

# CANADA BORDER SERVICES AGENCY, IMMIGRATION REFUGEES and CITIZENSHIP CANADA & IMMIGRATION AND REFUGEE BOARD DETAILED ACTION PLAN

to the recommendations of the Audit on Processing of Asylum Claims of the Spring 2019 Reports of the Auditor General of Canada

Report Ref. No.	OAG Recommendation	Departmental Response	Description of Final Expected Outcome/Result	Expected Final Completion Date	Key Interim Milestones (Description/Dates)	Responsible Organization/ Point of Contact (Name, Position, Tel #)	Indicator of Achievement (For Committee Use Only)
Report 2	<p><b>Recommendation 1 - Paragraph 28</b> To better respond to the fluctuating volume of claims made each year, the Canada Border Services Agency; Immigration, Refugees and Citizenship Canada; and the Immigration and Refugee Board of Canada should</p> <ul style="list-style-type: none"> <li>• work with central government agencies to design and implement a flexible model that allows them to access additional funding quickly to better match shifting volumes of claims, and</li> <li>• update their performance and productivity expectations for key steps in the refugee determination system.</li> </ul>	<p>The three organizations' response. <b>Agreed.</b> The Canada Border Services Agency; Immigration, Refugees and Citizenship Canada; and the Immigration and Refugee Board of Canada will continue to utilize existing funding mechanisms and will work with central agencies to explore potential flexible funding approaches to meet current and projected intake. Proposals will be brought forward for government consideration.</p> <p>To support this work, the deputy-led Asylum System Management Board will oversee the adoption of updated performance targets that will be used to report on intake, capacity, and productivity across the system. In view of the doubling of refugee intake since 2016, when Canada received 23,900 asylum claims, the Canada Border Services Agency; Immigration, Refugees and Citizenship Canada; and the Immigration and Refugee Board of Canada have taken a number of innovative approaches to improve the effectiveness of the in-Canada asylum system. The Government of Canada has also allocated additional resources to temporarily increase the capacity for refugee intake and for refugee protection decisions. In March 2019, Budget 2019 announced investments of \$1.18 billion over five years, to enable the processing of 40,700 asylum claims in the 2019–20 fiscal year and up to 50,000 claims in the 2020–21 fiscal year, as well as to strengthen processes at the border and accelerate the processing of claims and removals in a timely manner.</p>	Way-forward approach identified for asylum funding March 31, 2021.	February 28, 2021	<p>1.1 The Asylum System Performance Measurement Framework will be approved by the ASMB. <b>September 30, 2019</b></p> <p>1.2 IRCC and partners will work with Central Agencies to explore options for a funding mechanism that address ongoing pressure on the Asylum system. A Business Case will be launched in consultation with Central Agencies. <b>June 30, 2020</b></p> <p>1.3 The way-forward to implement Asylum Funding Model will be validated with Central Agencies. <b>February 28, 2021</b></p>	<p><b>IRCC</b> Paul MacKinnon, Assistant Deputy Minister, Strategic and Program Policy 613-437-8297</p> <p><b>CBSA</b> Jacques Cloutier, Vice-President Intelligence and Enforcement, 613-948-4111</p> <p><b>IRB</b> Jason Choueiri, Executive Director, Executive Director Office, 613-670-6857</p>	

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Report 2	<p><b>Recommendation 2 - Paragraph 39</b> The Canada Border Services Agency; Immigration, Refugees and Citizenship Canada; and the Immigration and Refugee Board of Canada should</p> <ul style="list-style-type: none"> <li>work together to identify what information needs to be collected and shared for an asylum claim; and</li> <li>find a way to share the information securely, accurately, and efficiently, moving from paper to digital processing of asylum claims.</li> </ul>	<p>The three organizations' response. <b>Agreed.</b> The Canada Border Services Agency; Immigration, Refugees and Citizenship Canada; and the Immigration and Refugee Board of Canada are committed to proactively sharing information among the three organizations to ensure the effectiveness and integrity of the in-Canada asylum system.</p> <p>The small-scale Integrated Claim Analysis Centre pilot project, recently hosted in Montréal, is proof of concept of this commitment, demonstrating effective and proactive information sharing in support of program integrity. This model permits refugee claims to be systematically examined and for case-specific information to be shared with the Immigration and Refugee Board of Canada before a hearing is scheduled. Budget 2019 permits the government to build on this model and to establish a fully funded pilot.</p> <p>In support of this commitment, all three organizations will work together to establish a clear understanding of what claimant-</p>	<p>a) Implementation of a formalized quality assurance process at both CBSA and IRCC to ensure overall compliance with established protocols for refugee intake. This will include a specific quality assurance process to address the proper collection and enrollment in GCMS of biometrics for all eligible claimants.</p>	September 30, 2019	2.1 The CBSA and IRCC will develop and implement a quality assurance approach at intake. This will include a process for file review at intake. IRCC and CBSA will continue monitoring to ensure that biometrics have been properly collected and enrolled in the Global Case Management System (GCMS) for all required claimants prior to the Refugee Protection Division (RPD) hearing. No later than <b>September 30, 2019</b>	<p><b>IRCC</b> Mike MacDonald, Associate Assistant Deputy Minister, Operations 613-437-7132</p> <p><b>CBSA</b> Jacques Cloutier, Vice-President Intelligence and Enforcement, 613-948-4111</p>	

