



Citizenship and Immigration Canada Citoyenneté et Immigration Canada

Deputy Minister Sous-ministre

Ottawa, Canada
K1A 1L1

The Honourable Kevin Sorenson, P.C., M.P.
Chair
Standing Committee on Public Accounts
131 Queen Street, 6th Floor
Ottawa ON K1A 0A6

Dear Mr. Sorenson:

Following the March 29, 2018 tabling of the Committee's Report, *Settlement Services for Syrian Refugees*, and my letter of April 30, 2018, it is my pleasure to provide you with the Department's response to recommendation 3.1.

You will find enclosed the following document in both official languages:

- The Functional Guidance Release on New Service Requirements for Settlement Contribution Agreements.

I want to thank the Committee for its interest in the Department's continuous improvement in settlement services available to refugees.

Yours sincerely,



Marta Morgan

Enclosures

NEW SERVICE REQUIREMENTS FOR SETTLEMENT CONTRIBUTION AGREEMENTS

ISSUED: JUNE 7, 2018

For Distribution: To All Program Officers

ISSUE

New service requirements have been developed for the Settlement Program and are to be added to relevant settlement contribution agreements (CA).

GUIDANCE

A recent audit by the Office of the Auditor General (OAG) recommended that clear service expectations be included in CAs with recipients that deliver settlement services, to ensure that the quality of these services is consistent across the country.

Service requirements have now been developed for the following program components: (i) information and orientation (I&O), (ii) needs assessment and referrals, and (iii) community connections. A client referral service requirement has also been added and applies to all direct service CAs. Service expectations for (a) employment-related services and (b) support services will be available by the fall. Note: service requirements for language training have been in place since 2016.

The addition of service requirements in CAs should not significantly impact the ability of recipients to comply with the terms of the CA; these requirements reflect and align with current policy and program guidelines. Still, it will be important for Program Officers to explain the service requirements to recipients prior to adding them to their CA.

Program Officers should take the following actions:

1) Inform recipients of the new service requirements

While the service requirements are for the most part self-explanatory, Program Officers should be aware of the following considerations:

I&O

- The *Orientation to Canada* (O2C) fact sheets cover a wide range of topics and are designed for group orientation sessions outside of Ontario. Ten fact sheets have been piloted, with more to be completed in the near future. Most recipients delivering group I&O sessions are participating in the pilot and may already be using the fact sheets in their programming.
- The fact sheets are not yet in use in Ontario where COSTI (a service provider for immigrant services) is the conduit for the O2C information, via the Orientation to Ontario (O2O) initiative. This means service providers who are part of the O2O pilot should continue to use the orientation products developed by COSTI immigrant services. COSTI ensures that O2O information aligns with O2C.

- The Department's online platform, CentralCollab, houses the Orientation to Canada fact sheets. Recipients participating in the pilot can access the fact sheets on this platform and can also use the platform to share I&O material with other pilot participants. Membership in CentralCollab is by invitation only. In-Canada Service Providers that do group orientation can contact IRCC.SIPOrientationCanada-OrientationCanadaPEI.IRCC@cic.gc.ca to discuss joining the online platform.
- The term "comprehensive" is an expression of the Department's expectations on the length and content of the group I&O sessions being delivered by recipients. For example, we may expect that a session that is topic specific be at least one hour in duration, while sessions covering multiple topics be at least half a day. Depending on the delivery model, group sessions could be delivered in a single day or over multiple days.
- The first service requirement should be included in all CAs with information and orientation activities, while the second requirement is only applicable to CAs with group information and orientation sessions.

National Assessment and Referral Services (NARS):

- With respect to client follow-up activities and monitoring progress for clients with multiple needs, Program Officers will discuss reasonable timeframes with Service providers and come to an agreement on service expectations, based on the Settlement Plan.
- These service requirements should be included in all CAs with NARS activities.

Community Connections:

- Planned events are based on the needs of the community and the capacity of the organization to provide them. For example some smaller centres may not be able to ensure a multilingual outreach, given the population base; not providing these services does not necessarily equate with non-compliance. In cases such as these, officers would add a note to file acknowledging the limitation.
- "Early" means sooner rather than later in the client's experience with settlement programs and services. The Program Officer and Service Provider are to discuss and agree to follow-up within a reasonable timeframe based on the needs identified in the Settlement Plan.

Referral to other Service Providers:

- Program Officers are to remind their Service Providers that if they cannot provide the requested services, they are to refer the client to other organizations with the same or similar services in the community. The officer can advise the recipient that this requirement will be added to all new and amended direct service contribution agreements.

2) Add the service requirements to the CA

- Program Officers are to add the service requirements to CAs during the next amendment by accessing new service requirements for Schedule 4 in the Grants and Contributions System (GCS). They should not amend CAs solely for this purpose.

- Program Officers must re-generate Schedule 4 in GCS which will automatically add the new service expectations based on the program components previously selected under “Agreement Details”->“Activities” for Schedule 1.
- Program Officers can then manually delete the requirements that do not apply to the CA.

3) Monitor service requirements for compliance

- All service requirements in Schedule 4 should be part of the planning and monitoring activities.

Should there be any questions, please send them to the [SN Functional Guidance mailbox](#) as per standard protocol.

Service Requirements

Clauses for Schedule 4 – Supplementary Terms and Conditions

Requirements for Information and Orientation:

1. Information and orientation services and products aimed at newcomers should incorporate messaging that is consistent with and complementary to the national level settlement information provided in *Welcome to Canada* and other settlement products developed by the Department.
2. Service Providers conducting group information and orientation sessions should use information that is consistent with and complementary to the *Orientation to Canada* or *Orientation to Ontario* fact sheets available on the Department's online platform. All sessions, including those that are topic specific, should be comprehensive and designed to meet the needs of clients.

Requirements for Needs Assessment and Referrals:

1. Needs assessments should culminate in preparation of a Settlement Plan for each client or family. In addition, an individual Settlement Plan must be prepared for any client with multiple needs.
2. The Settlement Plan should identify the client's settlement needs and objectives; steps and actions to achieve each objective; resources and services, including referrals to settlement services whether funded by the Department or not; provincial and territorial government supports; organizations, providing specialized services and other relevant information. The Settlement Plan should also identify timelines for steps and actions to be taken, with estimated start and completion dates.
3. The Recipient must follow-up with clients who have multiple needs and should follow-up with other clients to track progress on the Settlement Plan and provide additional support if needed.

Requirements for Community Connections:

1. Service Providers delivering settlement services in public institutions, such as schools and libraries, should ensure workers take account of the ongoing needs of newcomers. These settlement services should include a process to refer clients to specialized organizations that can meet the ongoing needs of the whole family, as needed.
2. Community-based group events should include Canadians and established immigrants in order to promote cross-cultural interaction and learning. The planning of these events should be done in collaboration with community partners, ensure multilingual outreach, and meet accessibility needs for participants.
3. Community connections activities such as mental health and well-being workshops should address the essential life skills of newcomers. All activities, including homework clubs and conversation circles, should be delivered in locations and at times that are accessible to newcomers.
4. Targeted matching should connect newcomers with Canadians and established immigrants so that critical guidance can be provided early in the settlement process and build networks of support based on need.

Requirements for client referral:

1. Service providers must refer clients to other organizations in the community when they themselves cannot provide the settlement services within the client's requested timeframe.