

RIMS Quarter 1 Snapshot

RIMS (Referral Information Management System) is a tool hosted by the Danish Refugee Council (DRC), facilitating efficient management of referral information in Lebanon. It offers valuable trend analysis and daily management insights. These snapshots, which we produce every three months, serve as a condensed overview of referral activities in Lebanon. They complement our more detailed analytical reports, which delve into efficiency and responsibility within the referral processes.

This particular snapshot will cover the period from January 1st to March 31st, 2024.

Trends:

Referrals:

Total number of Referrals: 4665

In the first quarter of 2024, the Referral Information Management System (RIMS) recorded a total of 4665 referrals. This marked a decrease from the 5646 referrals observed in the last quarter of 2023, signaling potential shifts in service demand or outreach strategies.

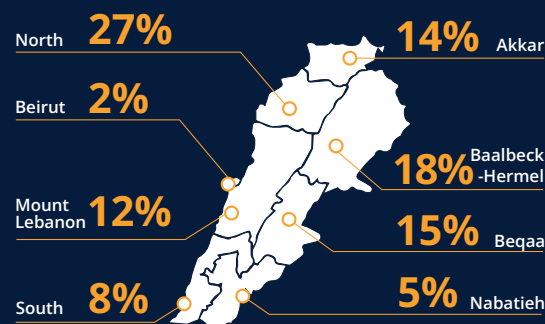


Priority Sectors:



Regarding priority sectors, Child Protection emerged as the lead sector. Interestingly, Shelter became one of the top 3 priority sectors after a prolonged period, along with the protection sector, while health continued to maintain its significance. This quarter's priorities differed from the previous one, where Education had shown a noticeable increase alongside Protection and Child Protection.

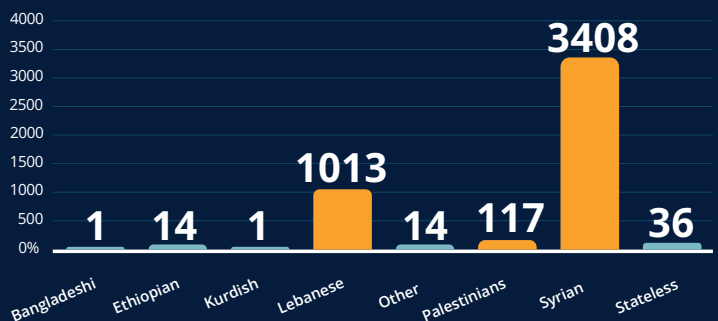
Priority Areas:



Analyzing priority areas, the majority of persons of concern were referred from the North, followed by Baalbek el Hermel and Beqaa. Notably, the North's share of referrals increased from 22% to 27% compared to the last quarter, with Mount Lebanon being replaced by Baalbek el Hermel and Beqaa. Additionally, there was an increase in referrals from the South, rising from 6% to 8%, and notably, from Nabatieh, increasing from 2% to 5%.

Nationality:

Referrals By Nationality

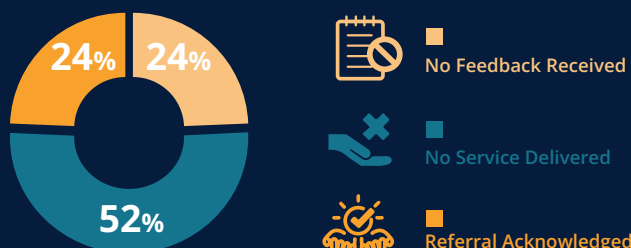


Syrian: 73% Lebanese: 22% Palestinians: 4%

Examining the nationality breakdown of referrals, Syrians continued to represent the majority at 73%. However, there was a slight decrease from the previous quarter. Meanwhile, Lebanese referrals increased from 18% to 22%, and Palestinians from 3% to 4%. This trend suggests a widening reach or shifts in demographics seeking assistance.

Performance:

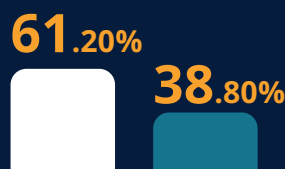
Response Rate:



In terms of performance, the response rate improved significantly, with only 24% of cases receiving no feedback during the first quarter of 2024 compared to 40% in the last quarter of 2023

Speed/Timeliness:

Timeliness - OnTime



Additionally, there was a noteworthy enhancement in timeliness, with the proportion of referrals responded to on time jumping from 36% to 61%. This improvement reflects better communication and follow-up processes, ensuring cases are addressed promptly.