



Citizenship and
Immigration Canada

Citoyenneté et
Immigration Canada

IP 3

In Canada Processing of Convention Refugees Abroad and Members of the Humanitarian Protected Persons Abroad Classes

Part 2 (Resettlement Assistance Program)

Part 2 (Resettlement Assistance Program)

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Updates to chapter

Listing by date:

Date: 2003-11-14

The major changes that were made to this chapter include:

Part 1 - General

Added definitions for common-law (Section 6.3), community sponsor (Section 6.4), dependants (Section 6.12), durable-solution (Section 6.15), eligibility (Section 6.16), International Organization for Migration (Section 6.24), and Resettlement Assistance Program (Section 6.35).

Deleted definitions for “excessive medical demand” and “Pre-Approved Plan.”

Simplified definition of “family member” in Section 6.17.

Modified definitions of “special needs cases” (Section 6.41), “sponsorship breakdown” (Section 6.46), and “sponsorship default” (Section 6.47).

Repackaged “de facto dependant” information in Section 6.11.

Enhanced Section 7 on “Destining refugees”.

Removed duplicate information re: IFH administration in Section 10.

Part 2 – Resettlement Assistance Program (RAP)

Minor changes to Section 15.4 “Purchase of luxury items”, Section 16.7 “Clothing allowance”, Section 16.8 “School start-up allowance”, Section 16.11 “Basic household needs allowance”, Section 16.17 “Burial expenses”, Section 17.1 “How to calculate the start-up cheque”, Section 17.4 “Sharing of housing”, and Section 18.4 “In-transit expenditures”.

“May be approved” changed to “should be approved” in the first sentence of Section 16.14, of Section 16.15, and of Section 16.16.

Deleted section entitled “Assistance loans for lost cheques.”

Section 22.2, formerly entitled “25% rule” is renamed to “Earning exemptions and employment” and the information is updated.

Part 3 – Private Sponsorship of Refugees Program

Removed sections entitled “Service standards and processing benchmarks”, “Revoking a sponsorship agreement”, “Sponsor responsibilities for following dependants under OYW”, and “Sponsorship revocation”.

Changed Section 30.2 “Release of information without consent”, Section 30.3 “Disclosure waiver”, Section 36.5 “In-kind donations”, Section 45.1 “Sponsorship breakdown versus sponsorship default”, and Section 46.1 “Sponsorship default versus sponsorship breakdown”.

Rewrote Section 31 “Sponsor Eligibility”.

Updated Section 33.3 “Necessary documentation”, Section 40.7 “Completing the Case Processing Support (CPS) Menu”, Section 40.11 “FOSS sponsor information”, Section 41 “One-year window of

opportunity program (OYM)", Section 34 "Sponsorship Agreement Holders (SAHs): Assessment of Undertakings", Section 35 "Constituent Groups (CGs): Assessment of Undertakings", Section 39.3 "Actions for approved sponsorship applications – sponsor-referred cases", and Section 42.1 "Processing extended sponsorships".

Part 4 – Joint Assistance Sponsorship Program (JAS)

Changed Section 52.1 "Unaccompanied minors".

Removed section entitled "Process for minor refugees without family in Canada or abroad".

Part 5 – Appendices

Removed former Appendix A: Global Refugee Resettlement Targets.

Updated Appendix A (formerly Appendix B): CIC Coding for Resettlement Categories.

Added Appendix A (formerly Appendix C) – Annex 2: RAP Change of Status Form.

Minor changes to Appendix B (formerly Appendix C) – Annex 12: Federal Benefits Package.

Updated Appendix C (formerly Appendix E) – Annex 1: List of Sponsorship Agreement Holders (SAHs), and Annex 2: Sponsorship Agreement.

Added Appendix D (formerly Appendix E) – Annex 13: Schedules I and II of the Corrections and Conditional Release Act.

Appendix O – Special Projects has been added to this chapter.

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13 Income support determination process

13.1 Permanent resident categories eligible for income support

A person's immigrant category is identified in the

- utility box 19 of the Confirmation of Permanent Residence (IMM 5292B), or
- Immigrant Category box of a Temporary Resident Permit.

The following table shows the categories that may qualify for income support and immediate essential services.

Category	Description	Special Needs Cases
CR1	Government-Assisted Refugee	
CR5	Government-Assisted Refugee	Under joint assistance sponsorship
RS1	Government-assisted member of Designated Humanitarian Class—Source Country	
RS5	Government-assisted member of Designated Humanitarian Class—Source Country	Under joint assistance sponsorship
RA5	Government-assisted member of Designated Humanitarian Class—Asylum Country	Under joint assistance sponsorship

13.2 Exception: Income support eligibility

Income support and other services may be provided to refugees who are admitted to Canada under the sponsorship of a Sponsorship Agreement Holder (SAH) or a Constituent Group when a default has been declared. These cases are rare and require the local CIC Office to refer the refugee to a service provider for orientation on income support and financial responsibilities.

Note: This exception does not apply to refugees admitted under a Group of Five (G5)

The duration of income support is calculated based upon

- the unfulfilled portion of the sponsorship undertaking (for example the balance of the 12 month period), or
- until the person is self-sufficient, whichever comes first.

For more information, please refer to Sponsorship Default, IP 3, Part 1, Section 6.47.

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13.3 Qualifying for income support

Refugees qualify for income support when they cannot provide the basic needs of life for themselves and/or their dependants.

Basic needs of life include:

- food
- shelter
- clothing
- basic furniture
- beds
- table
- chairs
- other essential household effects.

13.4 Eligibility period

Contributions for income support may be provided to eligible clients

- commencing on the date of their arrival in Canada for a period of up to 12 months or
- until their income is sufficient to meet their needs and those of any accompanying dependants, whichever comes first.

13.5 Extension of eligibility period

In exceptional circumstances, the contribution period of 12 months may be extended for up to an additional 24 months.

Exceptional circumstances include instances when:

- There is a joint assistance undertaking signed by CIC and a Sponsorship Agreement Holder (SAH).
- An SAH has sponsored the eligible clients' application for admission and there has been a sponsorship breakdown.
- There is a specific provision in an agreement between CIC and an SAH that allows for an extension of up to an additional 12 months.

Note: Income support is not an automatic benefit. It can be refused, reduced or discontinued.

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14 Determining income support and start-up

The actual level of income support is guided by the prevailing provincial/territorial social assistance rates for food and shelter.

The range and level of other benefits are set within national standards for entitlements and level of financial contribution.

Start-up assistance and level-of-income support are determined by evaluating the financial assets and needs of each client.

14.1 Income support and personal resources/assets

At the time of selection processing, refugees are asked to identify personal resources they will be transferring to Canada. This information is to be included on the IMM 5292B in Canadian funds.

At the time of landing, refugees are asked to declare funds in their possession. This information is noted on the IMM 5292B in utility box 42, if not already shown.

The amount of resources identified abroad and those that a refugee declares may be less than the sum originally identified. Where the difference is substantial, the program specialist at CIC regional headquarters (RHQ) should be notified and the information verified with the post abroad.

Should the situation apply to particular groups of refugees, RHQ should bring the issue to the attention of the Resettlement Division at NHQ.

14.2 Maximum allotment for personal resources

Personal resources are taken into consideration when determining the need for support and the level of income support.

The following table shows the maximum personal resources refugees can retain before personal resources are considered in determining the need for support and the level of income support.

Maximum amount allotted to a	For personal resources is
A single person	\$1,000
A couple	\$2,000
A single plus one dependant	\$2,000
Each additional dependant	\$ 500

14.3 Example: Resource allocation

The following table is an example of how income support and start-up costs would be calculated for a single mother with two dependants arriving in Canada with \$8,000 in personal assets.

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Resource allocation	Amount
Personal funds available upon entry into Canada	\$8,000
Subtract: maximum allowable personal exemption	\$2,500
Amount ver maximum allowable	\$5,500

14.4 Example: Detailed explanation

In this example, the \$5,500 could be considered to cover the start-up costs that an assistance loan would normally cover, including:

- first and last month's rents;
- utility deposit;
- telephone security.

After these items are accounted for, other start-up items can be considered, such as:

- household furnishings;
- linens;
- other items necessary to set up a household.

When all costs have been considered, there may be money leftover. When this occurs, the refugee is given the option to apply the funds against the balance of the immigrant loan before determination of when regular entitlements should commence.

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15 Assessing personal assets

Personal assets are those things that persons requiring financial assistance might be expected to own before arriving in Canada given their

- background,
- socio-economic status.

Cases of this nature can be quite difficult to assess and should be discussed with the local Office Manager.

Items that can be reasonably interpreted to mean “personal assets” are excluded from consideration as liquefiable assets.

15.1 Personal resources outside the norm

The following table describes what happens when refugees:

- arrive with insufficient resources; or
- have assets or gifts beyond normal limits.

When refugees arrive with..	Then..
Personal resources not previously indicated Or Personal resources substantially less than was indicated earlier	The service provider organization should communicate this fact to the CIC RAP counsellor so adjustments to entitlements can be made.
Assets or gifts beyond what is normally owned by people requiring financial assistance	It may be necessary to counsel the person to liquidate those items or to indicate that the amount of income support can be refused or reduced. Assets and gifts to be considered for liquidation are: <ul style="list-style-type: none"> • new motor vehicles • real estate • recreational vehicles • antiques • stocks • bonds • coin collections • gold and jewellery

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15.2 RAP counsellor duties

RAP counsellors are aware that persons cannot be compelled to liquidate personal assets or gifts.

CIC RAP counsellors determine what assets or gifts people have with them by

- asking the refugee, or
- requesting to see their Customs Declaration on Settlers' Effects.

When	Then	And
a RAP counsellor decides that the assets owned are beyond what is normally owned by people requiring income support	the amount of income support can be reduced or refused	such decision should be documented on the client's file

Local CIC Offices should not hesitate to consult their regional program specialist or regional director/manager in such circumstances.

