

Private Sponsorship of Refugees Program Sponsor Engagement Meetings

Resettlement Operations Division
Immigration, Refugees and Citizenship Canada

February – March 2020



Outline and Objectives

Objectives:

- Information sharing from IRCC to sponsors
- Forum for sponsor feedback about the PSR program
- Find a way forward to work together and alleviate challenges

Outline:

1. IRCC key messages
 - Application process
 - Post-arrival support
2. Open forum
 - What has been your experience with IRCC?
 - What is unclear and what are your challenges?
 - How can IRCC best address these issues?

What we will not cover:

- x Case specific enquires

Application Intake

- ***IRCC does not want to return applications:*** we recognize a high return rate is a reflection of a lack of information or clarity around the application process.
- **Top reasons for returns:**
 - Missing or invalid email addresses
 - Missing or invalid forms
 - Information does not match across forms
 - Unsigned or signature of forms is outdated (e.g. Undertaking more than 90 days)
- **Other reasons for returns:**
 - Incorrect application category
 - Unanswered questions on the forms
 - Family member does not meet the definition of a family member as per the IRPR
 - Handwritten forms

Sponsorship Application: group & settlement plan

- **Creating a sponsorship group:**

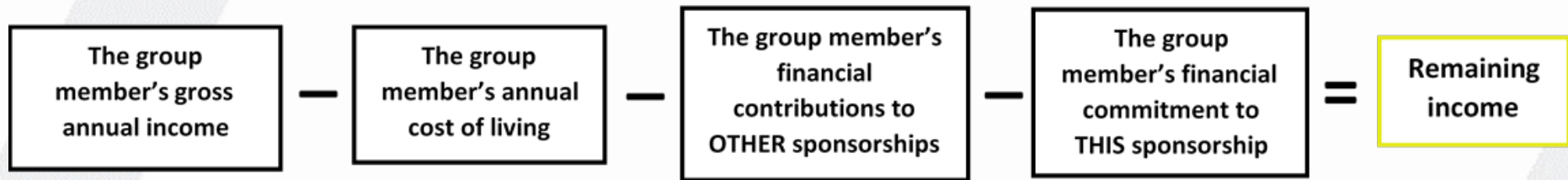
- Everyone who signed the Sponsorship Undertaking remains equally responsible – sponsors are assessed individually and as a whole.
- Include everyone who will be contributing to the sponsorship.
- Representatives are not a party to the sponsorship nor are they liable to fulfill the sponsorship obligations—this responsibility still rests with the sponsorship group.

- **Preparing your settlement plan:**

- Each settlement plan must address the unique needs of the refugees in each sponsorship application. Your answers should not be copied from other settlement plans.
- If you are listed on multiple sponsorship applications, list which applications and how you will be able to provide settlement support to everyone you are sponsoring.
- Every member of the group needs to provide support.

Sponsorship Application: financial capacity

- Demonstrating financial capacity
 - **Proof of income**: Use the guide's formula



- **Funds in trust**: Don't forget to...
 - Explain how you gathered the funds
 - Provide proof of how the funds were obtained

Sponsorship Application: in-kind contributions

- **In-Kind contributions**

- Furniture (bed frames, crib, dining set, couches, end tables, lamps etc.)
 - Food staples and pantry items
 - Shelter (housing, utilities)
 - Linens
 - Clothing
-
- Who can provide in-kind contributions and when?

General Reminders: what we want to see in an application

- ✓ All required forms and documents listed in the sponsorship guides are included in the application package.
- ✓ All information is consistent in all documents submitted (ex. spelling of names, addresses of sponsors).
- ✓ Contact information is accurate and up-to-date.
- ✓ The settlement plan is detailed, realistic and demonstrates that the sponsors have made efforts to prepare.
- ✓ Any information that could be of concern to a ROC-O officer is clarified through supporting documentation such as a cover letter.

General Reminders: case status requests & preparedness

- For case status requests please contact ROC-O or the IRCC office abroad.
 - Please email for a status request only if necessary. Too many requests can take staff away from processing and lead to overall delays.
- What can you do to help your application (before you submit and after):
 - Read and follow the sponsorship guides.
 - Participate in RSTP workshops, webinars and e-trainings.
 - Let IRCC know as soon as possible if your contact information changes or is out-of-date.

