

# Inter-Agency Referral Analysis



Report covering Jan-March 2020 (Q1 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

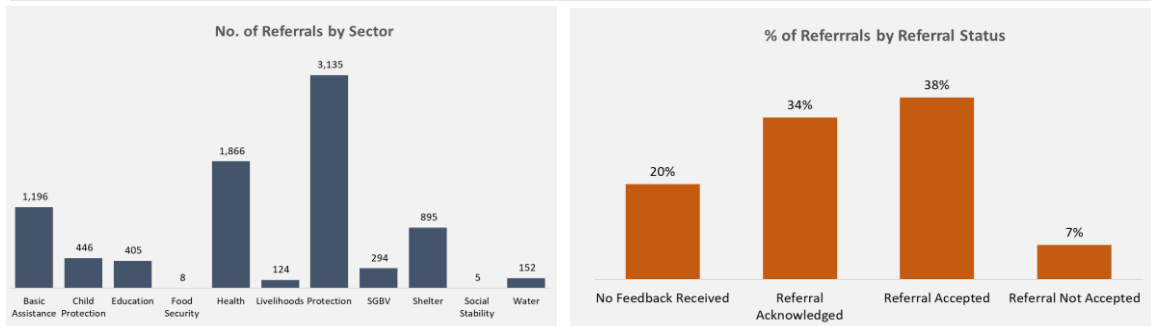
**8526**

## Narrative Analysis of the Figures

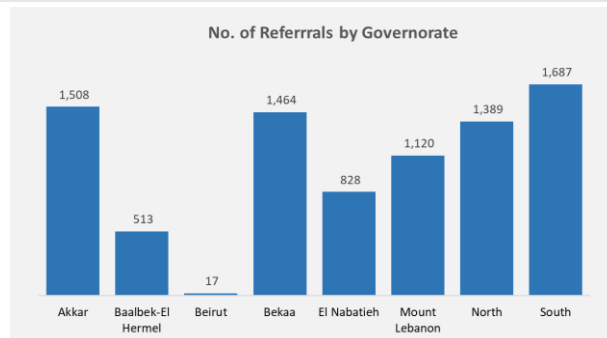
32 partners reported 8526 referrals in the first quarter of 2020, mainly in South, Akkar, Bekaa and North governorates. The referral status shows a good response rate (38% accepted and 34% acknowledged), however, 20% of referrals remained without any feedback. Timeliness of referrals shows an average of 11 days to assign a final status to a fast track referrals, though, a fast track/urgent referral requires a final feedback within 24 to 48 hours.

Note: further analysis of the referrals will take place at the respective sector working groups to address referral challenges, gaps and timeliness of response

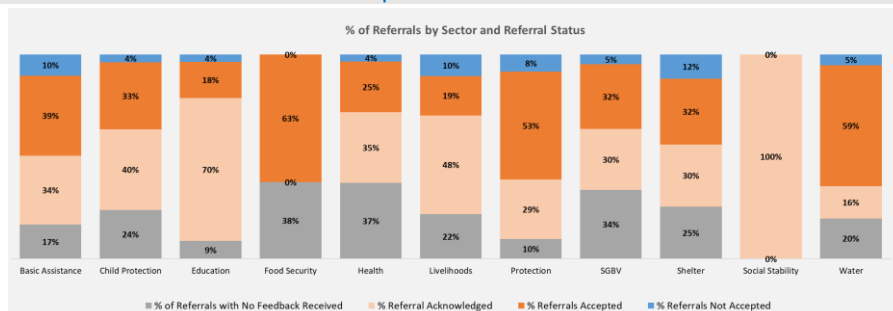
## Overall Response to Referrals



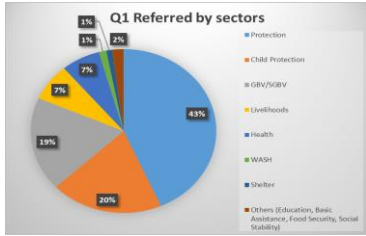
## Volume of Referrals by Governorate



## Response Rate to Referrals



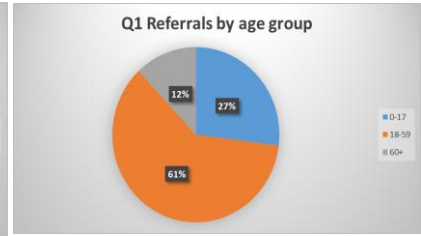
**% of sent referrals by sector**



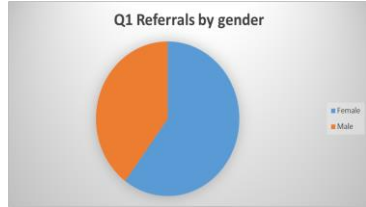
**% of referrals by nationality**



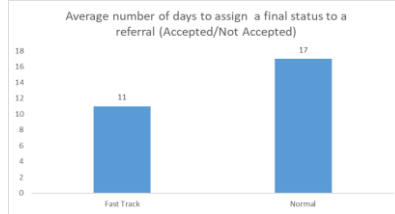
**% of referrals by age group**



**% of referrals by gender**



**Timeliness of referrals**



**Speed of referrals**