15.3 Selling of assets

If assets brought to Canada are sold during the first year:

- the appropriate taxes must be paid, and
- the net or after tax value of the asset will be taken into account when determining income support entitlements.

15.4 Purchase of luxury items

Local CICs should inform service providers to include in their orientation sessions with newcomers a clear statement emphasizing that the purchase of any luxury item while in receipt of income support could jeopardize their eligibility for income support. Where luxury items have been purchased, the officer should inquire how the client raised funds for the purchase to determine if there is income from non-RAP sources.

Note: RAP Counsellors will use their judgement in taking corrective action.

15.5 Is an automobile a luxury item?

The purchase of a motor vehicle while on income support may or may not be considered a luxury item.

Factors taken into consideration include:

- the recipient's residence (rural community);

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- availability of public transportation;
- value of the motor vehicle;
- medical reasons;
- the individual circumstances of each case.

The following table contains examples of circumstances surrounding the purchase of a motor vehicle and the outcome:

Example	Outcome
A client has saved a small amount of money and has acquired an older model vehicle since arriving in Canada.	<p>The client will not be asked to sell the vehicle to remain eligible for income support or an assistance loan.</p> <p>Important: No allowance can be offered for</p> <ul style="list-style-type: none"> • the operation or maintenance of the vehicle; • the insurance on the vehicle • the cost of driving lessons
A client has arranged to have a vehicle shipped to Canada from outside the country	<p>The value of the vehicle will be taken into consideration when assessing the financial needs of the individual.</p> <p>The fact that the client could afford to pay to have the vehicle shipped to Canada may indicate they do not really need income-support assistance.</p>

Note: Decisions concerning financial resources and other assets will require judgement and decision-making. This will be done at the point of issuing the initial cheque, or possibly later, through client monitoring.

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16 Standards for national entitlements and rates

The delivery of income support has changed from a receipt-based system to a system based on provincial/territorial and national standards.

Income support entitlements for shelter, food, and incidentals are guided by the maximum prevailing provincial/territorial social assistance rates. The level of monthly income support varies in each province/territory.

A list of local social assistance rates is

- compiled and kept current by the Regional Program Specialist, and
- distributed in the form of income support charts to local CIC Offices responsible for RAP delivery.

Note: These rates are to be paid as maximums and should not be exceeded.

Note: In exceptional cases, approval must be obtained from the Director, Resettlement Division (SRE), NHQ.

Note: Rental rates are based upon provincial/territorial maximums and copies of leases are no longer required by CIC.

16.1 Duration of support

Income support entitlements are based on criteria that consider the client's

- need for initial and ongoing support;
- ability to meet ongoing basic needs for the duration of the entitlement period.

Benefits are normally provided for

- 12 months from the date of arrival in Canada; or
- until the client is considered to have sufficient income and resources available to provide for themselves, whichever comes first.

The period of eligibility may be extended for up to an additional 12 months for special-needs cases in the following classes:

- CR5
- DC5

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- RA5
- RS5

The eligibility period for accompanying dependants is based upon the arrival date of the Head of Family (HOF) and ends 12 months later. This includes dependants who arrive at the same time or later than the HOF. See Appendix A, Annex 13 for the eligibility period for non-accompanying dependants under the One-Year Window of Opportunity.

16.2 Entitlements

The following table describes the entitlements.

Entitlement	What's Included
Shelter	<ul style="list-style-type: none">• basic rent• heat• electricity, and• water.
Food	<ul style="list-style-type: none">• basic food requirements.
Incidentals	<ul style="list-style-type: none">• benefits to cover such items as personal care products, etc.

16.3 Local CIC office duties

Local CIC offices are responsible for:

- ensuring that income support for food, shelter and incidentals is consistent with the maximum prevailing provincial/territorial social assistance rates as identified by RHQ and that these entitlements are consistent with the national benefits package.
- ensuring that entitlements do not normally exceed prevailing provincial/territorial social assistance rates. If rates are to be exceeded,
 - prior authorization by the Director of Resettlement, Refugees Branch, NHQ is required;
 - the reasons should be fully documented with the request
- sending the Director of Resettlement, Refugees Branch, NHQ copies of updated provincial/territorial social assistance rates and guidelines.

Local CIC offices must obtain authorization from the appropriate regional authority for cases that require special consideration for an allocation.

RAP service providers are encouraged to remind clients, especially special needs refugees, that they may ask for a deferral of loan payment for a few months until they have had time to establish themselves i.e., open a bank account, etc. This may be done by contacting Collection Services, Finance, NHQ, toll-free at 1-800-667-7301.

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16.4 Reassessment of needs and means

A reassessment of the needs and means of a client is necessary every time there is a change in the situation of the client. The client should report any changes on a change of status Form.

This is a list of possible reasons for a reassessment of needs and means:

- a client marries;
- pregnancy/ birth of baby;
- dependants arrive;
- a client moves;
- there is a separation or a divorce;
- a family member dies;
- the client gets a job;
- a family member leaves the country;
- the client receives funds from outside the country.

For more information, please refer to:

Appendix B, Annex 2 – RAP Change of Status Form

Section 21 - Change of status reports: for family related reasons

16.5 Children under 6 years of age

Refugees may be entitled to an additional allowance of \$50.00 per month per child under six years of age, in addition to their normal food, shelter and incidental rate if:

- they are arriving with children who are under 6 years of age on the arrival date.
- they have a baby in Canada within their RAP eligibility period.

The additional allowance is to assist with the cost of:

- diapers
- laundry
- formula
- other infant needs.

Note: The amount of the allowance is subject to budgetary approval.

Note: This is an ongoing entitlement.

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16.6 Transportation allowance

An allowance for transportation may be provided based upon the cost of monthly public transportation. Only those clients who are of the age of majority in the province/territories of residence can receive a transportation benefit. Information on determining age of majority can be found in IP 3, Part 4, Section 52.2.

In areas where public transportation is not available, a maximum rate of \$50.00 per month per eligible client can be used as the basis for calculating the allowance.

Transportation allowances are normally provided to support labour market access activities. Refugees may have their transportation benefits reduced or discontinued if they are not participating in labour market access activities such as

- training;
- language training;
- job research;
- work placements; or
- if there are ongoing medical requirements that exempt them from participation.

Note: This is an ongoing entitlement.

16.7 Clothing allowance

An allowance may be provided for basic clothing needs. The clothing allowance is usually a one-time payment that covers clothing items for both summer and winter. JAS clients are eligible for clothing issuance once for every 12 months of RAP coverage.

The following table describes the allowance for basic and winter clothing:

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Allowance	Allotment
Basic clothing allowance	\$225 per adult \$150 per dependent child
Winter clothing allowance: <ul style="list-style-type: none"> • Is provided between October and April • May be issued at the port of entry • issued in the August cheque when the client arrives between April and October 	\$150 per adult \$100 per dependent child

Note: Funds are not provided to purchase additional clothing in a larger size for growing children.

Exception 1: A clothing allowance for second-year JAS cases can be provided to those persons who are under 18 years of age. This is according to the RAP rate of \$150.00 per child.

Exception 2: Children born in Canada, whose parents are in receipt of income support, are entitled to \$150.00 in year two.

16.8 School start-up allowance

An allowance of \$150 for school-age children, between the ages of 5-18, is normally provided to help defray costs for:

- school supplies;
- activity fees;
- gym clothing; etc.

The allowance is normally issued on a one-time basis and should be included in the

- initial income-support cheque, or
- income-support cheque for the month of August.

Some families may require this amount twice, if the entitlement period spans two school years.

Note: The amount of the allowance is subject to budgetary approval.

16.9 Seeking self-sufficiency

Adults are expected to be

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- enrolled in programs outside of the public school system;
- seeking employment; or
- involved in employment.

Local CIC office managers may approve exceptions to this rule. The exceptions normally apply to older children who wish to complete secondary school.

16.10 Staple allowance

A one-time staple allowance may be provided to set up a household. Maximum rates for a staple allowance are as follows:

- \$100 for a single person; and
- \$75 for each additional family member up to a maximum of \$400.

Suggested items include:

<ul style="list-style-type: none"> • flour • rice • condiments • laundry soap • cleanser • salt and pepper 	<ul style="list-style-type: none"> • white sugar • tea • coffee • fabric softener • paper towels • brown sugar 	<ul style="list-style-type: none"> • cooking oil • spices • dish detergent • bleach • toilet paper • vinegar
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16.11 Basic household needs allowance

A one-time basic needs allowance should be provided. Items included in this allowance are considered complimentary to the basic needs of life, food, clothing and shelter.

Subject to consultation with and approval from regional authority, the local CIC office manager will decide if this allowance will be

- paid directly to the refugee, or
- provided through an agreement such as a standing offer.

The following table indicates the maximum allowance rates for one-time basic needs:

Category	Maximum Rate
Per single without accompanying dependants	\$ 950
Per single plus one dependant	\$1,500
Per single plus two dependants	\$2,075
Per couple without accompanying dependants	\$1,625
Per couple plus accompanying dependants	\$1,915

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For each additional dependant	\$ 350
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Suggested items include

- beds
- table and chairs
- bed linens
- basic window coverings
- common household products such as kitchen utensils, pots and pans, brooms and mops

Note: The purchase of rugs and luxury items, such as dishwashers are not allowable items. Where required, used stoves and refrigerators should be purchased.

16.12 Telephone installation allowance

A one-time allowance, established in accordance with prevailing rates, to connect one telephone for each family unit will be approved.

Other telephone costs and ongoing service costs are the client's responsibility and must be covered by the basic food and incidental allowance.

16.13 Assistance loan

The initial start-up cheque may include a loan for

- a security deposit or last month's rent;
- a deposit for telephone and/or utilities.

The deposits are

- advanced initially from contributions in the start-up cheque.
- recovered through the assistance loan agreement and signed by the client when the initial cheque is delivered.

Note: Damage deposits should be included in assistance loans.