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		<p>specific documents are to be shared, when and how. The Canada Border Services Agency; Immigration, Refugees and Citizenship Canada; and the Immigration and Refugee Board of Canada will establish a quality assurance program to identify where there is unnecessary delay or error and monitor overall compliance with this approach. Through regular monitoring, issues such as missing, delayed, incomplete, or illegible claimant information will be identified and addressed in a timely manner by the responsible organization.</p> <p>In addition, the three organizations will work together with central agencies to identify options and potential mechanisms for government consideration to further develop information technology capabilities in support of improved interoperability, information sharing, and client service. Further improvements will be made to existing digital interfaces to provide for the exchange of real-time information (for example, forms, submissions, documents, and updates) among the organizations, and to support the shift to a digital processing environment.</p>	b) An established formal governance approach for information sharing and interoperability between the CBSA, IRCC and the IRB.	December 31, 2019	<p>2.2 The CBSA, IRCC and the IRB will complete an information gap assessment to identify information sharing opportunities. <b>September 30, 2019</b></p> <p>2.3 The organizations will leverage the IT development work that was funded under Budget 2019 to address any of these gaps in the funding submission. <b>December 31, 2019</b></p>	<p><b>IRCC</b> Mike MacDonald, Associate Assistant Deputy Minister, Operations 613-437-7132</p> <p><b>CBSA</b> Jacques Cloutier, Vice-President Intelligence and Enforcement, 613-948-4111</p> <p><b>IRB</b> Jason Choueiri, Executive Director, Executive Director Office, 613-670-6857</p>	
Report 2	<p><b>Paragraph 52 - Recommendation 5</b> The Canada Border Services Agency and Immigration, Refugees and Citizenship Canada should notify the Immigration and Refugee Board of Canada as soon as their review of an asylum claim for intervention is complete, whether or not they plan to intervene. The Immigration and Refugee Board of Canada should consider this notification in its scheduling strategy to reduce wait times for protection decisions.</p>	<p>The three organizations' response. <b>Agreed.</b> The Canada Border Services Agency and Immigration, Refugees and Citizenship Canada are committed to ensuring the integrity of the in-Canada asylum system. The Ministerial Reviews and Interventions program (Immigration, Refugees and Citizenship Canada) and the Hearings Program (Canada Border Services Agency) work together to examine each refugee claim to identify issues related to integrity, credibility, criminality, and security before a refugee protection decision is taken by the Immigration and Refugee Board of Canada. Ministers' representatives intervene in proceedings to challenge refugee claims if</p>	a) Building on the work of the RPD Inventory Reduction Task Force, CBSA and IRCC will ensure that the IRB has the information on Front End Security Screening and the triage, reviews and interventions results so cases can be scheduled effectively and efficiently.	June 30, 2021	<p>5.1 The CBSA and IRCC will notify in a timely manner the IRB of their intention to intervene or not so the RPD can schedule hearings effectively. <b>September 30, 2019.</b></p> <p>5.2 The IT development will be completed to permit the electronic sharing of the results of the triage, review and intervention work similar to the current sharing of Front End Security Screening (FESS) results. <b>June 30, 2021</b></p>	<p><b>IRCC</b> Mike MacDonald, Associate Assistant Deputy Minister, Operations 613-437-7132</p> <p><b>CBSA</b> Jacques Cloutier, Vice-President Intelligence and Enforcement, 613-948-4111</p>	

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		<p>investigations have uncovered adverse evidence that is directly relevant to the claim. Immigration, Refugees and Citizenship Canada and the Canada Border Services Agency will seek to provide timely notification of their intention to intervene or not intervene in a claim. In turn, the Board will take this notification into consideration when scheduling refugee claims.</p> <p>In addition, Immigration, Refugees and Citizenship Canada and the Canada Border Services Agency remain committed to proactively sharing information which will support the Immigration and Refugee Board of Canada having hearing-ready files, including information such as previous visa applications and supporting documentation and the results of biometric information sharing with partner countries, while respecting privacy legislation and information sharing agreements. In support of this objective, the Canada Border Services Agency; Immigration, Refugees and Citizenship Canada; and the Immigration and Refugee Board of Canada have been and will continue to test innovative approaches to streamline their procedures and to improve information sharing in an effort to avoid</p>	<p>b) CBSA, IRCC and the IRB will continue to pilot an ICAC model to ensure that the RPD members have hearing ready files in order to reduce delays in scheduling cases.</p>	<p>September 30, 2021</p>	<p>5.3 The Integrated Claim Analysis Centre (ICAC) pilot will begin in Toronto contingent upon Budget 2019 funding being approved by Treasury Board. <b>September 30, 2019</b></p> <p>5.4 A final assessment of results of the pilot project will be conducted and presented to the ASMB <b>September 30, 2021</b></p>	<p><b>IRB</b> Jason Choueiri, Executive Director, Executive Director Office, 613-670-6857</p>	

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		<p>duplication, to reduce overall processing times, and to facilitate the creation of hearing-ready files, which will support an efficient strategic scheduling approach for the Board.</p>					