Inter-Agency Referral Monitoring System

Protection Referrals' Monitoring – Why?

Effective referral pathways means an effective and holistic response.

❖Identifies delays and gaps in service provision

❖ Currently monitors referrals from Protection to other sectors in a snapshot in time

Standardized package of tools:

❖Inter-Agency Referral Form

❖Minimum Standards and Procedures for Individual Referrals

❖Reporting Database

Process map

Receiving Agency: Acknowledges receipt of referrals and Provides Feedback → Referring Agency documents feedback and report in Activity Info → Protection sector coordinator checks and extracts data → Field and National data analysis → Bilateral discussions with relevant sectors

2019 System updates

- **Title of the system:** Changed from IA referral "tracking" system to IA referral "monitoring" system
- **Sectors:** WASH and Livelihood are added and GBV/PSS are separated
- **Feedback Classification:** "pending" changed into "no feedback received" and correction of "No service delivered" definition

Received	• receiving agency indicated that referral has been received but no further action has been taken in response to the referral.
No Feedback Received	• when no feedback has been received from the receiving agency on the referral made.
Accepted/Successfully closed	• confirmation from the receiving agency that they have taken action in response to the referral received.
No Service Delivered	• confirmation is received from the receiving agency that no action was taken in response to the referral because of lack of capacities of service providers.
Not Eligible	• referral was received, but no action was taken because of eligibility criteria.

2018 Overall data

- 17 reporting partners at national level
- **23,692** referrals reported during 2018
- Average % of referrals reported as successfully closed: **28%**
- Average % of referrals reported as pending: **25%**
- Average % of referrals reported as no service delivered: **4%**
- Shelter and PSS-GBV are the sectors that reports the highest average of % of referrals reported as successfully closed: **42% and 40%**

National Data Highlights

Highest # of referrals

- Legal (6345)
- Health (3915)
- Education (2914)

Lowest # of referrals

- PSS – GBV (1085)
- CP (1509)
- BA and FS

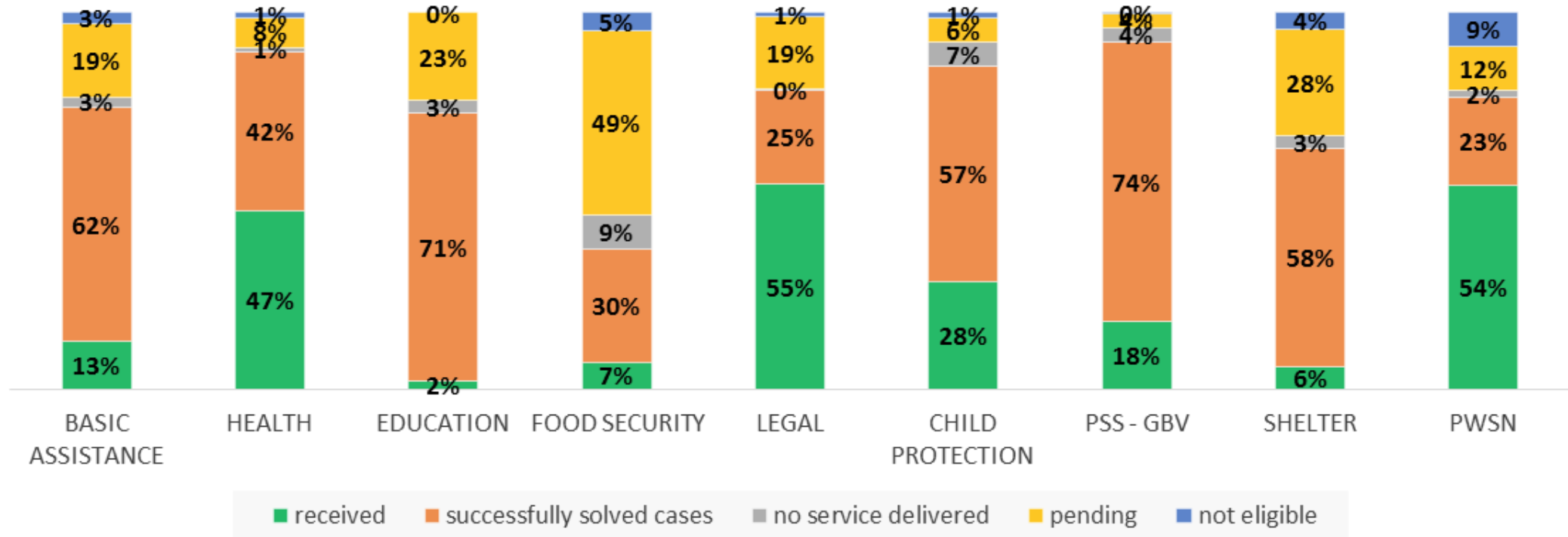highest % of accepted/successfully closed cases