- For more information, please refer to OP 17 – Loans

16.14 Maternity allowance

Upon receipt of a doctor's letter confirming pregnancy; the following should be approved:

- a one-time additional clothing allowance of \$150;

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- a \$37 monthly allowance to assist with special dietary needs;

This allowance can be issued for

- a maximum of nine months within the income support eligibility period or
- until the birth of the baby, whichever comes first.

16.15 Newborn allowance

One month prior to the due birth date, the client should be approved \$500 to purchase items for the baby, such as clothing and furniture.

This allowance can be issued if the due date is not more than 21 days after the last date of income support entitlement. Proof of due date must be provided in writing by a physician.

16.16 Special diet allowance

An allowance should be provided to clients who submit a physician's letter outlining the need for a special diet due to a health condition.

The maximum allowable is \$100 per month.

16.17 Burial expenses

Should a newcomer or the dependant of a newcomer die while in receipt of income support under RAP, the CIC RAP counsellors will first explore the following potential sources of revenue for burial expenses:

- the individual's assets;
- life insurance;
- family members.

CIC does not cover costs beyond burial rate maximums, or assist in any other manner with repatriation of bodily remains to country of origin.

Note: The provincial/territorial government pays for the burial of deceased newcomers who were eligible for provincial/territorial or municipal social assistance.

16.18 Burial expense recovery

If arrangements cannot be made to cover burial expenses through other sources, the costs may be covered under RAP.

The line object for eligible burial expenses is general ledger account 59007.

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Complete details must be provided on file.

Note: Burial expenses must not exceed the established provincial/territorial social assistance rate. Regions are to be guided by provincial/territorial government guidelines.

16.19 Allowance for payment of burial expenses

WHEN	AND	THEN
the deceased was in receipt of RAP assistance or was a dependant of a newcomer in receipt of RAP assistance	there is an expectation that CIC should cover burial expenses because there is no evidence of any other source covering the burial expenses	CIC RAP counsellors should take necessary steps to ensure that arrangements for burial are carried out quickly and with dignity.

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17 Calculating income support

17.1 How to calculate the start-up cheque

The following information will be required in preparation for issuing a start-up cheque.

Stage	Description
1	<ul style="list-style-type: none"> • For each refugee case, the CIC RAP counsellor should use the NAT to obtain the: • name and date of birth of each family member; and • family size and configuration.
2	The NAT number and originating mission (visa office) should be recorded on the RAP Start- up Cheque form
3	Adjustments to the first cheque may be made if the client has brought to Canada personal resources that need to be considered. This may result in adjustments to their: <ul style="list-style-type: none"> • eligibility; • amounts.

For more information, please refer to:

Appendix B, Annex 3 – RAP Start-up Cheque Form

Section 28– One-year window of opportunity program - Government-Assisted Refugees and the Resettlement Assistance Program (RAP)

Section 14.2 – Maximum allotment for personal resources

17.2 Start-up Cheque Form

The following table describes how to fill out the sections for a Start-up Cheque Form:

Section	Instructions
A	Sections A, B and D must be completed.
B	The local CIC office may wish to develop basic entitlement tables in accordance with the income-support rates for various family sizes and configurations. These tables should be made available to service providers.
D	
For more information, please refer to: Appendix A, Annex 4 Entitlement Tables	

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A	<p>Section A identifies the items to be recorded on IMM 5355B Immigrant Loan (Assistance Loan) Form. The client will be required to sign the IMM 5355B when the start-up cheque is delivered.</p> <p>The remarks on the IMM 5355B</p> <ul style="list-style-type: none"> • must be clear enough for the clients to understand the breakdown of the loan amount; • indicate how much was provided for; <ul style="list-style-type: none"> • last month's rent; • utility deposit; • telephone deposit.
C	<p>Section C should be</p> <ul style="list-style-type: none"> • completed when there is no standing-offer provision for the items identified in this section. • blank when a standing offer is used to supply the identified items.
E	<p>Section E is completed when the date that the client moves from temporary accommodations is known.</p> <p>When this information is available, it is possible to calculate the cheque adjustments to allow for</p> <ul style="list-style-type: none"> • any partial month that a client resides in permanent accommodations; • the entitlement that was not provided in the start-up cheque.

17.3 Income support/start-up and financial coding

For details about income support/start-up and financial coding, see the references in the following table.

For details about:	See
Sharing of housing	Section 17.4
Family unit types	Section 17.5
Standard start-up calculation charts	Section 17.6
To whom are cheques payable?	Section 17.7
Issuing the start-up cheque	Section 17.8
Verifying financial responsibilities and obligations	Section 17.9
Determining if cheque should be issued	Section 17.10

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17.4 Sharing of housing

It is sometimes advantageous from an economic or social standpoint for newcomers to share housing. The CIC RAP counsellors must assess the total means and needs of the group and establish income support levels without placing undue hardship on any individual within the group.

This is particularly true when dependent children beyond the age of majority choose to remain with the family unit but want a degree of financial independence.

The assessment should include an examination of whether allowances are being duplicated when multiple family units on different case files co-habitate. Such allowances may include furniture packages, loan amounts for telephone deposit, etc.

17.5 Family unit types

The following table identifies living situations that CIC RAP counsellors may encounter and suggestions on how to assess the client's needs and means.

Living situation	Configuration	Assessing needs and means
Primary family	<ul style="list-style-type: none"> • Single person • Head of household and partner • Head of family and dependent children under the age of majority in the province/territory of residence, or • Head of family and partner with dependent children under the age of majority in the province/territory of residence. 	The assessment of needs and means is usually straightforward in these family units.
Singles sharing a residence	Single persons who may or may not be related.	<p>These persons should be considered as</p> <ul style="list-style-type: none"> • individuals in their own right; and • have their needs and assets applied against their personal income support requirements. <p>Should a member of the unit become employed, earnings of that individual will be applied only against their need for continuing income support.</p>

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Extended family	<p>Normally consists of</p> <ul style="list-style-type: none"> • a primary family unit, <i>plus</i> sons/daughters beyond the age of majority in the province/territory of residence. <p>Extended families may also include other related family members such as</p> <ul style="list-style-type: none"> • brothers/sisters • aunts/uncles • parents • grandparents, and • nephews/nieces who are beyond the age of majority in the province/territory of residence and are destined for the labour market. 	<p>In cases where there are family members residing together and where the dependent members are beyond the age of majority, and are labour market destined,</p> <ul style="list-style-type: none"> • these individuals can be considered independently from the primary family unit, and • placed in a room-and-board situation within the family unit. <p>Such cases are not limited to but normally arise when a dependant reaches the age of majority and wishes to become independent of the family unit. In these cases, dependants should be encouraged to remain within the family unit but be placed in a situation where their needs and means are considered independent of that of the family unit.</p> <p>Monthly benefits would be paid directly to the individual and the individual would be responsible for paying room and board. Income of the individual would also be considered separate from that of the primary family unit.</p>
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17.6 Standard start-up calculation charts

CIC RAP counsellors are encouraged to create tables to summarize the standard start-up calculations and the monthly living expenses calculations for family units. The amounts will vary depending upon family size and composition.

The RAP national standards maximums should be used unless standing offers are used to supply household goods.

Current social assistance rates in the province/territory of residence should be used to make the necessary calculation for monthly living allowance.

17.7 To whom are cheques payable?

Initial and ongoing cheques are normally made out to the head of the family household. The letter therefore, therefore, assumes responsibility for payment of the monthly expenses.

For more information, please refer to:

Appendix B Annex 5 – Program Guidelines, Financial Coding, Income Support, and Service Provider Contributions

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17.8 Issuing the start-up cheque

The start-up cheque is normally provided to the client within a few days of arrival in Canada.

When the CIC RAP counsellor issues a start-up cheque, the following documents should be taken to the client interview:

- the start-up cheque;
- the RAP Start-up Cheque Form;
- the Agreement for Income Support Recipients
- the completed Immigrant Loan (Assistance Loan) Form (IMM 5355B), and
- a supply of change of status forms to be given to the client.

For more information, please refer to:

Appendix B, Annex 2 – RAP Change of Status Form

Appendix B, Annex 3 – RAP Start-up Cheque Form

Appendix B, Annex 6 – Agreement for Income Support Recipients

OP 17 Loans

17.9 Verifying financial responsibilities and obligations

The CIC RAP counsellor should ensure that the client has understood the information in the financial orientation and responsibility sessions given by the service provider.

It is important that the client have a clear and demonstrable understanding that the cheque is to be used to cover:

- payment of the first and last months' rent amount;
- utility and telephone deposit;
- start-up allowances for clothing, staples or household goods.

Clients should be clear on when and how to use a change of status form.

To confirm the client's level of understanding, the CIC RAP counsellor should ask random questions. This would help to ensure that the client has not been prepared with a set of routine answers.

17.10 Determining if cheque should be issued

The following table describes what happens when a CIC RAP counsellor decides to

- issue a cheque, or
- withhold the cheque.

When the CIC RAP counsellor is..	Then..
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<p>not satisfied the clients understand the financial responsibilities and obligations</p>	<ul style="list-style-type: none"> • the cheque should not be issued; • arrangements are made with the service provider for a refresher session on the financial orientation material; and • another date is set for cheque delivery in the near future, keeping in mind that the client will need funds to cover expenses.
<p>satisfied the clients understand their financial responsibilities and obligations</p>	<ul style="list-style-type: none"> • the head of the family and partner sign the client agreement for income support recipients • the head of the family signs the Start-up Cheque Form, and the Assistance Loan Form (IMM 5355B) • the cheque is issued.

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18 Managing income support

Up-to-date information on RAP must be maintained concerning commitment expenditures and forecasts. This allows CIC the ability to determine, as soon as possible

- if the funds allocated to this program are sufficient;
- if additional funds must be found.

RAP counsellors should endeavour to enter and project commitment for each client as close as possible to actual anticipated costs. Commitments should be updated monthly to correspond with any changes in the client situation that may affect their entitlement.

