

The Integrated Claim Analysis Centre (ICAC) Pilot

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Presentation Outline

- Context
- Challenges
- Recent Investments and Actions Taken
- Overview of the Integrated Claim Analysis Centre (ICAC)
- Current process vs. ICAC Process
- Summary and Next Steps

Context: The Nature of Migration is changing

- **Global migration is at an all-time high**

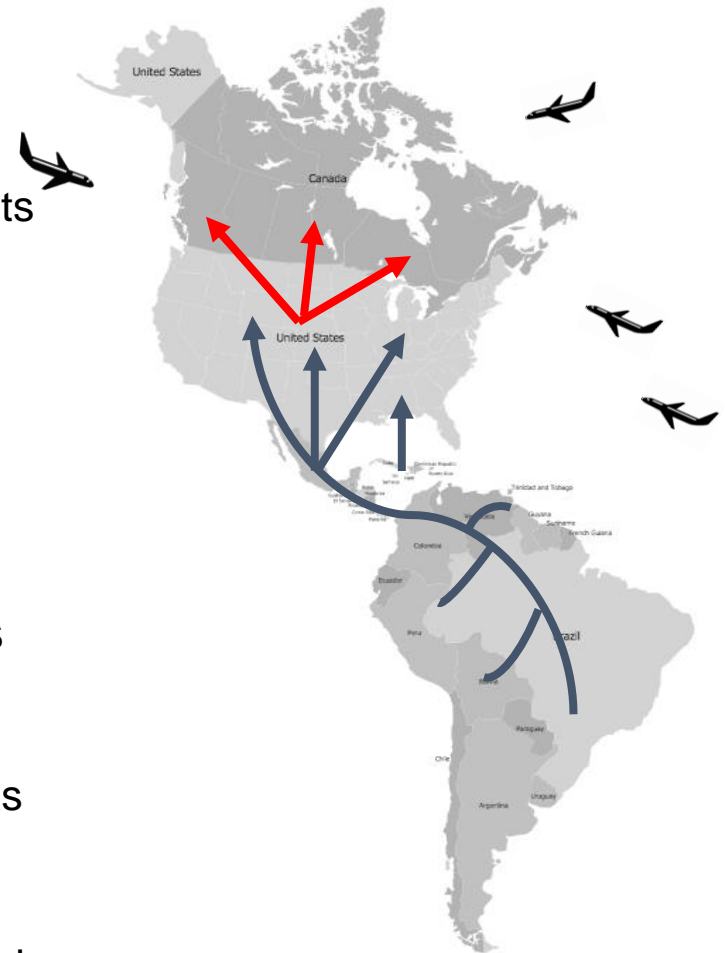
- 258M people on the move (incl. 25.9M refugees)
- Flows are increasingly mixed (e.g. refugees, economic migrants, and others)
- Persons intercepted crossing into the U.S. across its Southern border reached nearly one million by the end of U.S. FY2019 (period ending September 30)