- Shelter (42%)
- PSS-GBV (40%)
- BA (39%)

lowest % of accepted/successfully closed cases

- Education (8%)
- CP (21%)
- PWSN (24%)

Bekaa/Baalback-Hermel

status of referrals across sectors

- **Health:** Over all response to health referrals is good. Challenges in providing services to all kinds of chronic diseases such as diabetes mellitus and severe illness such as cancer

  Action Required: identify if there is a gap in service provision. Follow up with health sector coordinator

- **Legal:** Partners not reporting on referrals with immediate solutions. Confusion in feedback classification (i.e. pending/received). Lack of coverage in Baalback, Aarsal and Qaa.

  Action Taken: Legal TF meeting to clarify classification and coverage. Partners to report all referrals on the system.

- **GBV and CP referrals:** Low number of referrals compared to other sectors (only 311 GBV cases and 274 CP cases in 2018)

  Action Required: coordinate with GBV TF regarding safe identification and referrals of GBV cases

- **Shelter:** high number of referrals due to the evictions in Bekaa (Fayda and Zahle) but with a good response rate (58%)

South/Nabatiye

status of referrals across sectors

Legend: received | successfully solved cases | no service delivered | pending | not eligible
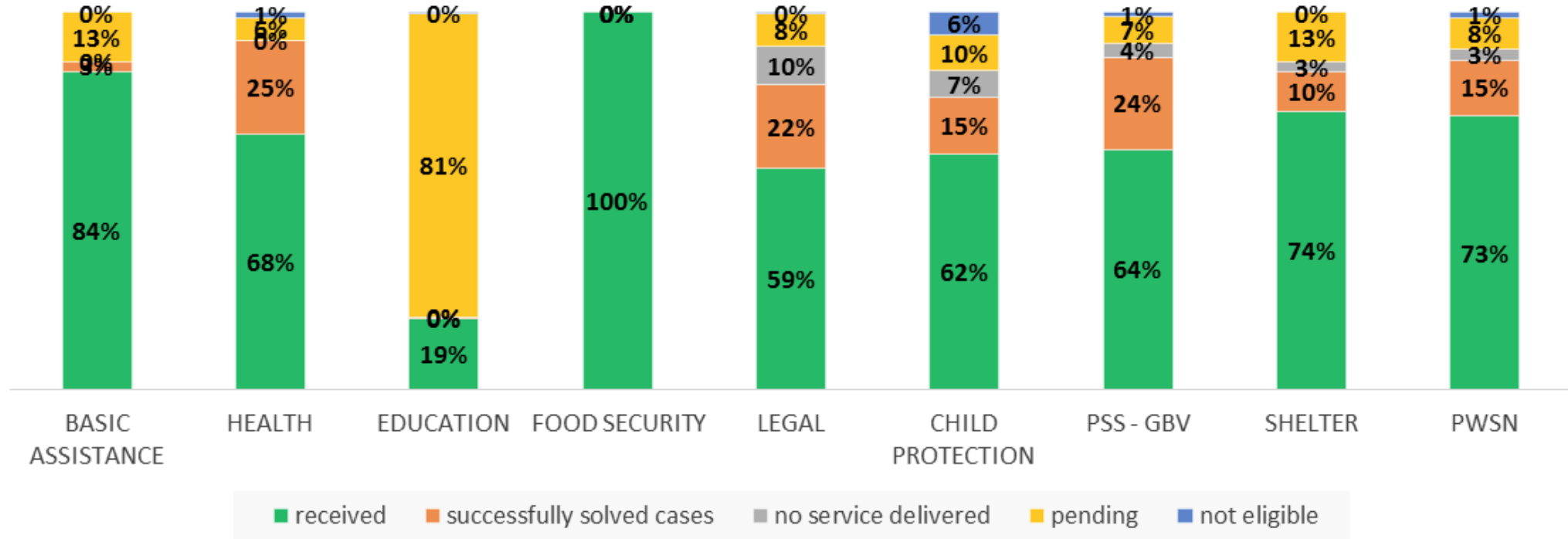
- **Education:** Very high number of referrals in 2018 (1908) with 81% pending response (0% successfully closed)

  Action taken: Education referral system presented during South PWG but further action is required as feedback issue is not solved yet

- **Legal:** very low response rate due to the lack of legal partners coverage in South/Nabatiye and difficulty following up on individual cases, in terms of capacity and distance to communities.