RAP counsellors should avoid:

- over-commitment that results in excess slippage at the end of the year; or
- under-commitment that results in a lack of budget control.

18.1 Documenting the Resettlement Assistance Program (RAP)

Local CIC RAP counsellors must ensure that all client requests for income support by newcomers are

- properly processed, and
- documented before approval.

The following table illustrates the steps used for audit purposes to document the payment of income support before the release of client contributions.

Step	Action
1	Generate a separate file for each client recipient.
2	Add photocopies of the client's <ul style="list-style-type: none">• signed contribution agreement;• IMM 5292B Confirmation of Permanent Residence; and• Temporary Resident Permit.
3	Complete and add a RAP cheque request form to the file along with any related <ul style="list-style-type: none">• budget calculations; and• information on assistance loans.

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4	Add any relevant additional information to the file on subjects pertaining to: <ul style="list-style-type: none">• training;• employment;• medical services;• referral;• client's clear understanding of the rights and obligations under RAP;• reduction of RAP; and• termination of RAP.
5	Ensure that any receiving CIC RAP office is copied on the contents of this file whenever a newcomer relocates.

18.2 Agreements for age-of-majority children

Separate RAP agreements may be drafted for children who have reached the age of majority for the province or territory of residence.

Cultural aspects and family unity should be kept in mind when considering such agreements, giving consideration to adult dependants still living with their parents.

These separate agreements are drafted

- as deemed necessary, and
- are subject to provincial/territorial and regional or local guidelines.

In such agreements, the adult dependent client would be required to

- sign their own agreement, and
- be accountable for the cheques they receive for their own expenses.

18.3 Re-use and amendment of RAP Cheque Request Form

Each RAP Cheque Request Form can be used for consecutive payment periods providing the circumstances of the client remain substantially the same.

The RAP Cheque Request Form is amended when additional financial assistance is required and approved.

18.4 Agreement and RAP Cheque Request Form

The RAP Cheque Request Form

- is completed on behalf of a recipient and their dependants.
- must be authorized by CIC RAP counsellors
- may be used for subsequent payment periods where client circumstances remain substantially unchanged.

When funds are available, RAP counsellors

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- determine the current financial needs of those listed on the RAP Cheque Request Form in accordance with operational guidelines.

For more information, please refer to:

Appendix B, Annex 7 – RAP Cheque Request Form

18.5 Household needs and furnishings

Suppliers may directly charge the local CICs for providing household needs and furnishings to RAP clients.

The local designated officer will execute the following four steps to fill in a RAP Cheque Request Form to pay the supplier.

Step	Action
1	Charge the GST portion of the cost against the following accounts: <ul style="list-style-type: none">• fund 5250• general ledger account 13501, and• fund centre X950
2	Charge the purchase price, less the GST, against the appropriate line object of the program budget.
3	Record the purchase price, less GST, on the RAP Cheque Request Form
4	Process the requisition

18.6 Recording the immigration loan advances

Immigration loans fall under the Immigration Loans Program, and not the RAP program budgets.

Loan commitments are sometimes advanced initially from the RAP contribution budget. Advances should be reimbursed to the RAP contribution budget no later than one month after the loan is approved.

RAP counsellors must make clients aware of the difference between loans and RAP benefits.

Loan amounts are

- tracked on the RAP Cheque Request Form, and
- not paid out of the RAP allocation fund.

For more information, please refer to:

OP 17 –Loans

18.7 Processing RAP Cheque Request Forms

Once the RAP Cheque Request Form has been appropriately filled out, the following process takes place.

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Stage	Description
1	The RAP counsellor <ul style="list-style-type: none">• reviews the RAP Cheque Request Form for completion;• authorizes the completed form; and• forwards it to the supervisor for approval.
2	The supervisor <ul style="list-style-type: none">• reviews and approves the form, and• returns it to the RAP counsellor.
3	The RAP counsellor forwards the original RAP Cheque Request Form to the responsible financial officer to have a cheque issued.
4	If funds are not available, then the RAP counsellor <ul style="list-style-type: none">• does not approve the RAP Cheque Request Form, and• contacts their RHQ to request additional funding.

18.8 In-transit expenditures

The RAP Cheque Request Form may be used to cover in-transit expenditures when expenditures occur between the port of entry and final destination.

For issuing income support to a newcomer while in-transit, use the RAP Cheque Request Form found in Appendix B – Annex 7. The “shelter” and “miscellaneous” columns should be used for in-transit expenses, where applicable.

For issuing in-transit income support assistance to large numbers of newcomers requiring assistance at the same time, one form may be used. Perform the following steps:

- complete a RAP Cheque Request Form found in Appendix B – Annex 7.
- list all recipients on a separate sheet, including their FOSS ID#; and
- on the attached sheet, list the amount for each recipient adjacent to their name

18.9 POE use of RAP Cheque Request Forms

RAP Cheque Requests Forms for in-transit expenditures are not required at major ports of entry providing

normal financial practices exist to capture the in-transit expenditures to ensure proper control of RAP funds.

18.10 Local procedures for in-transit expenditure

Standing and prior arrangements normally exist with local hotels to provide temporary accommodation and meals when refugees cannot reach their final destination the same day.

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Local procedures may be developed in consultation with regional financial services to account for in-transit expenditures.

Procedures must ensure the following minimum conditions exist:

- an officer with expenditure initiation authority has authorized the in-transit costs;
- computation of the charges has been verified;
- recipient(s) of the contribution(s) are identified;
- purpose of the contribution is stated;
- effective date that expenditures were incurred is identified;
- goods or services supplied meet the standards and specifications for quantity and quality normally provided under RAP.

Procedures must ensure the following minimum records are kept:

- supporting evidence for in-transit expenditures, including receipts for
 - temporary accommodations;
 - food;
 - clothing; and
 - other basic needs items.
- Prices claimed for in-transit expenditures are
 - standard charges;
 - in accordance with arranged agreements or standing offers; or
 - reasonable where no agreed price exists beforehand.

Information on RAP Cheque Requests Forms must be accurate. RAP counsellors must verify that expenditures are properly coded.

18.11 RAP orientation by SPOs

Service provider organizations provide information sessions regarding the RAP payments and the system of payment. An information session should be provided

- shortly after arrival, and
- be offered later as part of a reinforcement session

18.12 T5007 supplementary statement of benefits

Financial services are responsible for producing the T5007s, based on the information in the Systems, Applications, and Products in Data Processing System (SAP).

The T5007 Supplementary Statement of Benefits:

- is issued annually to each RAP client in receipt of \$500.00 or more per annum for the previous calendar year's benefits.
- is required by the Canada Customs and Revenue Agency (CCRA) and needed by RAP clients to complete their annual income tax returns in order to receive tax credits including the

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- Ontario Provincial Tax Credit, if applicable
- Goods and Services Tax Credit
- Canada Child Tax Benefit.
- includes amounts paid for
 - rent;
 - utilities;
 - food; and
 - incidentals.

Training allowances are not included on the T5007.

18.13 Tracking costs for temporary accommodation

Costs for temporary accommodations should

- be charged to general ledger accounts 59014 and/or 59015

For more information, please refer to:

Appendix B, Annex 5 – Program Guidelines, Financial Coding, Income Support and Service Provider Contributions.

18.14 Changing the payee

Cheques are normally made out to the head of the family. They are held responsible for paying monthly expenses such as

- rent
- utilities, and
- food.

If required, the local CIC office manager has the authority to intervene and change the payee. The following table discusses reasons where intervention may be required.

If prevention is required because..	Then the monthly income support cheque is made out..
of persistent irresponsibility in managing financial resources leading to undue hardship on the family unit,	<ul style="list-style-type: none"> • to the partner, or • jointly to the head of the family and the landlord, etc.
the head of the household is incarcerated or hospitalized for a period of more than 30 days.	<ul style="list-style-type: none"> • the partner, or • some other responsible person on behalf of the family.

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the head of the family is incapacitated and unable to continue managing the family's financial responsibility,	<ul style="list-style-type: none">• the partner, or• some other responsible person on behalf of the family.
the head of the family has abandoned the family and his/her whereabouts are unknown for 5 or more days,	<ul style="list-style-type: none">• the partner, or• some other responsible person on behalf of the family.

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19 Child Benefits and Child Tax Credits

19.1 General Guidelines

The National Child Benefit Supplement (NCBS) was introduced in July 1998 as part of the Canada Child Tax Benefit (CCTB).

To receive the CCTB, which can include the NCBS, a client must have dependants under 18 years of age and submit a CCTB application to the Canada Customs and Revenue Agency.

Clients should apply for the CCTB, which can include the NCBS, as soon as possible after their arrival in Canada.

The NCBS amount to be deducted from the monthly RAP allowance is determined by provincial and territorial counterparts.

Note: The Canada Customs and Revenue Agency will not make retroactive payments beyond 11 months after date of application.

Most provinces, territories and First Nations

- adjust social assistance payments at maximum in accordance with the amount of the federal NCBS; and
- reinvest these funds in programs and services for low-income families.

CIC, under the terms and conditions of the RAP

- considers the NCBS as unearned income;
- matches the provincial/territorial adjustments in social assistance benefits by reducing RAP payments to clients by an equivalent amount.

