Reporting Guidance | Inter-Agency Referral Monitoring

The Inter-Agency Referral Monitoring Platform aims to maintain an overview of referral practices between service providers in Lebanon and enhance accountability to referrals. It expands the good practices established by the protection sector to require all partners under the LCRP to report on the total number of referrals made, to which sectors and their status on a quarterly basis.

Quarterly trends from the Inter-Agency Monitoring platform will be complemented with data from two individual referral systems, RAIS and RIMS. The analysis in the form of dashboards will be distributed through sectors, for focused sectoral discussions at the national- and field levels. The aim of the discussions and analysis is to facilitate a greater understanding of referral trends at a sectoral level, as well as to identify any bottlenecks in the delivery of services and learn about any gaps in coverage.

Communication process

LCRP partners will be requested to report into the Inter-Agency Referral Monitoring platform on a quarterly basis. This request will be made through sector working groups at the field and national levels.

Reporting Guidance

These instructions explain how to report on referrals conducted through the online Inter-Agency referral monitoring platform, hosted on Activity Info.

Who: Reporting Focal Points – (Activity Info Focal Points, IM Focal Points)

Reporting Timeline: Reporting is on a quarterly basis.

Reporting Period	Reporting Deadline	Comment
January, February, March (Q1)	April 20, 2021	Please note you will no longer be able to report for the quarter once the reporting deadline has closed.
April, May, June (Q2)	July 20, 2021	
July, August, September (Q3)	November 1, 2021	
October, November, December (Q4)	January 31, 2022	

Reporting Requirements:

You will report on the final status of the referrals at the end of the three-month reporting period. This concerns all referrals made by your organization within the quarter, to any sector. There are four reporting categories in line with the Minimum Standards on Referral;

Status	Description
No Feedback Received	Referral sent, receiving agency has not confirmed receipt of referral
Referral Acknowledged	Receiving agency confirmed receipt of the referral
Referral Accepted	Receiving agency provided feedback that the referral is accepted and that the service will be provided

Referral Not Accepted	Receiving agency provided feedback that they cannot accept the referral (assessment may have been conducted but the individual/household does not meet criteria, the organization is at maximum capacity, lost contact with individual/household, etc.)

- **The reported total number is the number of referrals made, not the number of cases.**
  This means that if an agency sends two referrals for the same case, they will record the two referrals.

  Example: If you made a referral a referral to agency A, but they were not able to accept the referral, and you then sent the referral to agency B who accepted the referral, this should be reported as **two separate referrals:**
  - Referring agency reports -> 1 referral (to agency A) = Referral Not Accepted
  - Referring agency reports -> 1 referral (to agency B) = Referral Accepted

- **A referral can only be reported once per quarter according to the most recent status of the referral at the reporting deadline. This is the 15th of the following month.**

  Examples:
  - On 10th March, a referral was made to Agency A, but no feedback had been received by the reporting deadline (15th April). The status of the referral will be '**no feedback received'**.

  - On 6th February, a referral was made to Agency A; the referral was acknowledged by the receiving agency on 10th February. On 20th February, the receiving agency confirmed acceptance of the referral. The status of the referral at the reporting deadline will be reported as '**Referral accepted'**, as this is the most recent status of the referral.

- **Only referrals made during the reporting period should be recorded.**
  Examples:
  - A referral made on 31st March should be reported in quarter 1 on April 20th.
  - A referral made on 2nd April should be reported in quarter 2 on July 20th.

- Both **internal and external referrals** should be reported. This means, even if your organization has referred a case internally, this referral should also be included on the IA Referrals database.

- **All partners** are asked to report on IA Referrals. This includes:
  - All LCRP- and non-LCRP partners
  - UN agencies
  - RIMS partners
  - RAIS users.

Reporting Steps:

1. Log in to https://v4.activityinfo.org/, go to the database *LCRP 2021 Sectors Reporting*
2. Select *16-Inter-Agency Referrals*, and click again on *'Inter-Agency Referrals'*

3. Select 'Add record'

4. Using the drop-down menus, select your organisation and the governorate you are reporting on. You will need to fill a new form for each governorate.

Next, select the reporting period, under which you will report all of your referrals for the past three months.

You should always record your referrals under the last month of the reporting period (e.g. June for all of your Q2 referrals). There is no need to separate your referrals month-by-month, as reporting is done quarterly.

5. Click on the sector you want to report referrals to. Enter the **total number of referrals** you made to this sector within the selected governorate in the past 3 months.

