, & 2021 as of 21 April 2021, subject to changes. The weights of the commodities used in the calculation of the price of the basket was further updated in the calculation of the basket cost from February 2021 onwards. Further revisions to the previously published prices might take place in the future.

WFP World Food Programme

Change of Weekly revised food SMEB price in 2021 (national average) versus exchange rate weekly average

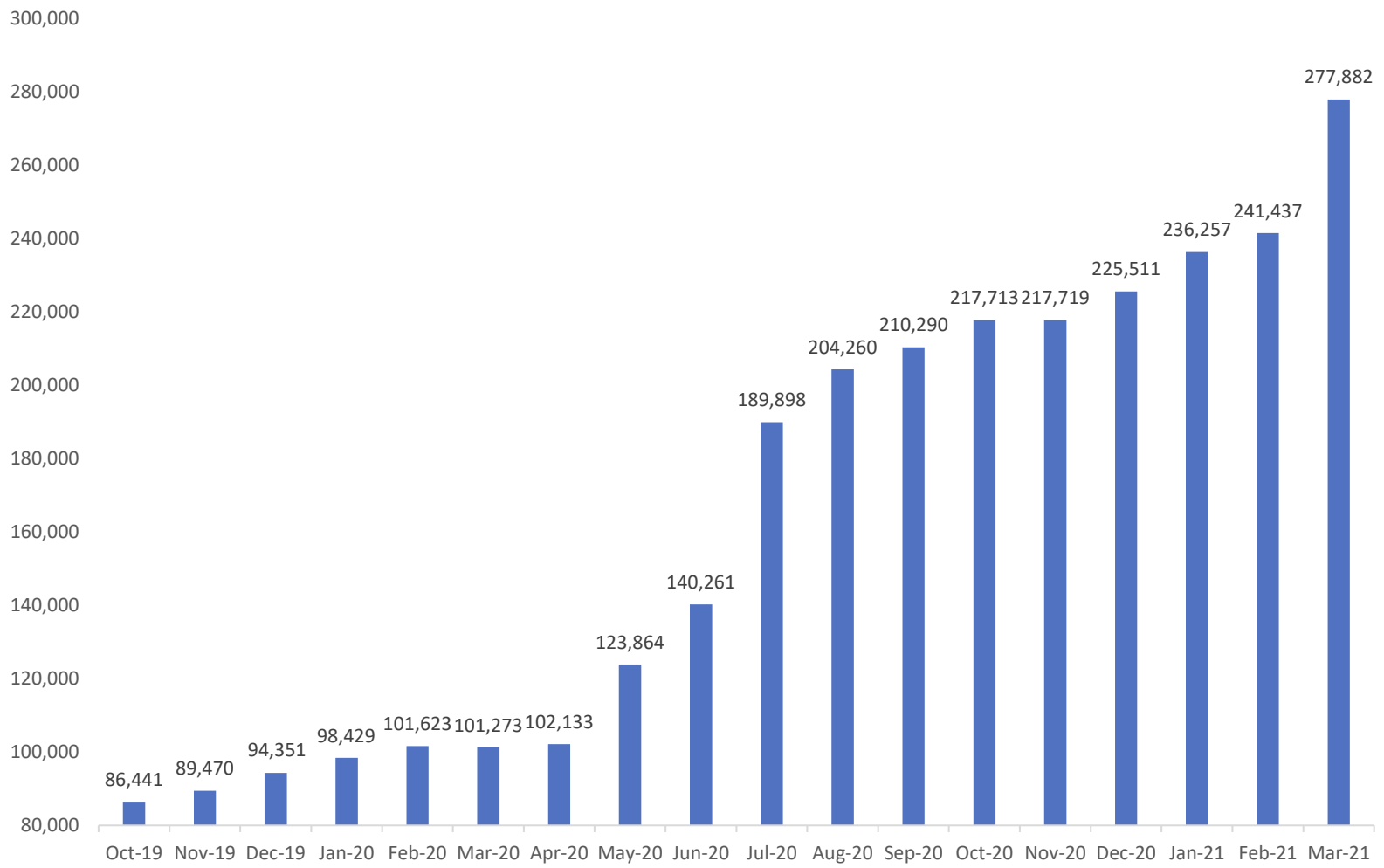


- Revised Food SMEB weekly price recorded a 42% increase between mid February and mid April, based on preliminary data from WFP retail database.
- Between the weeks of March 8th and April 12th, the basket recorded an increase of 32%, based on preliminary data from WFP retail database.

Source: WFP retail price database, 2020, & 2021 as of 21 April 2021, subject to changes. The weights of the commodities used in the calculation of the price of the basket was further updated in the calculation of the basket cost from February 2021. Further revisions to the previously published prices might take place in the future. March - April weekly data based on around 60 percent of shops data.