For more information, please refer to:

<http://socialunion.gc.ca> (NCB)

Appendix B, Annex 12 – Federal Benefits Package

www.cra-adrc.gc.ca/benefits/menu-e.html

19.2 Calculating NCBS RAP adjustments

The following process occurs in calculating the NCBS adjustment for clients receiving

- CCTB, and
- a monthly allowance under RAP

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Stage	Description
1	Local CIC determines the amount to be deducted from the monthly RAP allowance based on province or territory of residence.
2	<p>The Canada Customs and Revenue Agency is sent a CCTB application and has up to 2 months to</p> <ul style="list-style-type: none"> • assess the claim; • contact the client for any missing details; • determine the monthly CCTB and NCBS amounts; and • issue the Canada Child Tax Benefit cheque, including any retroactive payments to the head of the family. <p>CCRA is asked to notify CIC regarding any delays in processing CCTB within the 2 month period, or required adjustments to client's account.</p>
3	<p>CIC, using the applicable provincial or territorial rule for the NCBS,</p> <ul style="list-style-type: none"> • will recover NCBS funds retroactively for the period that the client received the CCTB; • will use any retroactive payments to offset advances under the RAP program, and • will readjust calculations for monthly income support payments <ul style="list-style-type: none"> • at the end of the 3rd payment, and • after the client starts receiving CCTB, which includes the NCBS.
4	Regular deductions will continue throughout the period of RAP income support to the client.

Note: CIC should not initiate deductions against a client's RAP account until the third month in Canada. It takes at least two months for new client to get his/her first CCTB cheque from CCRA.

19.3 Calculating client entitlements- SAP financial system

When calculating the entitlements of clients, the following procedures are the suggested:

Step	Action
1	Establish a recurring payments schedule for the client.
2	On the third month, a credit memo is posted deducting the lump sum the client will receive on the NCBS cheque from the monthly benefits provided under RAP

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3	Establish a recurring credit memo for the remaining nine months to deduct the NCBS amount.
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20 Scheduling income support payments

Ongoing monthly income support payments are issued

- after the start-up cheque, and
- as long as the client meets eligibility requirements.

20.1 Payment type and schedule

The following table describes the type of income support payments and when they are scheduled for payment.

Payment type	Schedule	Notes
Standard payments	<p>Ongoing monthly income support payments are issued</p> <ul style="list-style-type: none">• after the start-up cheque; and• as long as the client meets eligibility requirements.	<p>Local CIC Offices should</p> <ul style="list-style-type: none">• interview eligible clients after financial counselling• verify that they understand their financial responsibilities in accordance with the program's terms and conditions• approve payments within the maximum prevailing provincial or territorial social assistance rates for food, shelter and incidentals, and the established CIC national standards for other benefits

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Non-standard payments		<ul style="list-style-type: none"> • All requests to exceed established maximums must be well documented. • Authority for approvals outside of current standards requires the approval of the Manager of the local CIC Office. • NHQ should be informed of instances or areas with an overall and continuing need to exceed maximums on a regular basis.
Cheques	<p>Monthly cheques are usually mailed to the client after</p> <ul style="list-style-type: none"> • the first cheque is issued, and • the financial counselling interview has been completed 	

20.2 Procedures for lost cheques

Cheques lost in the mail

- require a sworn affidavit from the client before a replacement is issued attesting that the cheque was not received or cashed
- cannot be replaced before 5 working days, and
- will be traced if possible.

The CIC RAP counsellor must do the following:

- review the case to
- determine whether to issue a
 - stop payment, or
 - replacement cheque, and
- determine whether to re-issue the income support as a
 - contribution, or
 - assistance loan.

When a client reports a lost cheque, the RAP counsellor should contact the Regional Finance Office to initiate procedures for tracing lost cheques.

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21 Change of status reports: for family related reasons

Clients must submit a Resettlement Assistance Program Change of Status Form when changes in the family configuration are altered

The following table indicates reasons and the relevant sections for family-related reasons for change of status reports.

For this family-related reason	See
Pregnancy and birth	Section 21.1
Family reunification arrivals	Section 21.2
Hospitalization	Section 21.3
Death of the family head or dependant family member	Section 21.4
Death: known next of kin	Section 21.5
Death: unknown next of kin	Section 21.6
Abandonment	Section 21.7
Incarceration	Section 21.8

21.1 Pregnancy and birth

Family needs have to be re-evaluated and adjusted when there is an increase in family size due to birth or family reunification.

In cases of pregnancy

- the client should provide CIC with a letter from the Doctor, stating the expected date of birth
- maternity allowance benefits will be approved and calculated from initial month of pregnancy or date of arrival, whichever is later
- a one time additional clothing allowance can be provided at this time
- calculation for the newborn allowance can be
 - made at the same time, and
 - programmed into the financial system for inclusion in the monthly cheque one month before the due date.

Adjustments for newborns should be paid out one month before the expected date of birth.

For more information, please refer to:
Section 16.14, Maternity Allowance

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Section 16.15, Newborn Allowance

Note: A birth certificate or statement of live birth is required for adjustments for ongoing monthly benefits.

21.2 Family reunification arrivals

Family needs can be re-evaluated and adjusted

- when additional family members arrive in Canada, after the arrival of the family head, and
- 30 days before expected arrival of other family members.

This is to provide appropriate accommodation and start-up funds for the new family member and continued support after arrival.

If additional family members fail to arrive within 60 days then the head of the family will be deemed to be in an overpayment situation.

The benefit termination date for all dependent family members is the same as for that of the head of the family. This is regardless of when the remainder of the family arrives in Canada.

When the arrival of dependent family members is delayed due to no fault of the refugee, provisions should be made to ensure that reductions in funds do not cause hardships such as the inability to pay rent on a larger apartment obtained to accommodate the additional dependants.

21.3 Hospitalization

Re-evaluations of family need are not required in instances of pro-longed hospitalization.

21.4 Death of the family head or dependant family member

Family needs must be re-evaluated and adjusted within 90 days of the death of the family head or dependent family member. A death certificate is required.

21.5 Death: known next of kin

When next of kin are known, RAP counsellors should do the following:

- send a letter of notification to the next of kin (Appendix B, Annex 11);
- send a copy of the letter to the nearest diplomatic representative of the deceased's place of origin.
- send copies of the Death Certificate along with immigrant loan warrant number to
 - CIC Manager RHQ,
 - Chief of Revenue Accounting, NHQ.

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- If necessary, provide a narrative report to aid in the administrative processes.

Note: Disposing of the deceased's personal effects is the responsibility of the provincial authorities.

21.6 Death: unknown next of kin

When next of kin are unknown, the RAP counsellor should

- Notify the Director of Resettlement, NHQ with an original or certified copy of the death certificate. The Director will endeavour to identify next of kin and notify them of the death.
- Provide the diplomatic representative with the following details regarding the deceased:
 - full name and address
 - date and place of birth
 - citizenship
 - particulars of status in Canada (permanent or temporary resident);
 - foreign passports and any other documents that are to be returned to the foreign Visa Office.
 - copy of the death certificate
 - particulars of inquest if one occurred
 - details of funeral and burial with name of community and cemetery
 - arrangements for the disposition of personal effects
 - appointment of executor or administrator of the estate.
- Send copies of the Death Certificate along with immigrant loan warrant number to
 - CIC Manager RHQ,
 - Chief of Revenue Accounting, NHQ.
- If necessary, provide a narrative report to aid in the administrative processes.

Note: Disposing of the deceased's personal effects is the responsibility of the provincial authorities.

21.7 Abandonment

Family needs have to be re-evaluated and adjusted when a member abandons the family and does not return or intend to do so within 30 days.

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21.8 Incarceration

Family needs must be re-evaluated and adjusted when the head of the family or a dependent is incarcerated for more than 30 days.

A police report is required.

A client who is incarcerated is not eligible to receive income support benefits. Benefits for other family members may continue if required.

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22 Change of status report: for non-family related reasons

Clients must submit a Resettlement Assistance Program Change of Status Form when change, not related to family configuration has occurred. This would include change in

- assets due to inheritances
- training allowances
- dietary needs (see Special dietary needs, Section 22.1)
- employment (see Employment, Section 22.3), and
- change of personal information (see Personal information change, Section 22.4).

22.1 Special dietary needs

The family monthly food allowance may have to be re-evaluated and adjusted when a physician's letter is provided indicating that a member of the family requires a special diet due to a health condition.

Adjustments are effective the month of receipt of the physician's letter.

(See Special Diet Allowance, Section 16.16)

22.2 Earning exemptions and employment

Example: The earning exemption for a family is equal to that allowed by the social assistance provisions of the province of residence – or up to 25% of their total monthly income support entitlement, whichever is greater – after which the income support would be reduced on a dollar for dollar basis.

Example: A family of 5 with a monthly income support entitlement of \$1,250 may earn \$312.50 (25%) from paid employment before any deduction would be applied against it. Amounts earned over \$312.50 would be deducted on a dollar per dollar basis.

Adjustments are effective the months in which the income is earned.

Exemption: Where the income is earned by a minor who is attending school on a full-time basis, the income is **not** to be included in the total of the family earnings. If the student is returning to full-time studies after the completion of holidays, the income earned by the student will not be included in the total of the family income used to calculate the 25% incentive allowance amount. There would be an overpayment if the student claims to be returning to school in the fall and does not do so.

(See Section 24.5, Situation 3: Income is greater than 25% of support.)

22.3 Employment

Family needs have to be re-evaluated and adjusted when a member of the family:

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Engages in full or part-time employment	<p>Employment income</p> <ul style="list-style-type: none"> • is considered to be earned income, and • is subject to the 25% rule after which earned income is applied on a dollar per dollar basis.
Receives a training allowance or student loan	<p>Training allowances are</p> <ul style="list-style-type: none"> • considered to be earned income • subject to the 25% rule after which earned income is applied on a dollar per dollar basis <p>The student loan living allowance portion, excluding amounts for books and tuition, is</p> <ul style="list-style-type: none"> • considered to be earned income • prorated monthly over the term of the student loan • subject to the 25% rule after which earned income is applied on a dollar per dollar basis, or deficit amounts in monthly income support entitlements are determined.
Inherits or otherwise receives other financial resources or assets	<p>These must be reported within 30 days.</p> <p>Adjustments are effective on the date of receipt of such assets and calculated up to the end of the income support entitlement period date.</p>

22.4 Personal information change

Other changes requiring report to the CIC RAP counsellors through the Change of Status Report are changes in

- address
- telephone number, and
- employer.

22.5 Minors and Income support

Minors, as defined in the province or territory of residence, may not directly receive Income support.

