



Immigration and
Refugee Board of Canada

Commission de l'immigration
et du statut de réfugié du Canada

Canada

Cross-Regional Exchange of Good Practices - *Effective Triage*

*Caribbean Migration Consultations (CMC)
Webinar on the Canadian Asylum System*

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Agenda

- Development and implementation of a triage system
- Dealing with common case profiles



Current context

- Instructions governing the streaming of less complex claims at the Refugee Protection Division (RPD) (January 29, 2019).
- RPD's commitment to allocating the right amount of time and resources to each refugee claimant based on the file's complexity.
- Consistent approach to processing less complex claims across Canada.



Criteria set out in Instructions – File Review

- Countries or claim types with:
 - acceptance rate 80% or higher;
 - identity is generally established by reliable documents;
 - evidence is not ambiguous regarding the risk generally faced by claimants or
 - complex legal or factual issues do not often arise at the hearing.



Criteria set out in Instructions – Short Hearing

- Countries or claim types with:
 - acceptance rate of 80% or higher or an acceptance rate of 20% or lower;
 - typically require the resolution of just one or two determinative issues or
 - complex legal or factual issues do not often arise at the hearing.



Creation of Inventory Reduction Taskforce (IRTF)

- National team dedicated to applying the Instructions by creating a framework for efficiently adjudicating less complex refugee status determination claims.
- Composed of decision-makers, adjudicative and registry support as well as management from across Canada.
- Triage pilot project



Triaging cases according to case complexity IRTF

- Identify and address issues early and at the lowest level : Claim Type Officer (CTO) or Adjudicative Claims Officer (ACO)
 - File Triage, File Preparation, Recommendations
 - Strive to have decision-ready files assigned to the adjudicator on the IRTF



Triaging cases according to case complexity

- Increase processing capacity
 - Improve RPD's capacity to dedicate more time to cases that require it
 - Adjudicator specialization on the IRTF: less complex claims, country, claim-type



Effective triage

- Tools
 - Updates / relevance
 - Organization's ability and willingness to use and maintain a triaging system over time
 - Favor a system that is straight-forward and light on resources
 - Clear roles and accountabilities



Effective triage (continued)

- **Relevance**
 - Ensure that triaging work focuses narrowly on developing information that informs the triaging/decision-making process or that it will add value to subsequent steps in the process
 - Country and claim-type specific triage tools



Effective triage (continued)

- Program Integrity
 - Risk-management approach
 - Effectively distinguish cases which are truly «less complex » from cases that require more time to fully evaluate



Implementing a triage system

- Clear understanding of legal framework for refugee status determination
- Identification of less complex claims : countries and claim-types
- Identification through policy (*Instructions*) for the IRTF



Implementation (continued)

- Development of triage tools that are relevant and remain updated
- Development of a quality assurance framework



Dealing with common case profiles on the IRTF

- File Review Process
- Short-hearing
- Administrative tools
 - Triage tools
- Adjudicative tools
 - Decision Builder
 - Other tools currently under development



Dealing with common case profiles on the IRTF

- Country specialization
 - Member and ACO pairing
 - Specific Country of Origin Information, (COI) sessions integrated into professional development activities
- Strategic scheduling approach
 - Short hearings where relevant
 - Same country and counsel



QUESTIONS