WFP World Food Programme

Revised Non Food Items (NFI) Monthly Price Development in LBP

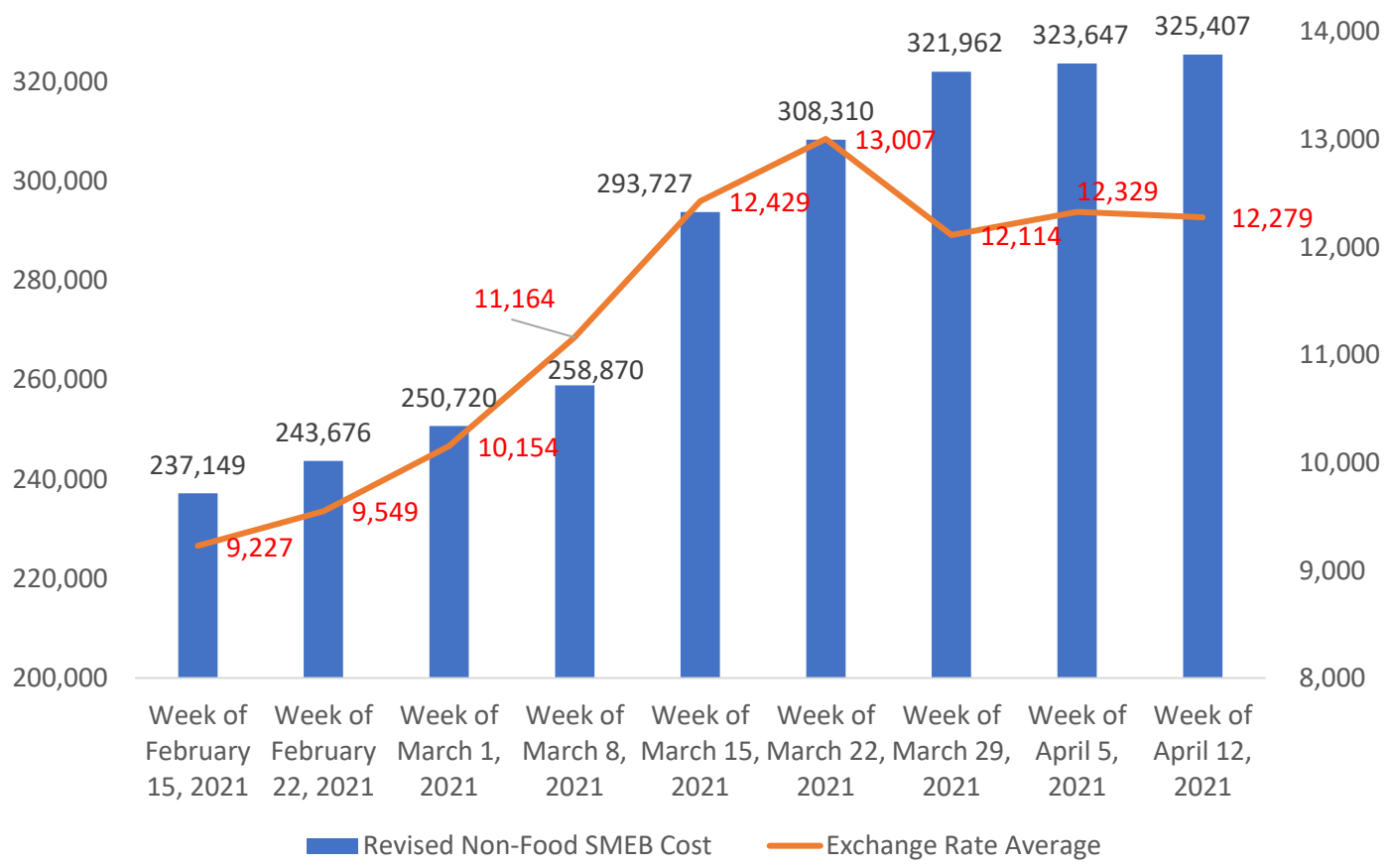


- The revised non-food items basket of 12 commodities is composed of the same items as the 2014 non-food basket, except hypoallergic soap that was removed. The basket include in addition 5 toothbrushes (changed every 3 months) and 5 blankets. Cooking gas quantity was further increased compared to the 2014 basket.
- Between October 2019 and March 2021, an increase of 221% was registered
- Between August 2020 and March 2021, an increase of 36% was registered.
- Between February & March 2021, a 15% increase was registered.

Source: WFP retail price database, 2020 & 2021, as of 21 April 2021, subject to changes & IPT Fuel Price for Cooking Gaz: https://www.iptgroup.com.lb/ipt/en/our-stations/fuel-prices - Blanket Price from UNHCR Retail Team - The weights of the commodities used in the calculation of the price of the basket was further updated in the calculation of the basket cost from February 2021. Further revisions to the previously published prices might take place in the future.

WFP World Food Programme

Change of Weekly revised Non Food Items SMEB price in 2021 (national average) versus exchange rate weekly average



- Revised Non-Food SMEB weekly price recorded a 37% increase between mid February and mid March, based on preliminary data from WFP retail database.
- Between the weeks of March 8th and April 12th, the basket recorded an increase of 26%, based on preliminary data from WFP retail database.

Source: WFP retail price database, 2020, & 2021 as of 21 April 2021, subject to changes. The weights of the commodities used in the calculation of the price of the basket was further updated in the calculation of the basket cost from February 2021. Further revisions to the previously published prices might take place in the future. March - April weekly data based on around 60 percent of shops data.