Situations may arise where a minor is in need of assistance having

- come to Canada on their own

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- left home due to family problems, or
- been abandoned by their parents.

CIC RAP counsellors should make sure they obtain advice and guidance from provincial or territorial child welfare authorities and act in the best interest of the child.

Cases involving provincial and territorial jurisdictions should be handled by them.

Child welfare authorities are responsible for decisions concerning the need for a legal guardian and any other issue that falls within their field of jurisdiction and expertise.

22.6 Immigrant loans program

The Immigrant Loans Program provides financial assistance in the form of loans to eligible applicants. Loans under the program are available for

- transportation
- admissibility, and
- assistance.

RAP may use Assistance Loans to cover the following:

- deposits for last month's rent, telephone or utilities
- certain labour market access costs such as the purchase of required tools and work clothing where a job is secured
- the cost of licensing examinations where employment is offered pending the successful outcome of a licensing exam.

RAP service providers are encouraged to remind clients, especially special needs refugees, that they may ask for a deferral of loan payment for a few months until they have had time to establish themselves i.e., open a bank account, etc. This may be done by contacting Collection Services, Finance, NHQ, toll-free at 1-800-667-7301.

Transportation and Admissibility loans pertain to activities that occur before the client arrives in Canada.

For more information, please refer to:

OP 17 – Loans

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23 Client monitoring

23.1 Purpose of monitoring

Client monitoring under RAP is designed for two basic purposes:

- 1) To provide information for monitoring the appropriateness of the
 - range
 - level, and
 - quality of immediate essential services.
- 2) To obtain information on the degree of settlement in evidence at the time of monitoring. Knowledge of and compliance with financial and other responsibilities are reviewed and included in this review.

23.2 Client monitoring Guidelines

The monitoring guidelines for the program recommend the following:

- Approximately 10% of the active caseload should be monitored via a personal interview or through a focus group.
- The initial monitoring report should be completed within the first 8-12 weeks of the refugees' arrival in Canada
- Subsequent monitoring can be conducted through a telephone follow-up or by providing written information via a personal interview or through a focus group.

23.3 Sample reports

A sample client monitoring report is provided in Appendix A, Annex 10. Sections of the report can be arranged electronically to best suit the type of monitoring to be undertaken.

Change of Status Reports and other information can be used to provide information on individuals and the program.

For more information, please refer to:

Appendix B, Annex 2 – RAP Change of Status Form

Appendix B, Annex 10 – Client Monitoring Report

23.4 Analyzing the monitoring reports

The following questions are intended to assist in analyzing the information from the reports.

Element	Questions
Participation	What is the level of participation in the range of services provided?

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Trends	<p>Are there trends that suggest a follow-up with RAP or other community-based service providers is required?</p> <p>Are there trends that indicate the need for a review of program policy or operations?</p>
Services	<p>Are there certain services to which clients do not usually avail themselves ?</p> <p>Is there any consistent reason provided for this pattern?</p> <p>What services are viewed to be the most beneficial?</p> <p>What services are viewed as the least beneficial?</p> <p>What service gaps are identified?</p> <p>Are alternate service delivery methods suggested for specific services?</p>
Referrals	<p>To which broader-based services are refugees most often referred?</p> <p>Do refugees follow-up on the referrals made?</p> <p>If not, is there a consistent reason that can be identified?</p> <p>What is the experience of those refugees who follow-up on referrals?</p>
Issues	<p>Are there settlement issues that are gender specific?</p> <p>Are there health issues identified for any particular group from particular world areas?</p> <p>Are there settlement issues specific to a particular refugee group?</p>

23.5 Reporting information

Serious situations involving legal offences need to be referred to the CIC Manager/RHQ RAP Program Specialist for concurrence on a recommended approach to the situation. Fraud is covered in Section 26 below.

Reporting offences such as child abuse is to follow established provincial and territorial guidelines and legal requirements.

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24 Refusal, discontinuation or reduction of income support

Newcomers must be informed that RAP is not an automatic benefit but is available to assist those who have been identified by the RAP counsellor as requiring temporary financial assistance.

Income support is not an automatic benefit but rather a privilege that carries with it an obligation on the part of the recipient to work towards self-sufficiency.

24.1 New assessment requirement

A new assessment of the needs and means of a client is necessary every time there is a change in the situation of the client. The assessment enables CIC to determine if income support

- is still required
- should be reduced, or
- is discontinued.

In all cases, changes to income support funds to a newcomer without financial means should be carefully

- considered
- reviewed
- well documented, and
- carefully explained to the client.

24.2 Situations resulting in changes to income support

Five situations exist that may result in changes to income support:

- 1) Refusal of training and other measures (see Section 24.3)
- 2) Refusal to work (Section 24.4)
- 3) Income is greater than 25% of support (see Section 24.5)
- 4) Large amount of assets (see Section 24.6)
- 5) Reduction in newcomer's expenses (see Section 24.7)

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24.3 Situation 1: Refusal of training and other measures

Where refugees refuse to avail themselves of appropriate training or settlement measures that are recommended by the service provider or CIC RAP counsellor without just cause.

Note: Income support should not be reduced when participants fail to attend a LINC class, since LINC enrolment is voluntary, nor when other options are being pursued.

Note: Counselling could help identify instances where the course does not meet the needs of the participant. A more appropriate course or intervention should then be selected with the client.

24.4 Situation 2: Refusal to work

Without a valid reason, the client has

- refused a reasonable offer of employment,
- left their employment, or
- is not actively looking for work.

A reasonable offer of employment should take into account

- education
- skills
- experience
- the local labour market conditions, and
- the length of time benefits has been paid.

Recipients should be permitted to

- initially concentrate on finding employment in their field of expertise providing their expectations are realistic; and then
- broaden their employment search to include any kind of work.

Discontinuing support:

The decision to discontinue income support should not be based on one job refusal. When a RAP counsellor becomes aware that a client refuses job offers, the situation is to be closely monitored.

The RAP counsellor should ensure that the client

- understands the conditions of receiving income support, and
- that they cannot continue to refuse employment offers.

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Identification of those required to work: The person identified as the head of the household on the IMM 5292B or Minister's Permit is expected to work or be actively seeking and available for work.

Exceptions can be made in some situations, such as

- where child care services are not available or
- where the family as a whole has a capacity for independence, such as the head of household is elderly but it is recognized that his children may be entering the labour market soon.

Note: If the spouse, partner, or other member of the family unit has a profession, marketable skill or sufficient work experience to warrant being considered employable in the judgement of the RAP counsellor, they should be expected to work or be actively seeking and available for work.

24.5 Situation 3: Income is greater than 25% of support

Receipt of employment income from any member of the household, if the net income is more than 25% of the client's monthly entitlement, should be deducted dollar for dollar from income support payments.

All income received from other sources such as training allowances, Employment Insurance benefits and Workers' Compensation benefits should be reported by the client in the Change of Status Form and deducted dollar for dollar from income support payments. The 25% rule does not apply to non-employment income.

Exemption: Where the employment income is earned by a minor who is attending school on a full-time basis, the income is not to be included in the total of the family earnings.

24.6 Situation 4: Large amount of assets

Possessing assets beyond those normally owned by persons requiring financial assistance, could cause a change in income support.

Newcomers must be advised that in view of the value of their assets, their income support payments will

- be reduced appropriately, or
- not be provided.

The resale value of the assets can be used to calculate the amount to be deducted from the income support entitlement. RAP counsellors should be aware that they cannot compel a person to liquidate personal assets but should counsel the recipient accordingly.

24.7 Situation 5: Reduction in newcomer's expenses

A change in the client's situation could reduce the newcomer's expenses, such as a

- family member leaves Canada
- client begins to share their apartment and the rent costs are reduced, and

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- client receives significant monetary assistance from a non-profit group.

Income support benefits will be reduced accordingly.

24.8 Notification and Decision Review

In situations where income support is refused, the RAP Office should

- advise the Regional Settlement Division, or Regional RAP Coordinator of the names of the clients, and
- provide a brief explanation as to why income support has been refused.

24.9 Review of decision

The RAP counsellor should inform a newcomer dissatisfied with a decision regarding income support that they may have the decision reviewed by a CIC Manager or delegate.

24.10 Family Breakdown: determining breakdown

When in the opinion of the RAP counsellor, a marriage breakdown has occurred, income support may be given separately to both parties if the parties confirm in writing

- that a separation has occurred, and
- that they live in separate dwellings.

This stated policy only applies *if* the household head is receiving income support.

24.11 Family Breakdown: Financial assistance

Dependants should be referred to provincial social assistance for financial assistance if

- the head of the household had obtained full-time employment resulting in the termination of income support, and
- a separation subsequently occurred.

24.12 Family Breakdown: Supporting separated parties

Income support may be considered separately for both parties

- once the RAP counsellor has confirmed that a marriage breakdown has occurred, and
- if the head of the household is still eligible.

Household needs must *not* be automatically purchased for the eligible partner. Before purchases are made, the needs and means of each party must be examined.

A new assessment is necessary every time there is a change in the situation of a client. In all cases, the level of income support authorized for household needs should reflect the needs of the partners.

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If possible, some of the household effects and furniture items already purchased should be divided between the separated partners.

For more information, please refer to:

Section 14, Determining income support and start-up

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25 Overpayment Corrections

25.1 Course of action in overpayment

The course of action to be taken in cases where an overpayment has occurred is determined based on the client's circumstances and the extent of the overpayment. When an overpayment has been made to a client, it is hoped that the client will voluntarily repay the overpayment.

In some cases, it may be necessary for the client to continue receiving income support. The needs and the means of the clients must be reassessed taking into consideration

- the new information,
- circumstances, and
- amount of money that must be remitted to the government.

The following procedure describes the process that is followed when the client refuses to or cannot repay the money.

