

DETAILED ACTION PLAN
(Immigration and Refugee Board of Canada specific recommendations only)

to the recommendations of the Audit of 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>Recommendation 3 - Paragraph 44 The Immigration and Refugee Board of Canada should explore ways to reduce the number of postponed hearings, particularly for reasons within its control, and should reschedule hearings in a timely manner.</p>	<p>The Board's response. Agreed. Since the close of the audit period, the Immigration and Refugee Board of Canada has worked with the Canada Border Services Agency and Immigration, Refugees and Citizenship Canada to significantly reduce postponements within the government's control. These improvements are a result of a realignment of scheduling practices as well as an increase in capacity under Budget 2018, resulting in increased certainty for claimants regarding their hearing date while improving processing efficiencies.</p> <p>Budget 2019 has also provided additional investments that will increase capacity and further reduce postponements as a result of member unavailability.</p> <p>In addition, the Board continues to look at ways to reduce the number of postponements of hearings, particularly for those cases where the reason for the postponement is within the control of the Board.</p> <p>The Board will refine its monitoring framework for postponements to ensure it is able to establish a baseline for current practices and identify areas where adjustments to current practices may be required, including protocols regarding the rescheduling of postponed claims.</p>	<p>The IRB will develop and implement methods to more precisely capture the reasons for postponements on an ongoing basis, particularly for postponements within the IRB's control.</p>	<p>September 30, 2019</p>	<p>3.1 The IRB will develop and implement a new postponement monitoring framework, including targets for postponements within IRB's control. September 30, 2019</p>	<p>IRB Jason Choueiri Executive Director, Executive Director Office, 613-670-6857</p>	

Report 2	Recommendation 4 Paragraph 48 The Immigration and Refugee Board of Canada should make better and more frequent use of the processes at its disposal to expedite protection decisions for eligible asylum claimants.	The Board's response. Agreed. The Immigration and Refugee Board of Canada is already implementing ways to make better and more frequent use of its existing processes to improve its delivery of administrative justice and will continue to make further gains in this regard.	(a) The IRB will implement a triage and scheduling framework that optimizes the use of available adjudicative resources.	Ongoing	4.1 The IRB will continue to triage less complex claims based on the new instructions. Ongoing.	IRB Jason Choueiri, Executive Director, Executive Director Office, 613-670-6857	
		In early February 2019, the Board issued strengthened policy guidance as well as established a task force to support the more efficient processing of less complex claims, which has already achieved meaningful results and lessons learned. The Instructions Governing the Streaming of Less Complex Claims set out the case management principles the Refugee Protection Division will use to identify those claims which may be decided without a hearing, which is allowed for under the Immigration and Refugee Protection Act, and to identify those refugee claims which may be decided with a short hearing because the matter does not appear to present complex legal or factual issues. Both processes lead to the more efficient resolution of claims by better allocating the appropriate level of resources to the matter being decided. Application of the Instructions will allow more claims to be considered for resolution without a hearing or in a short hearing in appropriate circumstances. The Instructions also ensure that security and program integrity considerations remain paramount.	(b) The IRB will undertake a review of its Instructions Governing the Streaming of Less Complex Claims to assess its effectiveness and establish whether refugee claims from additional countries and/or claim types could be streamed into the file-review or short-hearing process.	March 31, 2020 and ongoing	4.2 The IRB will evaluate the application and effectiveness of the Instruction. March 31, 2020 and ongoing		