- **CP:** it is notable that in Nabatiye the CP (and Education) is an issue:
  - ➢ High rate of CP cases (and out of school children) especially during the agriculture seasons
  - ➢ Difficulty following up on individual cases, in term of capacity and distance to communities.

  Action point: local NGOs (in remote areas) should be included in the service mapping
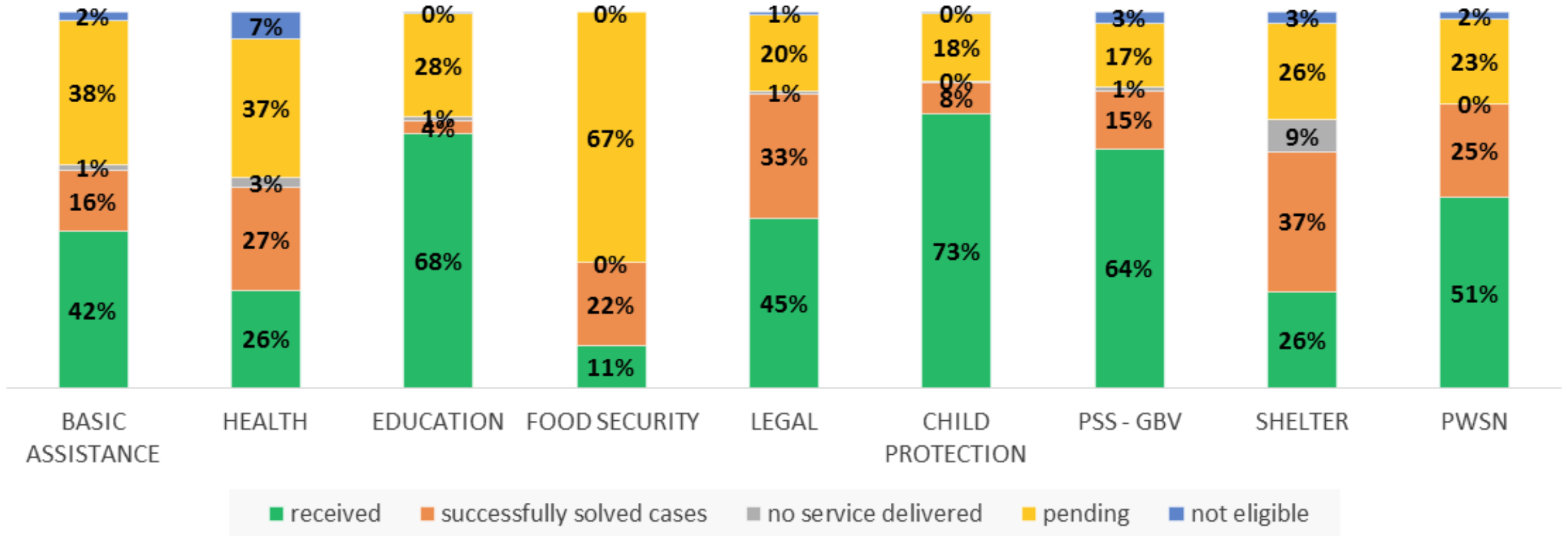
North/Akkar