Stage	Description
1	The CIC RAP counsellor prepares a notice for repayment of the amount of the overpayment.
2	The client is asked to contact the CIC RAP counsellor within sixty days of receipt of the notice.
3	When the client does not contact the CIC RAP counsellor within the sixty days, then the CIC RAP counsellor contacts the client and discusses repayment.
4	If the client refuses to voluntarily repay the overpayment, then the CIC RAP counsellor can recover the overpayment through the default judgement process. The client should be made aware of this, as it is described in Paragraph 9 of the Agreement for Income Support Recipients that the client signed. The default judgement enables CIC to collect the overpayments from the client through wage garnishments.

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26 Fraud

26.1 Examples of fraud

The following are examples of fraud:

- Client works full or part-time in continuing employment and purposely does not disclose this fact while in receipt of full income support.
- Client falsely declares assets they brought into the country upon entry to Canada, or the assets have been brought into the country after entry into Canada.
- Client receives financial assistance in other cities under different names and addresses.
- One family member leaves Canada, but income support is intentionally still being collected on behalf of this person.
- Client intentionally does not declare the receipt of training allowances.

26.2 Minimizing fraud

To minimize the possibility of fraud or abuse of income support, RAP counsellors must ensure that the service provider:

- advises clients, at the outset, of their obligations to report, using a Change of Status Form, any
 - earnings
 - assets, and
 - expensive gifts from family members
- verifies facts reported by clients, such as the amount of employment earnings with the employer.

26.3 Example: Monitoring and verifying fraud

RAP counsellors may become aware through monitoring that the refugee may have provided false information.

The following example describes how this type of information could surface and be confirmed.

Example: A RAP counsellor has become aware, through monitoring, that a client is able to pay for high telephone bills. This could indicate that they have more resources than they are claiming.

The RAP counsellor monitors the situation more closely and asks to visit the recipient at home. Upon arrival, the RAP counsellor discovers that the client owns luxury items and assets beyond what is normally owned by someone requiring income support.

In extreme cases of fraud, the client should be pursued through the courts.

In such circumstances regional officials must be consulted before proceeding with this type of action. The Director of Resettlement at NHQ (SRE) should be kept informed.

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26.4 Providing information to RHQ about police investigations

When circumstances are identified that may require investigation by the police, the RAP counsellor should provide the following information to RHQ:

- a description of the offence
- a brief outline of the case including
 - unreported work, and
 - earnings
- suspect's name
- SIN or other identifier
- police agency involved (RAP is a federal program and these cases should be referred to the RCMP)
- relevant documents, and
- recommendation for requesting police assistance.

26.5 Referring the case to authorities

With concurrence from RHQ, the local CIC Office should refer the case

- to a local RCMP Detachment, or
- the office in charge of Criminal Operations for the RCMP Division concerned.

The referral may be done by providing the RCMP with

- the information submitted to RHQ, and
- a brief covering letter requesting police assistance.

In some instances the Region may find it easier to refer cases directly to the RCMP, with a copy to the local CIC Office.

26.6 Providing information about the fraud

Once a police investigation has been initiated by CIC the Regional Settlement Division must immediately forward a report to the Director of Resettlement at NHQ.

The report **must** be classified as

- "Confidential" and
- include all the information available on the case.

This information enables the Refugees Branch to fulfil its responsibilities of providing functional advice and guidance with respect to:

- investigating and reporting of loss on money under RAP
- determining the effectiveness of policies
- conducting liaison with the RCMP at the headquarters level, and

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- providing them with reports.

26.7 Resettlement division (SRE) duties in fraudulent cases

Resettlement division at NHQ completes the following RCMP form

- 2668 Criminal Offences and Other Illegal Acts Against the Crown

This is done for both the preliminary and final stages of the investigation. The form is then sent to the RCMP in Ottawa.

When the case is concluded, the Regional Settlement Division should forward a copy of the final police report to the Refugees Branch at NHQ.

Cases of fraud are to be reported to Regional Finance, who will liaise with NHQ to report it to the Treasury Board Secretariat.

26.8 Course of action in fraudulent cases

The course of action to be taken in cases fraud is determined based on the client's circumstances and the extent of the fraud.

In some cases, it may be necessary for the client to continue receiving income support. The needs and the means of the clients must be reassessed taking into consideration

- the new information,
- circumstances, and
- amount of money that must be remitted to the government.

26.9 Recovering money

The RAP counsellor should perform the following seven steps if it is discovered that

- the client is in receipt of income support, and
- has received more income support that they are entitled.

Step	Action
1	Set up an overpayment account with the amount owing as a result of the overpayment or fraud.
2	Verify if the client has any outstanding immigrant loans by <ul style="list-style-type: none"> • contacting the client • reviewing the information in the client's file, or • calling Immigration Processing Accounts Receivable at 1-800-667-7301 for a search.
3	Calculate the amount owing and inform the client.

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4	<p>Issue a memorandum to Regional Financial Services outlining all details of the overpayment. Include the following:</p> <ul style="list-style-type: none"> • client's name • social insurance number • date of birth • current address • amount to be recovered • the reasons for the recovery, and • existing immigrant loan information.
5	<p>Is the client in receipt of income support?</p> <p>If yes,</p> <ul style="list-style-type: none"> • deduct the amount from subsequent cheques, and • report weekly to Regional Financial Services so that the overpayment file is kept current, and • go to Step 6. <p>If no, Go to Step 7.</p>
6	<p>Provide the client with information regarding the following</p> <ul style="list-style-type: none"> • the process for recovering the overpayment, and • an explanation of how the amount owing was calculated.
7	<p>Submit the account to Regional Financial Services to</p> <ul style="list-style-type: none"> • determine the collection action required in consultation with Revenue Accounting at NHQ, and • assume the responsibility for collection when the client is no longer in receipt of income support.

26.10 Other methods of payment

The following table describes what happens when a newcomer wishes to repay some, or the entire amount owing in the case of fraud or overpayment.

When the newcomer..	Then the RAP counsellor..
<ul style="list-style-type: none"> • is not receiving income support, and • wishes to immediately return the amount of the overpayment 	may recover the funds directly from the client.
<ul style="list-style-type: none"> • is receiving income support, and • the amount can be recovered in the same or next fiscal year 	should return the amount to the appropriation.

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<ul style="list-style-type: none">• is no longer receiving income support, and• wishes to make a payment at the local CIC Office	<ul style="list-style-type: none">• reports it on a Revenue Journal (formerly E&I 3160)• identifies it as a refund to the appropriation if it is collected in the same fiscal year, or• codes it as Revenue-Refund of Previous Year's Expenditures on the Revenue Journal <i>if</i> it is not collected in the same fiscal year.
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For more information, please refer to:

Financial Coding Manual, Chapter 3 - Fund Codes, Codes for Revenue Accounts

Financial Administration Manual, Receipt and Deposit of Public Money, Accounting for Revenues Component

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27 Lost or stolen money

27.1 Lost money

In cases where an income support recipient claims to have lost their income support cheque, the CIC RAP counsellor

- reviews all the circumstances of the case
- determines if the client should be re-issued the assistance, and
- contacts the Regional Finance Office to initiate procedures for tracing lost cheques.

The RAP counsellor may re-issue the income support as an assistance loan or as a contribution, depending upon the circumstances.

27.2 Assistance loan for lost money

An assistance loan or contribution cheque that has been issued to the client for lost income support money should be paid back by the client

- as soon as the initial cheque has been traced, and
- not at the end of the client's income support period or repatriation.

An assistance loan for a lost cheque may only be approved *once, unless*

- it is repaid when the lost cheque is recovered, or
 - repaid when a decision is made to reissue a contribution for the lost payment.
-

27.3 Stolen money

When a client claims their income support cheque was stolen, the CIC RAP counsellor

- reviews the circumstances of the case
- determines if the client should be issued a replacement cheque or assistance loan unless the RAP counsellor believes the possibility of fraud exists, and
- contacts the Regional Finance Office to initiate procedures for cheque tracing.

If the person who stole the cheque is convicted, then the CIC RAP counsellor should look at the situation again and adjust the client's records.

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**28 One-year window of opportunity program – Government-Assisted
Refugee(s)**

28.1 Procedures for one-year window of opportunity program

Stage	Description
<p align="center">1. Receipt of Notification at the Local CIC</p>	<p>Once the principal applicant (PA) receives information from his non-accompanying family members, he/she will</p> <ul style="list-style-type: none"> • contact, by mail or in person, the local CIC responsible for providing their Resettlement Assistance Program (RAP) income support benefits and will • submit a Request Form (see Annex A) for processing their non-accompanying family members. <hr/> <p>Note: The PA should be reminded that the non-accompanying family member must submit a permanent resident visa application IMM 0008Esch2 within one year from the date of the PA's arrival in Canada". See R141(1)(b).</p> <hr/> <p>The local CIC or the sponsor, where appropriate, should counsel the PA to send the application IMM 0008Esch2 to the non-accompanying family members, and advise them to indicate on their application that they are applying under OYW. This will speed up the processing abroad.</p>
<p align="center">2. Local CIC Informs the Visa Office</p>	<p>The local CIC will forward the following information by e-mail or by fax to the appropriate visa office, namely the visa office that serves the area where the non-accompanying family members reside.</p> <ul style="list-style-type: none"> • a notification that the PA sent the IMM 0008Esch2 to each non-accompanying family member, where applicable, and • the Request Form (Appendix J) or the information contained therein, or the Non-Computer-Based entry (NCB) 12 General Information entered under the PA's Field Operation Support System (FOSS) ID number. The NCB should include the same information as found on the Request Form.
<p align="center">3. Processing at the Visa Office</p>	<p>Please refer to OP 5 – Overseas Selection and Processing of Convention Refugees Abroad Class and Members of the Humanitarian-protected Persons Abroad Classes.</p>

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<p align="center">4</p> <p align="center">Local CIC</p> <p align="center">Calculates the RAP</p> <p align="center">Income Support</p> <p align="center">Benefits</p>	<p>For Government-assisted Refugees (GARs) and Joint Assistance Sponsorship (JAS) cases, the local CIC will:</p> <ul style="list-style-type: none"> • contact the PA and determine the new family structure and needs • calculate the Resettlement Assistance Program (RAP) monthly income support benefits for the following non-accompanying family members and • may advance some funds to the PA, if necessary, to allow for their appropriate settlement arrangements <p>Please refer to Section 28.2 below, RAP Calculations.</p>
<p align="center">5</p> <p align="center">Processing of</p> <p align="center">Transportation</p> <p align="center">Loan by Local CIC</p> <p align="center">and Visa Office</p>	<p>If the PA requests a transportation loan for the following non-accompanying family members, the local CIC will</p> <ul style="list-style-type: none"> • have the PA sign an Immigration Loan and Undertaking to Repay (IMM 0501B) form and • request that the visa officer have the following dependent children (other than minors) sign an Immigration Loan (IMM 0500E) form and fax the local CIC a copy of the signed form. Refer to OP 17, Loans. <p>Reminder:</p> <ul style="list-style-type: none"> • Non-accompanying family members would have been included previously in the assessment for loan approval by a visa officer. See OP 17, Section 13.7 & OP 17, Section 13.17. • Although the PA can put the dependent children on his own transportation loan; 18-22 years old can also have their own transportation loans.