Reminders from Migration Officers

- IRCC forms are available to everyone on the IRCC or RSTP website.
- Applicants must be honest in their verbal and written testimonies (forms and during interview).
- Applicants must declare all accompanying and non-accompanying dependents.

Sponsorship Fraud: two categories

There are generally two categories of fraud in the PSR program:

1. Violating the Immigration and Refugees Protection Act (IRPA) when submitting an application
2. Violating another Act of Parliament (ex. the Criminal Code) when no application was submitted

Sponsorship Fraud: four main types

- Theft/Fraud/Failure to render services
- Extortion
- Misrepresentation (including counselling)
- Operating as an unauthorized immigration representative

Sponsorship Fraud: reporting & next steps

- First point of contact should be the Resettlement Operations Centre in Ottawa (ROC-O)
 - Email: IRCC.INROCO-CORORI.IRCC@cic.gc.ca
- The Resettlement Operation Division conducts an initial review of the allegations.
 - IRCC may refer the case to: the Case Management Branch, Canada Border Services Agency, or local law enforcement for possible charges
- Refugees in Canada should always feel comfortable contacting IRCC/ROC-O or local law enforcement to report misuse of the program.
- ROC-O will always be able to either refer the case or suggest who else should be contacted to deal with any elements of fraud or misuse.

PSR Program Requirements

- Financial Support:
 - 12 months of financial support, or until the refugee becomes self-sufficient
 - Start-up
 - Monthly support for basic needs, shelter and transportation
 - Level of support may vary based on in-kind supports provided
 - Refer to FAQs on Financial Support, Financial Support Calculator
 - Level of support to be provided does not differ for family-linked cases
- Non-Financial Support
- ❖ Note that all parties who sign the undertaking are liable for providing support – those who are not on the undertaking are not liable.

Program Assurance activities and the case review process

- Why program assurance? To ensure that refugees are being adequately supported.
- You may be contacted if there is a potential concern with one of your cases.
- Please respect timelines – these are carefully determined weighing newcomers needs with sponsor capacity to submit a response.
- Resources available, such as the Minimum Financial Support Calculator, to assist you if you are asked to demonstrate support provided to your case.

Case review process – best practices and reminders

- Keep track of support provided; an officer reviewing a case is not familiar with your organization and your case, and may be receiving different information from the newcomer.
 - Written statements and narratives are considered but if there is contradictory information, this is not sufficient proof.
 - Deductions to financial support – track and be able to explain.
 - Understand program requirements – minimum financial support must be provided and letting the newcomers manage funds helps support self-sufficiency.
- ❖ **If concerns are identified, our primary goal is to work with the sponsor to resolve any issues.**

Secondary Migration

- Immigration and Refugee Protection Regulations require that sponsors are in the community of settlement in order to assist the refugee with their settlement and integration.
- There are options provided to you in order to satisfy this requirement.
- Appointment of Representatives form can be completed.
- Remember to always advise IRCC if the refugees move, or if you, as the sponsor move.

Available Resources and tools

- RSTP website
- Minimum Financial Support Calculator tool
- Reference documents:
 - Key Contacts
 - PSR Assurance Activities
 - Residency requirements
- Case Review Processing Timeline
- RSTP webinars

Resettlement Services Assurance Team (RSAT):

IRCC.PSRCCaseReview-RevuedecasPSR.IRCC@cic.gc.ca

Contact Information

- Resettlement Operations Centre in Ottawa (ROC-O)
 - Receives and assesses all PSR sponsorship applications.
 - Responds to inquiries on PSR cases.
 - Processes withdrawals, adding dependents and one year window cases.
 - IRCC.INROCO-CORORI.IRCC@cic.gc.ca
- Private Sponsorship of Refugees Team
 - Deals with SAH agreement management, inquiries and actions.
 - Assesses applications for organizations applying to become SAHs.
 - Manages global cap and allocations.
 - IRCC.INPSR-PPPRRI.IRCC@cic.gc.ca
- Resettlement Services Assurance Team (RSAT):
 - Conducts PSR/BVOR program assurance activities on cases post-arrival.
 - Provides guidance to sponsorship groups on post-arrival program requirements, and issues.
 - IRCC.PSRCasereview-RevuedecasPSR.IRCC@cic.gc.ca

Open Forum

- What has been your experience with IRCC?
- What is unclear and what are your challenges?
- How can IRCC best address these issues?