WFP World Food Programme

Subsidies Removal Latest Updates as of beginning of April 2021

- No official decision on the current subsidization mechanism, while authorities have remained vague on how the subsidies will be reduced. Details of the 4 possible modification mechanism emerged in media sources last month (albeit not officially).
- Finance Minister indicated in an interview with Reuters beginning of April that remaining reserves are around USD 15.8 billions, of which USD 800 millions, covering current subsidy mechanism until end of May at the latest.
- Ministry of Economy & trade released an updated list of items in the basket of subsidized food commodities/agricultural and industrial raw materials, on March 24 . The list substantially cuts the number of items included under the subsidized industrial material components to only 4 items, from around 80 items in the previously updated list, back in November 2020.
- Several changes to the price & weight of bread package took place:
  - Price of the large package initially increased to LBP 3,000 and then brough down back to LBP 2,500 at the end of March. The ministry stated that the central bank accepted its request to raise the subsidy percentage on wheat from the current 85 percent to a full 100 percent. However, no circular in that regard was issued yet.
  - Bakeries syndicate decided to stop distributing bread packages and limit the selling to their shops, following the price decrease. They cited a lack of coordination with the Ministry as the reason and that the latest decision has put additional financial burden on them.
  - Ministry then further revised prices on April 16th. Price now depends on the location of selling. At the bakeries, large package (960 grams) cost LBP 2,500, while medium package (370 grams) cost LBP 1,500. at retail shops, large package cost LBP 3,000, while medium package cost LBP 1,750.

Source: Daily Star, Reuters, LBC News, Daily Star, Ministry of Economy & Trade Decision, LBC News 1, LBC News 2, LBC News 3

Latest Combustible Fuel Price Inflation

Date	Gasoline 95 Oct	Diesel	Cooking Gas
December 2020	24,300	16,200	18,600
April 22, 2021	38,400	25,900	24,900
Price increase	**14,100**	**9,700**	**6,300**
% increase	58	60	34

- Fuel price remained near the high levels registered in the past few weeks.
- Gasoline price has increased by 58 percent, diesel by 60 percent, and cooking gas by 34 percent, between the first week of December 2020 and April 22nd 2021.

Source: https://www.iptgroup.com.lb/ipt/en/our-stations/fuel-prices

Food Security Implications

- As inflation and unemployment rates continue to rise, so does poverty. This in turn will lead to further deterioration in the food security status of Lebanon's residents.
- Beginning of 2021, 20 percent of Lebanese, 50 percent of Syrian refugees , and 33 percent of refugees of other nationalities are estimated to be food insecure. With the latest markets development these estimates have likely increased.
- Unemployment, another key reason for people's lack of income, and ultimately ability to purchase/cover essential needs, has been rising over the past year. WFP surveys found unemployment rates for both Lebanese and Syrians to be 39 percent in 2020 .
- Debt level of Lebanese, Syrian refugees and refugees of other nationalities increased; top reason for borrowing was to buy food.
- Among Syrian refugees, the increase in food insecurity goes in line with the increase in poverty (odds ratio equals to 0.74).
- In 2020, an increase in the share of food expenditure out of total expenditures was observed for all residents of Lebanon.
- In March 2021, the updated WFP/WB/UNHCR report 'Compounding Misfortunes' suggests that, the extreme poverty rates of Lebanese will continue to increase by end of 2021.
- Expected modification/removal of the current subsidies on key commodities and medicine could potentially further increase inflation trends. Social tensions and civil unrest could once again erupt across the country, as a result of the subsidy removal and decreasing households purchasing power, especially for the most vulnerable.

Thanks!
Questions?

WFP Lebanon

RAM & Retail/Supply Chain Unit

WFP RAM 2020 Key Products

March 2021

December 2020

SAVING LIVES
CHANGING LIVES

LOUISE
LEBANON ONE UNIFIED INTER-ORGANISATIONAL SYSTEM FOR E-CARDS

LOUISE Programmatic Updates & Mitigation Measures April 2021

Mitigation Measures to Safeguard LOUISE Operations

LOUISE Preferential Exchange Rate:

- 6,240 LBP/USD as of February 2021

Staggering of Upload Schedules for April 2021:

- Akkar, T5, Bekaa: loading over 11 days (MCAP/CFF and MPC)
- South and BML: loading over 7 days (MCAP/CFF and MPC)
- WFP e-card food voucher loadings staggered over 4 days (between the 6th and the 14th of April)
- No uploads planned for weekends (to account for limited replenishment over weekends)