- **Migration to Canada has changed**

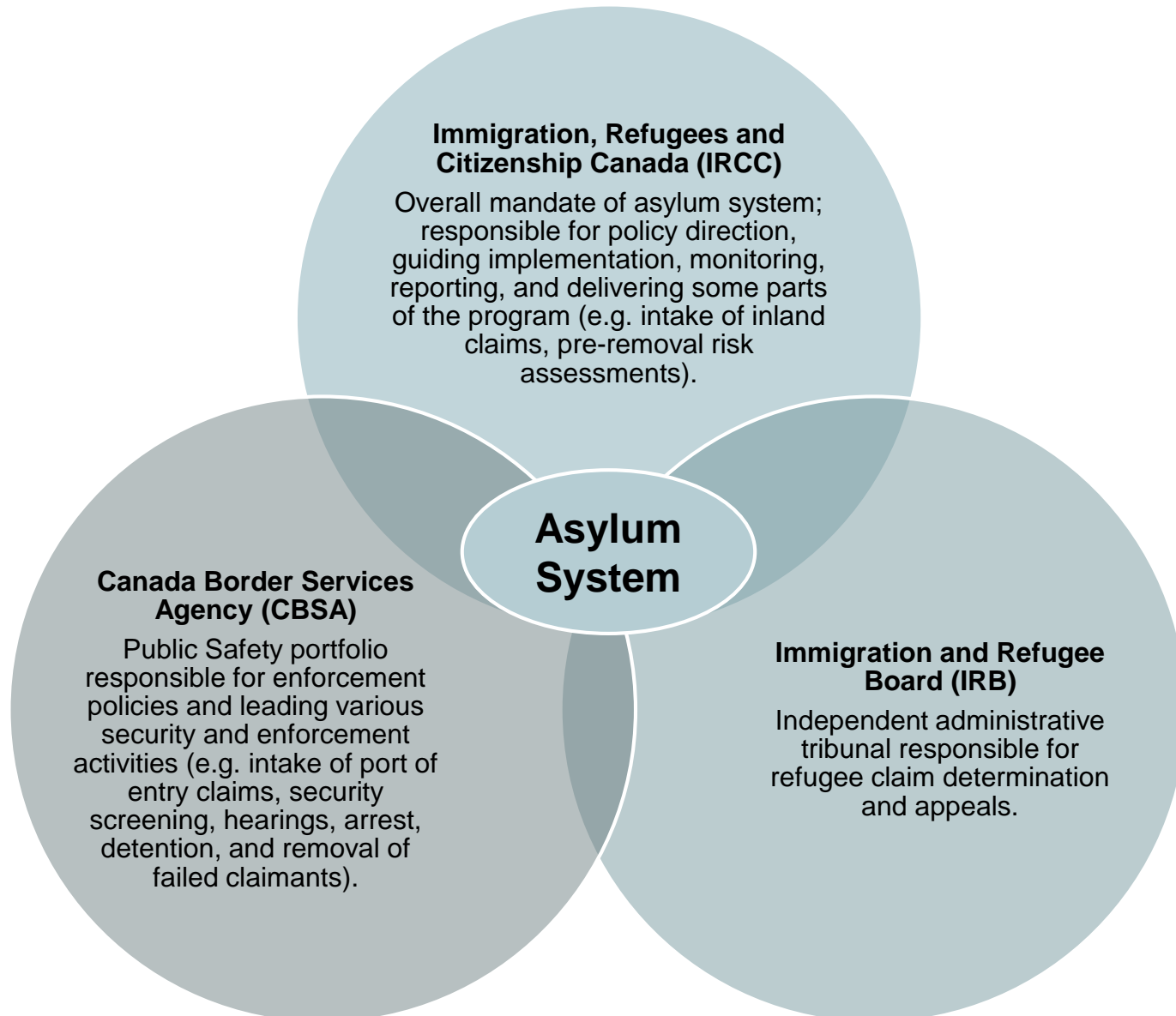
- From historically lower volumes to Canada as a desirable and final destination

- **Balancing protection and system integrity is key**

- Canada has a strong humanitarian tradition and is the largest refugee resettlement country globally, as well as the world's ninth largest recipient of asylum seekers
- Canada must balance its domestic and international obligations with measures to safeguard the integrity and efficiency of the asylum system



Context: Canada's Asylum System is a Shared Responsibility



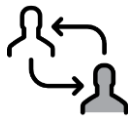
Challenges



Horizontal coordination among partners



Working interdepartmentally, where each organization has its own mandate, accountabilities and IM/IT systems



Multiple handoffs from one department to another and duplication in collection of information at intake



Finding efficiencies across the entire asylum system while dealing with growing intake volumes



Canada's asylum system is not funded to handle incoming volumes.

Recent Investments & Actions Taken

The response to these challenges has been grounded in **three pillars**:

1

CAPACITY - Increase capacity to handle more cases

- Budget 2019 investments in the asylum system for a fast, fair and final system by processing more asylum claims faster and by removing those who do not need Canada's protection.