6. **Dissagregate** the total number of referrals made by their status at the end of the reporting period (e.g. 31st March for Q1). There are 4 types of referral status;
   - No Feedback Received
   - Referral Acknowledged
   - Referral Accepted
   - Referral Not Accepted

You should verify the numbers are correct: "Total referrals to Child Protection" should be **the sum total of the breakdown** you have provided under distinct status categories, i.e. 'No feedback received' + 'Referral acknowledged' + 'Referral accepted' + 'Referral not accepted' = 'Protection: Total referrals'.

7. Once you have completed your reporting for all sectors within the specific governorate, click **'Save record'** Repeat this process for the other governorates.

8. Once saved, you can amend any data entry you make by clicking on the record, which will then be highlighted in **green** and a menu will open up on the right side.
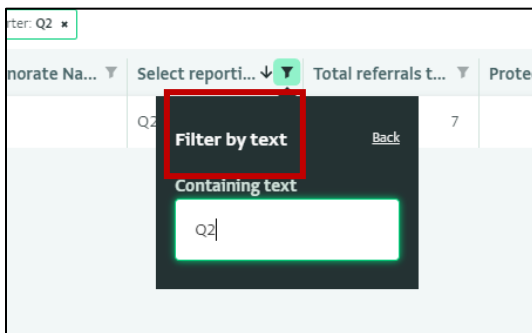

9. From the right-hand side menu, select '**Edit record**'. You can also click on the "**History**" tab to view who has edited the record and on which date.
   Please note that you will not be able to edit your record after the reporting deadline has passed.
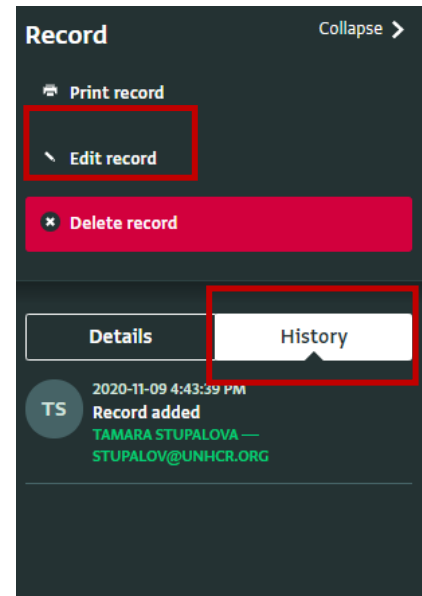
10. You can use the "filter" buttons to filter for a specific quarter or a governorate, for example:


DATA VERIFICATION

As per the above, the 'Total referrals to Child Protection' should be the sum total of the breakdown you have provided under distinct status categories, i.e. 'No feedback received' + 'Referral acknowledged' + 'Referral accepted' + 'Referral not accepted' = 'Protection: Total referrals'

You can **verify** if you have done your data entry correctly in the following way:

1. Go to "Select columns" on the top bar

2. Drag the "Verify CP data entry" tab from "Available columns" to the right- hand side ("Selected columns"), in case it is not already there. This column will now appear in your database view.
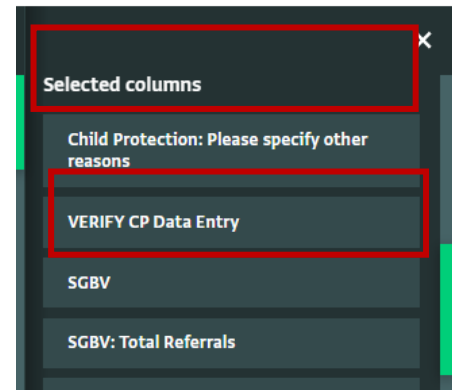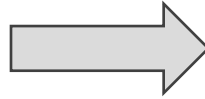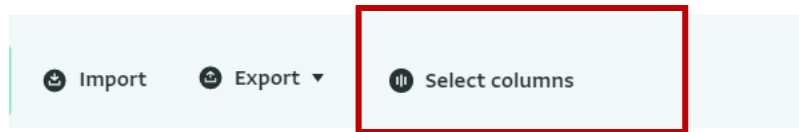
3. You will know that you have entered your data correctly if the status under this column says "**correct**".

4. In case it says "incorrect", please go back to edit your record (using the "edit record" button) to ensure that your sum totals for each sector add up.

For any further questions or support please reach out to Tamara Stupalova, stupalov@unhcr.org