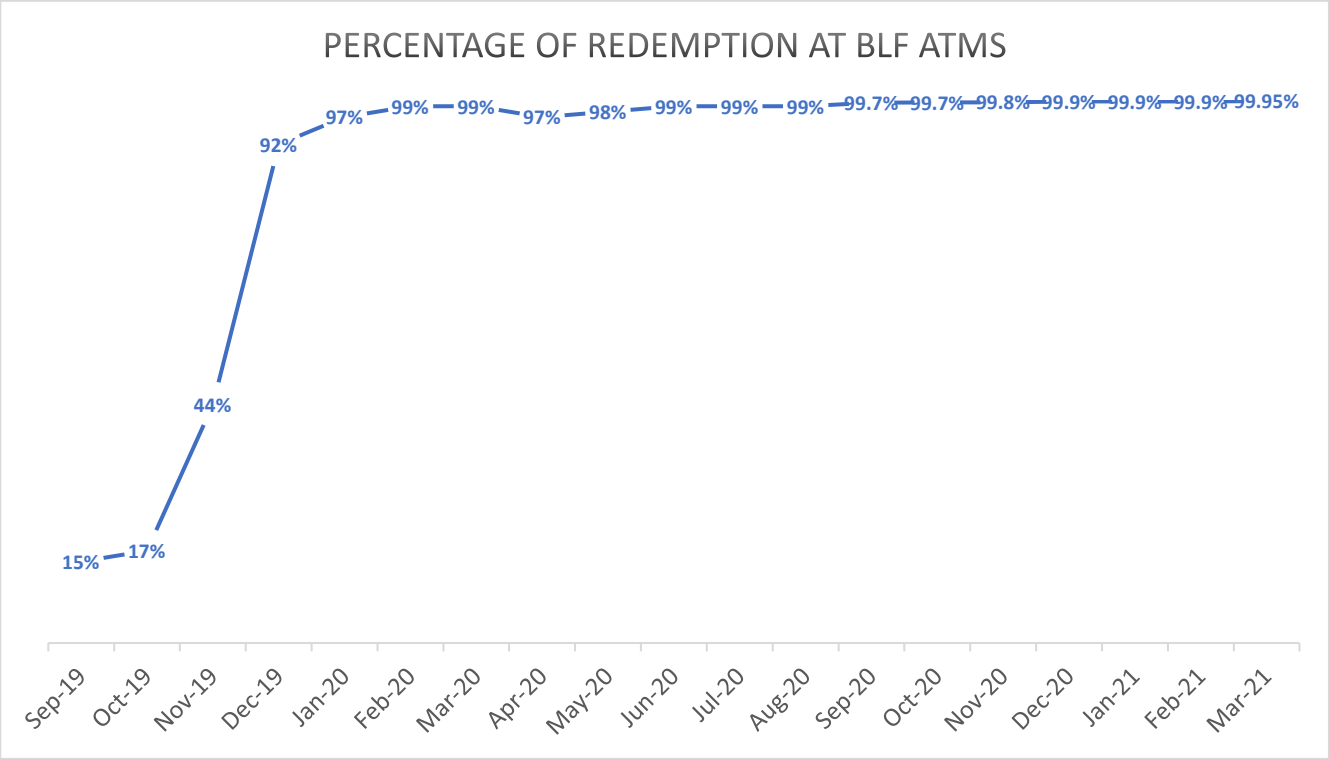
ATM Monitoring:

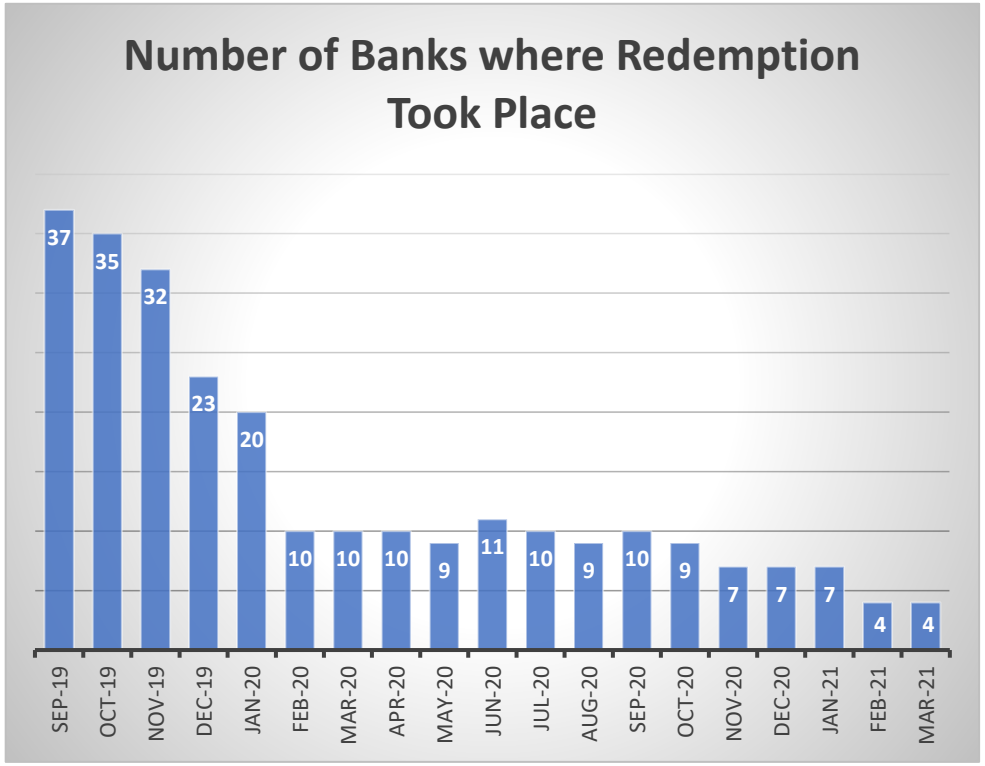
- Regular monitoring by UNHCR/WFP/UNICEF field teams.
- In the North, LRC (WFP partner) has contracted a security company for ATM monitoring and crowd control; the training of the security company is underway, and the company will be deployed to all designated ATMs as per the LOUISE ATM Monitoring and Crowd Control SOPs.

Installation of New ATMs by BLF:

- Two additional ATMs installed in Zehrieh, Tripoli by BLF in April 2021.
- ATMs in the pipeline: Al Menieh (north region) and possibly in North Bekaa and the South.

