



Citizenship and  
Immigration Canada

Citoyenneté et  
Immigration Canada

# Citizenship and Immigration Canada

## Departmental Performance Report



For the period ending  
March 31, 2006

Approved by

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The Honourable Monte Solberg  
Minister of Citizenship and Immigration

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## Section 1:

# Overview

### Minister's Message

I am pleased to submit to Parliament the Citizenship and Immigration Canada (CIC) *Departmental Performance Report for 2005-2006*.

In my time as Canada's Minister of Citizenship and Immigration, I have initiated a number of measures reflecting the Government's commitments for CIC. Accordingly, we have reduced the Right of Permanent Residence fee; allocated \$307 million in new settlement funding and \$18 million toward the recognition of credentials; introduced new legislation extending citizenship to foreign-born children adopted by Canadians; and provided new measures to protect the victims of human trafficking.

We have also launched off-campus work permits for international students; worked with the United Nations High Commissioner for Refugees to welcome Karen refugees; and announced the creation of temporary foreign worker units in Calgary and Vancouver. Each one of these initiatives will make a very real difference in the lives of thousands of people. Yet, there is still much more work to be done and I look forward to the opportunities that are ahead.

CIC continues to operate in changing and challenging circumstances. The effects of globalization, large-scale population movements, demographic change and heightened security are some of the factors shaping the environment in which CIC operates. As with other developed countries, Canada's population is aging while labour-market conditions are contributing to labour shortages. With our renewed focus, CIC is well positioned to meet these challenges and play an important role in developing and delivering the economic and social policies of the Government of Canada.

As Minister, I have already met with many of my provincial and territorial colleagues and they have told me they want to work with our government to create a fair immigration system that protects people in need and encourages those from other countries to contribute to the Canadian economy. The message is that immigration holds significant potential for our future. I am very optimistic about what we can accomplish together.

In submitting this report, I would like to pay tribute to the employees of Citizenship and Immigration Canada whose professionalism and dedication to service were crucial in meeting the challenges of the past year.

The Honourable Monte Solberg, P.C., MP  
Minister of Citizenship and Immigration

## Management Representation Statement

I submit for tabling in Parliament, the 2005-06 *Departmental Performance Report* for Citizenship and Immigration Canada.

This document has been prepared based on the reporting principles contained in the *Guide for the Preparation of Part III of the 2005-06 Estimates: Reports on Plans and Priorities* and *Departmental Performance Reports*.

- It adheres to the specific reporting requirements outlined in the TBS guidance;
- It is based on the Department's approved Program Activity Architecture structure as reflected in its MRRS;
- It presents consistent, comprehensive, balanced and reliable information;
- It provides a basis of accountability for the results achieved with the resources and authorities entrusted to it; and
- It reports finances based on approved numbers from the Estimates and the Public Accounts of Canada in the RPP.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Richard B. Fadden  
Deputy Minister



## Summary Information

The Department of Citizenship and Immigration Canada (CIC) was created through legislation in 1994. The purpose in creating this Department was to link immigration services with citizenship registration to promote the unique ideals all Canadians share and to build a stronger Canada. CIC derives its mandate from the *Immigration and Refugee Protection Act (IRPA)* – the result of major legislative reform in 2002 – and from the *1977 Citizenship Act*. Immigration is an area of shared jurisdiction with provinces and territories under the *Constitution Act, 1867*.

To reflect its role, CIC has developed vision and mission statements that form the basis for the strong and integrated package of programs and services it provides.<sup>1</sup>

The Department aims to build secure and dynamic citizenship, immigration and refugee protection programs that will derive maximum benefit from the global movement of people. As part of its priority during 2005-06 of *Building a New CIC*, the Department reviewed and revised its vision and mission, as follows:

CIC's **vision** is an approach to immigration that:

- Responds to the needs of communities in all parts of the country by creating opportunities for individuals to come to Canada to make an economic, social, cultural and civic contribution, while also realizing their full potential, with a view to becoming citizens; and
- Supports global humanitarian efforts to assist those in need of protection.

This vision is enabled by a commitment to effective working relationships with governments, communities and other partners.

CIC's **mission**, with its partners, is to build a stronger Canada by developing and implementing policies, programs and services that:

- Facilitate the arrival of persons and their integration to Canada in a way that maximizes their contribution to the country while protecting the health, safety and security of Canadians;
- Maintain Canada's humanitarian tradition by protecting refugees and persons in need of protection;
- Enhance the values and promote the rights and responsibilities of Canadian citizenship; and
- Advance global migration policies in a way that supports Canada's immigration and humanitarian objectives.

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<sup>1</sup> For more information on CIC's programs, see [www.cic.gc.ca/english/index.html](http://www.cic.gc.ca/english/index.html).



CIC's key **strategic outcomes** are as follows:

- Maximum contribution to Canada's economic, social and cultural development from migration;
- Reflection of Canadian values and interests in the management of international migration, including refugee protection; and
- Successful integration of newcomers and promotion of Canadian citizenship.

## Resources Used (in \$millions)

<b>Planned spending</b>	<b>\$1,023.5</b>
<b>Total authorities</b>	<b>\$912.2</b>
<b>2005–2006 Actual</b>	<b>\$882.5</b>

**Explanation of resources used:** CIC's planned spending for 2005-06 included several items that were anticipated for Supplementary Estimates – including the Toronto Waterfront Revitalization Initiative and Budget 2005 items – but did not go forward due to the dissolution of Parliament and the federal election. As a result, total authorities include – in addition to Main Estimates authorities of \$833.9 million – \$52.0 million provided through Governor General Special Warrants, \$6.8 million additional funding for the Canada-Quebec Accord, and \$19.5 million related to statutory requirements – including employee benefit plans – for a total of \$912.2 million.

