



Hello,

As part of our commitment to increase direct communication with Sponsorship Agreement Holders, and to assist you in your valuable work as sponsors, we are reaching out today to provide you with some key information on the ongoing assurance work of Immigration, Refugees and Citizenship Canada (IRCC). Some of you may already be aware of the documentation below as they are located on the [Refugee Sponsorship Training Program](#) (RSTP) website.

As you know, the Private Sponsorship of Refugees Program has experienced recent significant growth. More refugees than ever before now find protection and a new life in Canada through the efforts of sponsors, both old and new. These expanded efforts highlight the importance of ensuring that refugees are accessing and receiving the supports they need so that they can successfully integrate into their communities. This drives the objective of our work together on assurance activities, which is to ensure that every refugee we welcome finds a safe home and a strong start here in Canada.

The department undertakes 3 types of assurance activities:

- addressing individual cases with reported potential concerns regarding support (reported cases)
- assessing groups with reported concerns to ensure that organizations are meeting their sponsorship commitments (reactive monitoring)
- conducting outreach to a random sample of private sponsorship of refugees (PSR) cases (proactive monitoring)

Reported case reviews are initiated when a concern is submitted to IRCC indicating that a refugee may not be receiving the support they are entitled to as a privately sponsored refugee or a blended visa office-referred (BVOR) refugee. A concern can be submitted to IRCC from any individual or organization. The department then assesses each case, while working with the sponsor, to address the concern.

Reactive monitoring occurs when we have serious reported concerns and involves IRCC assessing a sponsorship group to ensure that the group as a whole is meeting its sponsorship commitments. The department reviews a sample of the group's landed caseload to assess cases and work with sponsors to resolve any identified concerns. A concern can be submitted to IRCC from any individual or organization.

Proactive monitoring is initiated when IRCC contacts a random sample of PSR and BVOR clients in Canada to confirm that adequate supports are being provided. The department then seeks to address any potential issues that are identified by the PSR or BVOR clients through collaboration with their sponsor.

More information on these activities can be found in the documents linked below, which include other useful resources for Sponsorship Agreement Holders that may be helpful in understanding the department's assurance activities. These documents can also be found on the RSTP website, on the [IRCC resources](#) page:

- [PSR Post-arrival Assurance Activities](#)
- [Post-Arrival Case Review – Process Timeline](#)
- [Key “In Canada” Operational Contacts and Activities in the Private Sponsorship of Refugees Program](#)
- [Case Review: examples of documents](#)

If you have questions after reviewing these documents, please email your questions to IRCC.PSRCaseReview-RevuedecasPSR.IRCC@cic.gc.ca.

In addition to the documents mentioned above you may also have noticed an updated version of [Private Sponsorship of Refugees \(PSR\) Program FAQs Post-arrival Financial Support for PSRs](#) on the RSTP website on the [IRCC resources](#) page. In response to feedback received from the sponsorship community, the RSTP will also be launching a *Minimum Financial Support Calculator* this fall to help sponsors estimate sponsorship costs. Further details will be made available shortly through the RSTP. We also encourage you to take advantage of the upcoming RSTP learning opportunities for both new and experienced Sponsorship Agreement Holders:

- Webinar with IRCC on Financial Responsibilities for Sponsorship Agreement Holders – Tuesday, September 24, 2019 at 1 p.m. Eastern Time
- Webinar with IRCC for Sponsorship Agreement Holders on the FAQs on Post-Arrival Financial Support – Friday, September 27, 2019 at 1 p.m. Eastern Time

Over the coming months we will continue to keep you apprised and are open to your feedback on what additional resources might assist you with understanding and clarifying the assurance work.

Please keep an eye open for our emails. They will be sent to you from the following address IRCC.COMMDoNotReply-NePasRepondreCOMM.IRCC@cic.gc.ca. You may want to add this address to your own e-mail contact list to avoid having messages mistakenly go directly to your spam folder.

In closing, our thanks again to you for your hard work and ongoing commitment to this unique program. We look forward to continuing to work collaboratively with you in providing a safe haven and a hopeful future for sponsored refugees in Canada.

Sincerely,

Melissa Fama
Director, Resettlement Policy

Jean-Marc Gionet
Senior Director, Resettlement Operations