Concentration of Redemption at BLF ATMs
As of March 2021





Redemption rates for the month of March 2021 stood at 97.4%

LOUISE Programmatic Updates

1. No UNHCR Expansion Plans for MCAP assistance in April 2021 (MCAP assistance expansion in March 2021 by 31,000 households)
2. WFP MPC expansion to 63,000 households in April 2021 (up from a total of 48,000 households reached in March 2021).
3. A total increase of 12,000 GRM cases to be finalized jointly between WFP and UNHCR and rolled out in May 2021
    1. 6,000 WFP MPC households
    2. 5,000 UNHCR MCAP households
    3. 1,000 joint CFF/MCAP households (WFP and UNHCR).

4. UNICEF Programs:

1. Integrated Child Well-being Program: reached 7,500 children in March 2021, expected to reach around 8,500 children in April 2021.

2. Looking into monetizing WASH services in Arsal Informal Tented Settlements (planned for May 2021)

3. Planning and designing a social assistance program reaching 50,000 individuals of all nationalities (program expected to be rolled out in June 2021).

5. Shield Association:

- *Currently rolling out cash for work project in the Hasbaya region (forest management)-(June 2020-May 2021)-total of 133 workers.*

6. New Agencies Joining LOUISE in the pipeline: PUI-AMI, IRC, UNFPA, Italian Cooperation financing 5 NGOs implementing Cash for Work Projects, and ACF (pending Governing Body approval of letter of intent).

LOUISE Programmatic Updates

(Transfer Values Update)

1. **Food Component Transfer Value:** 100,000 LBP/individual as of November 2020.

2. **MCAP/MPC Transfer Value:** remains at 400,000 LBP/HH since July 2020

WFP and UNHCR in discussions with MoSA to increase food component to 130,000 LBP/individual, and MCAP/MPC assistance to 480,000 LBP/household.

Program	January-March 2020	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21
	Monthly Entitlement Amount (in LL)/HH	Updated Monthly Entitlement (in LL)/HH	Updated Monthly Entitlement (in LL)/HH	Updated Monthly Entitlement (in LL)/HH	Updated Monthly Entitlement (in LL)/HH	Updated Monthly Entitlement (in LL)/HH	Updated Monthly Entitlement (in LL)/HH	Updated Monthly Entitlement (in LL)/HH	Updated Monthly Entitlement (in LL)/HH	Updated Monthly Entitlement (in LL)/HH	Updated Monthly Entitlement (in LL)/HH	Updated Monthly Entitlement (in LL)/HH	Updated Monthly Entitlement (in LL)/HH	Updated Monthly Entitlement (in LL)/HH
WFP CFF Assistance	40,500/individual	50,000/individual	50,000/individual	60,000/indvidual	70,000/individual	70,000/individual	70,000/individual	70,000/individual	100,000/individual	100,000/individual	100,000/individual	100,000/individual	100,000/individual	100,000/individual
WFP MPC Assistance	260,250	260,250	320,000	320,000	400,000	400,000	400,000	400,000	400,000	400,000	400,000	400,000	400,000	400,000
MPC Food Component	40,500/individual	50,000/individual	50,000/individual	60,000/indvidual	70,000/individual	70,000/individual	70,000/individual	70,000/individual	100,000/individual	100,000/individual	100,000/individual	100,000/individual	100,000/individual	100,000/individual
WFP E-card Food Voucher Program	40,500/individual	50,000/individual	50,000/individual	60,000/indvidual	70,000/individual	70,000/individual	70,000/individual	100,000/individual	100,000/individual	100,000/individual	100,000/individual	100,000/individual	100,000/individual	100,000/individual
WFP RON cash for Food Assistance	40,500/individual	50,000/individual	50,000/individual	60,000/indvidual	70,000/individual	70,000/individual	70,000/individual	70,000/individual	100,000/individual	100,000/individual	100,000/individual	100,000/individual	100,000/individual	100,000/individual
UNHCR MCAP Assistance	262,500	262,500	320,000	320,000	400,000	400,000	400,000	400,000	400,000	400,000	400,000	400,000	400,000	400,000
UNHCR MCAP Assistance (RON)	262,500	262,500	320,000	320,000	400,000	400,000	400,000	400,000	400,000	400,000	400,000	400,000	400,000	400,000
UNHCR Winterization Assistance									954,000 LBP	954,000 LBP	954,000 LBP	n.a	n.a	n.a
UNICEF Reaching School Program*	56,250/hh	56,250/hh	56,250/hh	56,250/hh	NA	NA	NA	NA	NA	NA	NA	50,000/child	50,000/child	n.a
UNICEF Integrated Child Wellbeng Program (ICWBG)**	120,000	160,000	240,000	240,000	240,000	240,000	240,000	240,000	240,000	240,000	240,000	380,000/child	380,000/child	380,000/child
UNICEF One-Off Social Grant***										460,000 LBP/child	460,000 LBP/child	380,000-500,000 LBP/child	n.a	n.a