status of referrals across sectors
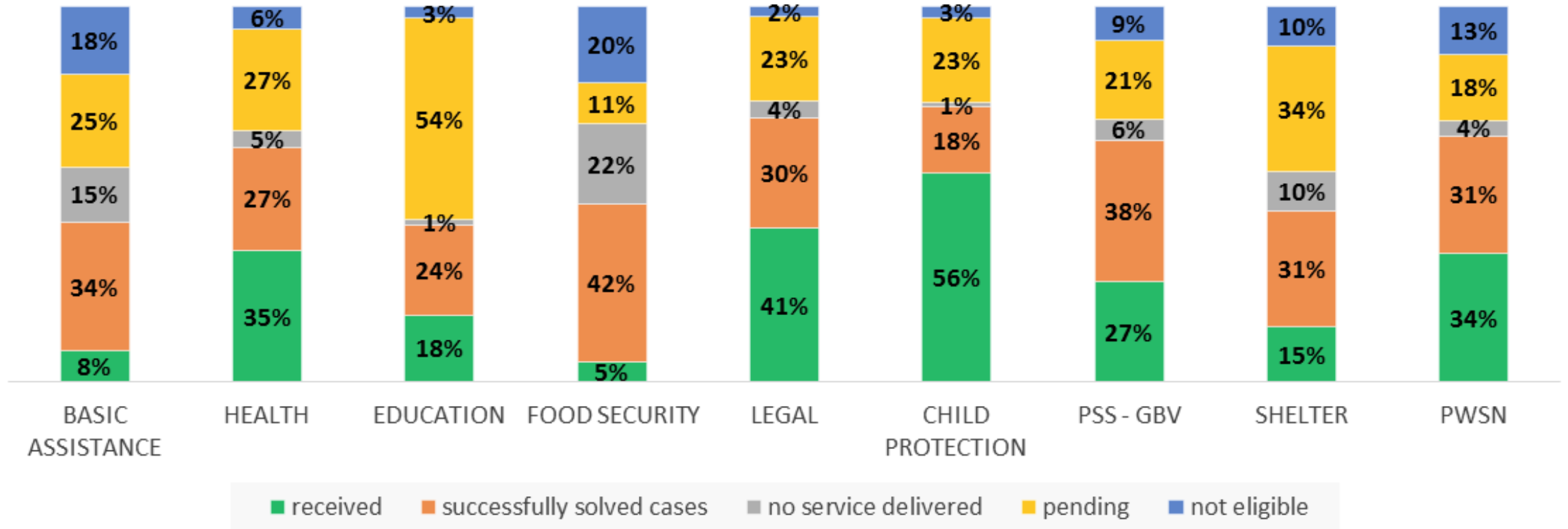
BA: High number of referrals (noticed in Q3 of 2018) during to GRM process (Aug - Oct) – follow up is also required with BA coordinator regarding eligibility criteria for referrals to BA sector

Shelter: highest # of referrals in 2018, but least closed cases could mean simply that there are not enough shelter options in the North and limited funding (31% of success and 34% pending feedback)

Legal: with the high number of legal referrals is North/Akkar, Legal has good response rate 30% accepted/successfully closed cases and 41% received due to the good coverage of legal support in the region in addition to a good feedback rate

BML

status of referrals across sectors

	BASIC ASSISTANCE	HEALTH	EDUCATION	FOOD SECURITY	LEGAL	CHILD PROTECTION	PSS - GBV	SHELTER	PWSN
not eligible	2%	7%	0%	0%	1%	0%	3%	3%	2%
pending	38%	37%	28%	67%	20%	18%	17%	26%	23%
no service delivered	1%	3%	1%	0%	1%	0%	1%	9%	0%
successfully solved cases	16%	27%	4%	22%	33%	8%	15%	37%	25%
received	42%	26%	68%	11%	45%	73%	64%	26%	51%

Legend: received, successfully solved cases, no service delivered, pending, not eligible

- **Legal:** although the good response rate, pending legal cases where noticed because there was a misunderstanding of the feedback definition

- **Shelter:** low # of referrals by Protection partners - Protection and Shelter Sectors have different perceptions about the reasons

  Action required: further discussion between Protection and Shelter Coordinators

- **BA:** high number of referrals compared to other sectors due to misunderstanding eligibility (i.e. Partner reporting referrals of women to income generation project as BA referrals)

  Action taken: Partners will be able to report under Livelihood sector in the new system

Next steps

❖**Update and share Sectors' service mappings at quarterly basis**

❖**Coordination between Sectors on a systematic feedback system and quarterly IA referral findings.**

❖**Share IA referral monitoring tools and data analysis with the other sectors**

❖**Keep track of regional variations within sectors for referrals (i.e. in one area referrals go through sector coordinators, in another area referrals go through referral pathway)**