2

EFFICIENCY - Improve system-wide management and efficiencies

- Improved existing governance and oversight across the system and created a new Deputy-level Asylum System Management Board (ASMB)
- Piloting of the Integrated Claim Analysis Centre (ICAC), to improve collaboration between organizations and test new approaches to processing claims

3

INTEGRITY- Managing and discouraging irregular migration

- Budget 2019 introduced a *Border Enforcement Strategy* to enhance border integrity, including outreach, measures to discourage misuse of visa systems, IT funding, and a new ineligibility for those who have made asylum claims in other countries (legislative change)

What is the ICAC pilot?

- A trilateral joint initiative designed to streamline practices and find efficiencies in the current processes of the Canadian Asylum System and to increase collaboration between service delivery partners.
- The ICAC format was piloted in Montreal from June 2018 to April 2019 as the proof of concept for which the current fully-funded Toronto pilot is now operating
- The ICAC seeks to integrate functions, so as to provide scheduling-ready cases to decision-makers IRB to facilitate quicker decision making.
- The ICAC also seeks to ensure program integrity by systematically reviewing IRB decisions for correctness and also seeks to follow claimants as they move from one end of the system to the other and providing them with just-in-time information

ICAC Functions

Phase I

Pre-Refugee Protection Hearing (launched September 30, 2019):

- Process refugee claims more efficiently and leveraging triage to identify credibility, exclusion or security/criminality concerns for action by the Minister's representatives and recommend scheduling streams for the IRB (e.g. less complex claim)
- Create scheduling-ready packages for decision-makers at the Refugee Protection Division (RPD)

Phase II

Post-Refugee Protection Decision (phased roll-out to launch in February 2020):

- Systematic review of RPD and Refugee Appeal Division (RAD) decisions.
- Improving program integrity by:
 - Eliminating the identified gaps.
 - Ensuring the Minister is able to challenge appropriate decisions.
 - Inform clients of their rights and obligations as they move through the In-Canada Asylum System (ICAS).

Integrated Case Tracking and Prioritization Unit (launch expected in the Spring 2020):

- Monitor, in real time, the movement of cases through each stage of the ICAS.
- Identify cases that have stalled at various stages of the system and facilitate their process through the ICAS.
- A holistic and pragmatic approach to data tracking to identify and deliver case-specific priorities.

Pre-Refugee Protection Hearing – What will be Different

	Current Process	ICAC Process
1	Departments working independently in some areas within the asylum system and collaborating in others	Integrated processes between CBSA and IRCC to identify best practices, trends and seamless strategic approaches to program integrity.
2	CBSA and IRCC are not co-located; this does not facilitate collaboration.	Co-location of some the staff will allow for continuous easier communication and consultation between co-located staff.
3	Deficiencies in client-specific documents are identified after files have been assigned for review. The need to request client-specific documents from partners prevents timely completion of the review of claims.	Verification of completeness will eliminate the assignment of incomplete files for review, documents are legible and complete, and ensure that all necessary checks have been initiated.
4	IRB conducts its own analysis of what type of process is required (in-paper review only, short hearing, half-day hearing , full-day hearing)	ICAC will make a scheduling recommendation as to which hearing stream should be used (the IRB can still conduct its own analysis as to which process is required)
5	Requests for client specific information from the IRB to IRCC and CBSA resulting in delays	Reduce delays created by requests for information by providing a scheduling ready package containing relevant client-specific information

Summary

The Toronto Integrated Claim Analysis Centre Pilot (Oct 2019 - March 2022) allow the Government of Canada to:

- Identify issues of credibility, exclusion, and inadmissibility earlier in the process
- Analyse asylum claims to identify patterns of fraud or and/or new trends in the movement of refugee claimants.
- Sharing of information proactively between delivery partners to ensure efficient and fully informed decision-making
- Conduct a systematic review of decisions to ensure correctness
- Track claimants as they move through the system

What's Next?

- ✓ Launch Phase II beginning in February 2020
- ✓ Data collection and evaluation of results
- ✓ Seek government direction on the future of the pilot

The Integrated Claim Analysis Centre (ICAC)

Thank you