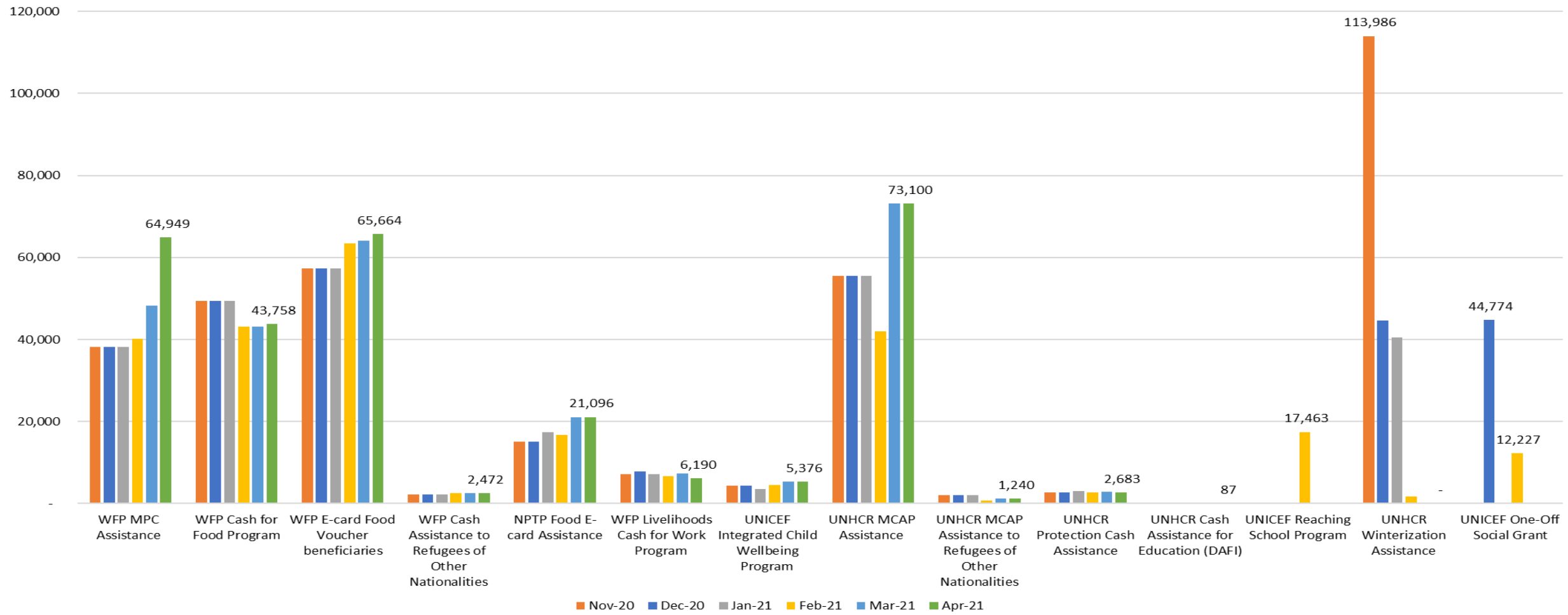
* Reaching School Program resumed in February 2021, with a TV of 50,000 child, uncapped.
**Transfer Value per Child, capped at 2 children
***Transfer Value per Child, capped at 3 children

LOUISE Programmatic Updates
(Number of Households Targeted as of April 2021)

Program	January-March 2020	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21
	Number of Households Reached	Number of Households Reached	Number of Households Reached	Number of Households Reached	Number of Households Reached	Number of Households Reached	Number of Households Reached	Number of Households Reached	Number of Households Reached	Number of Households Reached	Number of Households Reached	Number of Households Reached	Number of Households Reached	Number of Households Reached
UNHCR MCAP Assistance	33,000	33,000	33,000	49,800	49,800	55,577	55,577	55,577	55,577	55,577	55,577	42,000	73,100	73,100
WFP CFF Assistance	33,000	33,000	33,000	37,600	40,168	47,580	49,370	49,384	49,384	49,384	49,384	43,196	43,196	43,758
WFP MPC Assistance (includes Food transfer value)	23,650	23,650	23,650	34,910	34,910	37,457	38,213	38,255	38,255	38,255	38,255	40,239	48,301	64,949
WFP Food E-card Assistance	54,500	54,500	54,500	55,830	55,922**	57,147**	57,139**	57,317	57,317	57,317	57,317	63,492	64,056	65,664
WFP RON cash for Food Assistance	3,030	3,030	3,030	3,030	2,253	2,253	2,253	2,253	2,253	2,253	2,253	2,472	2,472	2,472
UNHCR MCAP Assistance (RON)	1,500	1,500	1,500	1,641	1,641	2,037	2,037	2,037	2,037	2,037	2,037	750	1,240	1,240
UNHCR Winterization Assistance									113,986	44,644	40,570	1,713	-	-
UNICEF Reaching School Program	31,836	32,348	32,790	33,018	-	-	-	-	-	-	-	17,463	-	-
UNICEF Integrated Child Wellbeng Program (	3,817	3,722	3,851	3,807	4,871	3,865	3,918	4,276	4,419	4,419	3,516	4,575	5,303	5,376
UNICEF One-Off Social Grant										44,774	-	12,227	-	-

**Total expanded beneficiaries for the food e-card has remained the same to account for the former e-card beneficiaries that have been moved to CFF and MPC assistance

LOUISE Programmatic Updates
(Number of Households Targeted as of April 2021)



Inter-Agency Coordination Lebanon

4) Updates on Dollarization Discussions

Inter-Agency Coordination Lebanon

5) BA Protection Risk Analysis Review

Protection Risk Analysis (PRA)- objective and process

- Protection mainstreaming is an inter-sector priority for the Lebanon Crisis Response Plan (LCRP).
    - Protection risks that can be caused within a sector of intervention are **identified and addressed.**
    - Response plans are **designed** which are aligned with protection mainstreaming principles.
    - Protection mainstreaming actions are **planned** and **implemented.**
    - The **impact of** protection mainstreaming actions on the client is **evaluated.**
- In 2019, through a series of inter-sector protection mainstreaming workshops key challenges and priorities were identified leading to the development of a Protection Mainstreaming Road Map endorsed by the Inter-Sector Coordination Team.
- The Protection Risk Analysis tool (PRA) was selected to be piloted by the Basic Assistance and Health sectors in 2019.