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<p align="center">6</p> <p align="center">Processing of Travel Arrangements by Local CIC and Visa Office</p>	<p>Once all the non-accompanying family members have received their permanent resident visa, the visa office will</p> <ul style="list-style-type: none"> • contact the International Organization Migration (IOM) office and or a travel agent, whoever is most appropriate in that country, to make the travel arrangements, or • contact the local CIC who will advise the PA to contact IOM New York or a travel agent to make the travel arrangements. See OP 17, Section 13.17 <p>A Notification of Arrival (NAT) will be sent once the travel arrangements have been made.</p> <ul style="list-style-type: none"> • In cases where IOM acted as the travel agent, IOM or the visa office will send a NAT to the local CIC with copy to the Matching Center with the date and time of arrival of the non-accompanying family members. • In cases where a travel agent other than IOM was used, the visa officer will send a NAT to the local CIC, copy to the Matching Center, with the date and time of arrival of the non-accompanying family members. • the NAT will include clear identification that the case comes under the OYW and will provide up-to-date family contact information.
<p align="center">7</p> <p align="center">Orientation in Canada</p>	<p>For GARs, the local CIC, in consultation with the PA, the RAP Service Provider Organization and, if applicable the JAS sponsor, will determine the following non- accompanying family members' orientation needs to be provided by the reception center.</p>

28.2 RAP calculations

For more information on the One-year window of opportunity program please refer to IP 3, Part 1, Section 6.28.

The local CIC will:

- contact the PA and determine the new family structure and needs,
- calculate the Resettlement Assistance Program (RAP) monthly income support benefits for the following non-accompanying family members and
- may advance some funds to the PA, if necessary, to allow for their appropriate settlement arrangements.

Please refer to Appendix B, Annex 13 Guidelines for Calculating the RAP Income Support Benefits for the Non-Accompanying Family Members coming under the “One-Year Window of Opportunity” Program.

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29 Secondary Migration

29.1 Secondary migration – General guidelines

Please refer to the definition of secondary migration in IP 3, Part 1, Section 6.36.

Each request for secondary migration must be assessed on its own merits according to its unique facts. Officers should:

- consider carefully all aspects of the case;
- use their best judgement;
- make appropriate informed recommendations to their supervisor or manager;
- not hesitate to consider other relevant factors with respect to granting or denying
 - start-up costs;
 - income support;
 - other RAP services to the client.

These guidelines

- are intended to be a statement of general policy;
- are not binding on Officers;
- will not address all eventualities.

29.2 Overall policies and responsibilities

For more information about overall policies and responsibilities, please see the following table.

Policy	Details
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Client rights	<p>Government-assisted refugees</p> <ul style="list-style-type: none"> • are under no obligation to remain in a particular location. • have mobility rights under the Canadian Charter of Rights and Freedoms • should be informed that any unilateral decision on their part to move to another city, province or territory may result in reduction or ineligibility of RAP benefits. <p>Secondary migration entails a large degree of responsibility on the part of the client because the client</p> <ul style="list-style-type: none"> • agreed to come to Canada; • identified a preferred destination or indicated that a destination chosen by Canada was acceptable; • was counselled prior to arrival that services under RAP would not necessarily be available if they engaged in secondary migration; • had signed an agreement indicating that they were informed and understood the conditions of receiving income support and other benefits under RAP; and the consequences of engaging in secondary migration.
Acceptable circumstances for secondary migration	<p>Acceptable circumstances under which secondary migration should be supported by CIC, include:</p> <ul style="list-style-type: none"> • cases of family reunification; • better prospects of employment; • where it is the best interest of the refugee, such as protection from an abusive partner.

29.3 Initiating secondary migration

This table summarizes the roles and responsibilities involved in initiating secondary migration.

Role	Responsibilities include..
Clients	indicating an intention to move while in temporary accommodation.
CIC	providing clients with information about the proposed new location so they can make an informed decision.
Designated officers	requesting an explanation from the client based on the applicant's personal circumstances, and to support the client's request for benefits or services.

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Service Providers	<ul style="list-style-type: none"> • counselling clients to <ul style="list-style-type: none"> • go on to their final destination, or • remain at their final destination until they achieve self-sufficiency, and • ensuring the client understands that moving and accommodation costs at the new destination is their responsibility.
Orientation	<ul style="list-style-type: none"> • underlining the client's obligation to notify the local CIC Office, via a Change of Status Report, of their intention to move, and • reminding them that, should they decide to move, they will not receive a duplication of benefits or other services.

29.4 Change of Status Form

Upon receipt of a Change of Status Form, the CIC RAP counsellor performs the following four steps.

Step	Action
1	Provide the client with information on the location of the receiving CIC Office.
2	Advise the client to proceed directly to the CIC Office in the province or territory of new destination.
3	Inform the receiving CIC Office, where known, of the recipient's future move to the area.
4	Advise regional finance administrator to de-commit the RAP funds committed for client.

29.5 Role of the receiving office

The new receiving CIC Office

- determines any ongoing income support entitlements through SAP, and
- directs any questions to the previous CIC Office.

Basic needs:

For basic needs in life, SPOs must impress upon clients that secondary migration means, barring exceptional circumstances, that

- temporary accommodations will not be provided, and
- duplication of payments already made will not be approved.

Start-up and furniture expenses:

For start-up and furniture, clients must be made aware that these

- are provided as a contribution on a one-time basis only while receiving income support
- will not be topped up by receiving offices to include the same items.

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Exceptions:

Start-up furniture contributions would be provided a second time in the event of fire or theft. In this case a police report must exist.

29.6 Client responsibilities

Clients are responsible for

- searching for and securing their own housing
- their own moving expenses and arrangements
- meeting obligations to
 - landlords
 - telephone companies, and
 - utilities
- ensuring appropriate changes are made regarding
 - health insurance, and
 - child tax benefits.

29.7 Secondary Migration from Quebec

The following table outlines the policy details for secondary migrants from Quebec.

Policy	Details
Secondary migration from Quebec	<p>Secondary migrants from Quebec are to be treated the same way as other secondary migrants.</p> <p>Once a client arrives from Quebec, CIC will then</p> <ul style="list-style-type: none"> • assess what should be done to determine entitlements; • enter the client information in SAP.
Quebec operational policies	<p>The current operational policy that Quebec has in place makes it possible to provide the following guidance:</p> <ul style="list-style-type: none"> • Secondary migrants destined to Quebec who change destination at the airport may be entitled to all services provided under RAP including temporary accommodation and start-up costs. • Clients moving from Quebec to another province or territory while in temporary accommodation may be entitled to all start-up costs.

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Orientation on financial obligations	<p>Service Provider: Provides orientation on the financial obligations.</p> <p>Client: After receiving financial orientation:</p> <ul style="list-style-type: none"> • Contacts the local CIC to provide an address, and • Sets up an appointment to sign a new client agreement and receive the first cheque.
Re-issuing start-up cheque	<p>Clients arriving from Quebec who were already in permanent accommodation should have been issued their start-up cheque for furniture, clothing, household effects, etc. in Quebec. Start up will not be provided again.</p> <p>Exceptions: Start-up can be provided again only under exceptional circumstances such as fire or theft.</p>
Start-up exceptions for singles from Quebec	<p>The only other start-up exceptions are for single persons from Quebec who are sometimes house in furnished bachelor apartments.</p> <p>This group may be</p> <ul style="list-style-type: none"> • entitled to household effects and furniture after providing verification from Quebec that these items were not previously provided • entitled to orientation on their financial obligations, which is delivered through a service provider, and • obliged to set up an appointment with the new CIC in order to sign a new Client Agreement and receive the first cheque.

29.8 Monitoring Secondary Migration: monthly statistical reports

Regions prepare monthly statistical reports on the secondary migrants received by each province or territory. The secondary Migration Chart in Appendix A, Annex 8 should be used to prepare charts specific to each province or territory.

The report should

- include a list of the FOSS ID numbers for the head of families, and
- be submitted to Resettlement, NHQ (SRE) by the end of each month for the preceding month.

NHQ will prepare national monthly reports on secondary migration and distribute to regions.

29.9 Requirement for medical surveillance

The S2 code in Box 28 of the IMM 5292B indicates there is a requirement for medical surveillance.

The code indicates that

- it is in the interests of society and the individual to ensure treatment is undertaken
- the client has
 - signed an IMM 0535B Medical Surveillance Undertaking agreeing to medical surveillance, and

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- provided provincial or territorial health authorities with an initial mailing address.

RAP Offices are required to assist with medical surveillance when GARs are identified for such supervision. These immigrants have made a commitment to report to

- provincial or territorial health authorities from time-to-time, and
- notify local CIC Offices of changes in personal information.