- UPDATING THE PRA (2021 REVIEW)
    - Field sessions throughout March 2021 to review previously identified risks and mitigation measures.
    - Discussions within BA Core Group and Working Group on identified risks and mitigation measures.
    - Risk prioritization, action and monitoring plan.

PRA identified risks- Complaints and Feedback

- If card/PIN issues are incorrectly classified → delays in resolution resulting in delays of assistance receival.
    - Capacity building on correct classification of potential Card/PIN issues.

- If no substitutionary support is provided to beneficiaries during card/PIN → risk of resorting to negative coping mechanisms to meet needs.
    - Referral to emergency cash or in-kind assistance; pre-loaded cards to be activated; retroactive payments

- If internal organization policies and practices related to PSEA are not well-known, or mechanisms are not in place → cases of SEA are likely to go un-reported leading to a lack of accountability to effected persons
    - Organizations should align with IA minimum standard on complaint & feedback inc. PSEA. Sector PSEA focal point to be appointed.

- If vulnerable persons are unable to afford keeping lines active and incurring costs of calling hotlines → claims and complaints will go un-reported, potentially leading to loss of communication with communities and vulnerable persons.
    - Assess the feasibility and pilot the use of an online link, or WhatsApp for complaints and feedback submission.

- If front liners are not able to properly respond to cases voicing risk of self harm and/or return due to exclusion of assistance → high risk cases may face additional stress due to poor communication and inadequate referral/follow up.
    - Common messaging and actions regarding self-harm and/or return.

PRA identified risks- Referrals and GRM

- If information collected through the GRM is not maximized to inform program or sector response plans → lost opportunity to adapt and inform programs.
    - Ensure analysis and results stemming from the GRM data are shared. Collective sector-level analysis of key trends raised through GRM to inform/adapt programs.

- If there is no capacity to conduct referrals at distribution sites → claims for assistance may go unrecorded
    - Protection/information desks should be mandatory at all distribution sites.

- If there is a lack of common understanding amongst BA partners on the referral minimum standards, available services, and safe identification → inconsistency in referral reporting, poor quality referrals and delays in service provision.
    - Training on safe identification and referral, reporting referrals on activity info, findings presented in working groups and/or bilateral meetings.

- If the service mapping tool is not updated → referrals will in inefficient and delays in service provision.
    - National and field coordinator to ensure proper revision of service mapping tool on a regular basis

PRA identified risks- M&E

- If findings from monitoring data is not disaggregated by age, gender and disability → needs of specific groups may be underrepresented.
    - Age, gender, diversity review for M&E tools.

- If community feedback is not fed back into program design → accountability to communities is compromised and interventions may not address community needs.
    - Increase communication through the BAWG and Field level WGs around M&E activities and the impact that has had on program design. Consider more participatory approaches to intervention design

- If PDMs do not adequately capture information on potential exploitation for PWSN → events or risk of exploitation may go uncaptured pushing persons into further risk for exploitation without accountability and/or support.
    - Ensure that PDMs are able to capture risk of exploitation, specifically among PwSN and/or consider specific monitoring activities for PwSN (PwD and elderly) to adequately monitor.

PRA identified risks- Tensions

- If ATMs not well scattered and caseloads continue to expand →overcrowding at ATMs and risk for increased tensions.
    - Staggered uploads; ATM monitoring in place for crowd control and tension monitoring; Suggested trainings for Bank staff and municipal police; specific ATMs/Sites for withdrawal of assistance.

- If refugee assistance is loaded on the same day as national salary provision → tensions and conflict at ATMs and withdrawal sites.
    - Avoid refugee assistance loading on dates that are known to coincide with national salary disbursement.

- If perception aid bias increases → hostility and violence toward the Syrian refugee community
    - Ensure proper communication around assistance provision to refugee within Lebanese media.

- If there is a lack of understanding on targeting systems in place for Lebanese → intra-communal tensions
    - Increase confidence in targeting systems to Lebanese

- If perceptions of assistance to refugees in USD persists then inter-communal tensions will rise.
    - Ensure proper communication and harmonized currency disbursement.

PRA identified risks- Access to Assistance

- If beneficiaries are having to travel long distances to ATMs/distribution sites →is a high transportation cost and risk of checkpoints.
    - Increase TV to include transportation; continued advocacy for ATMs, review of distribution site locations.

- If distribution sites/ATMs are not adapted for PwSN and/or females → increased risk of exploitation and decreased access to assistance.
    - Infrastructure at distribution sites adapted to support PwD/older persons; fast-tracking persons with specific need; mobile distribution

- If bank staff at ATMs are not properly trained → risk of harassment and/or inadequate treatment from Bank staff
    - Training of bank staff; ATM monitoring

- If contracted shops enforce restrictions on persons receiving assistance →risk of decreased access to assistance and exploitation.
    - Regular monitoring of WFP contracted shops; ensure wide communication on results of monitoring and clarify submitted claims.

- If beneficiaries share transportation to get to ATMs → risk of COVID-19 transmission.

- If the country faces a shortage or lack of fuel →inability to travel to ATMs and/or distribution sites.
    - Conduct less frequent uploads (grouping payments per family) to minimize travel to ATMs.

- If assistance provided does not coincide with market prices and needs → assisted persons will not be able to meet their basic needs.
    - Continued advocacy on TVs; SMEB price monitoring

Next Steps

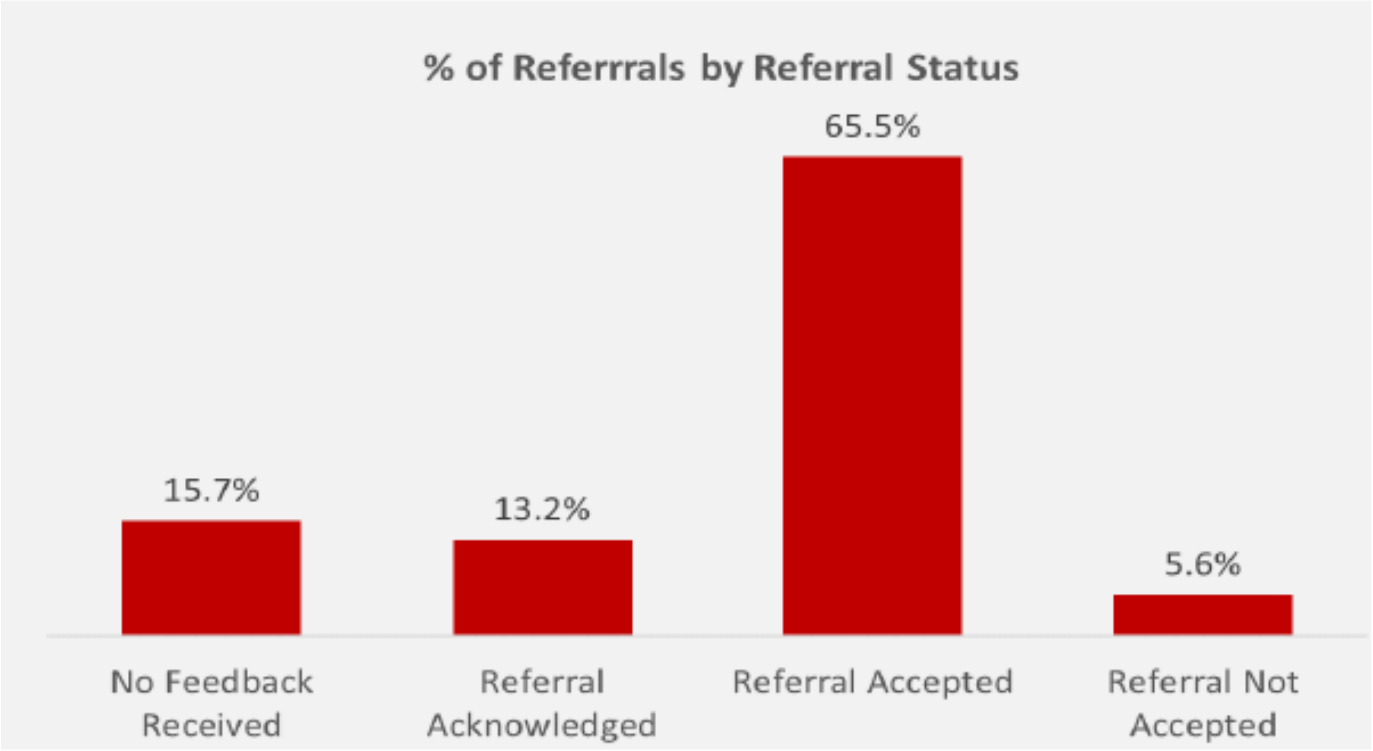
- Risk matrix to be shared with partners for feedback
- Risk and mitigation measure prioritization
- Development of action and monitoring plan

Inter-Agency Coordination Lebanon

6) Q3-4 2020 Referrals Analysis

Referrals Analysis

- Total number of referrals to BA in Q4 2020: 10,438 (23% of total referrals)
- Total number of referrals to BA in Q3 2020: 2,238 (31% of total referrals)



- Highest number of referrals in Bekaa, Mount Lebanon and Beirut
- Improvement in the % of referrals accepted since Q3 (41% compared to 66% in Q4)

Referrals Analysis

- The majority of referrals were for assistance for Syrian refugees across all governorates.

- Referrals for vulnerable Lebanese households was highest in Beirut at 37% of referrals .

- The governorate with the highest request for basic assistance services for children aged 0-17 years was in Mount Lebanon with 24% of all referrals. Most referrals are made for adults.

- Across all governorates, over half of referrals were made for females.

- Next steps
  - Message sent to RIMS partners explaining services available through BA and reasons for low uptake of referrals for MPCA.
  - Key messages to be included in up-coming Sector Specific Referral Training.
  - Sector Specific referral training for BA: May 2021

Inter-Agency Coordination Lebanon

7) AOB