Actual expenditures were lower than total authorities by \$29.7 million (3.3%) primarily due to \$7.8 million in operating funds set aside to cover additional employee benefit costs on transfers to the salary allotment, \$4.5 million due to uneven arrival patterns in the Resettlement Assistance Program, \$3.0 million set aside for the reprofile (moving forward) of Immigrant Settlement and Adaptation funds to future years, \$2.0 million for funds earmarked but not required for transfer to other departments, and \$1.4 million related to the Global Case Management System. The balance of the reduced requirements (\$11.0 million) was mainly due to spending delays associated with the uncertainty surrounding Supplementary Estimates' supply and spending in accordance with Governor General Special Warrants.

### Status on Performance Based on Program Activity Architecture

Program Activity	Expected Result and Indicator	Performance Status	Planned Spending (in \$millions)	Actual Spending (in \$millions)
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#### Strategic Outcome 1: Maximum contribution to Canada's economic, social and cultural development from migration

##### Alignment to Government of Canada Outcomes: Economic: Strong economic growth

Immigration Program	Contribution, through the immigration program, to Canada's economic, social and cultural development <i>* Achievement of Immigration Plan</i>	Successfully met	\$176.6	\$191.1
Temporary Resident Program	Contribution, through the temporary residence program, to Canada's economic, social and cultural development <i>* Number of Temporary Residents</i>	Exceeded	\$95.6	\$101.5

#### Strategic Outcome 2: Reflection of Canadian values in the management of international migration, including refugee protection

##### Alignment to Government of Canada Outcomes: International: Safe and secure world through international cooperation

Canada's Role in International Migration and Protection	Canada influences the international agenda on migration and protection <i>* Influence on international migration and protection policies</i>	Successfully met	\$4.9	\$2.6
Refugee Program	Maintenance of Canada's humanitarian tradition with respect to refugees and persons in need of protection <i>* Achievement of protected persons levels of the Immigration Plan</i>	Exceeded	\$84.0	\$80.3

#### Strategic Outcome 3: Successful integration of newcomers and promotion of Canadian citizenship

##### Alignment to Government of Canada Outcomes: Social: A diverse society that promotes linguistic duality and social inclusion

Integration Program	Successful integration of newcomers into Canadian society within a reasonable time frame Newcomers contribute to the economic, social and cultural development needs of Canada <i>* Labour market integration</i>	Met	\$474.5	\$445.0
Citizenship Program	Accordance of full participation in Canadian society to eligible permanent residents Contribution to Canada's economic, social and cultural development <i>* Attitudes towards Canadian citizenship</i>	Met	\$71.1	\$61.2

## Alignment to Government of Canada Outcomes

CIC Strategic Outcome	Relevant Government of Canada Outcome	Government of Canada Policy Area
Maximum contribution to Canada's economic, social and cultural development from migration	Strong economic growth	Economic
Reflection of Canadian values and interests in the management of international migration, including refugee protection	A safe and secure world through multilateral cooperation	International
Successful integration of newcomers and promotion of Canadian citizenship	Diverse society that promotes linguistic duality and social inclusion	Social

## Operating Context

Canada's economy and society are going through a period of change that is driven internationally by the forces of globalization and domestically by demographic shifts. At the same time, there is a heightened awareness in Canada of immigration and asylum issues, and the need to accommodate religious and cultural differences while integrating newcomers into the social and economic mainstream of their new homeland.

Canada, like all other advanced industrial countries, is facing a slowing of labour force growth because of demographics. In fact, it is projected that all net labour force growth will come from immigration sometime between 2011 and 2016 as the number of Canadians who are entering the labour force will only be sufficient to offset the number of retirements. However, an even more pressing issue is the shortage of both skilled and unskilled labour already being felt by particular occupations, industries and regions across the country. A key challenge to Canada's immigration program is to introduce a stronger economic orientation in order to address these considerations. Complementary programs to the permanent immigration stream, such as the Temporary Foreign Workers program, are also likely to play an important role in meeting labour market needs and creating a pool of potential immigrants readily adaptable to Canadian life.

The speed with which immigrants are integrated into the working population, and how quickly their earnings match those of equally qualified Canadians, will have a major impact on economic growth. It will also have an impact on the social outcomes of immigrants and their families, and consequently, on public acceptance of the immigration program.

CIC needs to work closely with other government departments, provincial, territorial and municipal governments, NGOs, and employers on these immigration and integration issues. CIC must be cognisant that increasingly immigration and integration policies will have to be developed with a global context in mind.

It is a challenging environment. Getting services to the right people, at the right time, at the right place is CIC's goal. In order to achieve that goal, the Department must develop a fully integrated approach to policy development, program design and service delivery that will attract, retain and integrate immigrants, provide refugee protection, and modernize citizenship.

In 2005-06, to support its Strategic Outcomes, CIC has focused on four priority areas:

- improving immigrant outcomes;
- modernizing citizenship;
- asserting Canada's role in international migration and refugee protection; and
- building the new CIC.

The following section provides a summary of the key initiatives under each priority and Web links for more details on information found within this report.

## **Departmental Priorities**

### **Priority 1: Improving Immigrant Outcomes**

An integrated policy framework is essential in identifying how to strengthen programs and client services that support improved immigrant outcomes. This is a long-term process, and work is continuing in many areas including: improving the immigration program's capacity to attract, select and retain immigrants with the skills and talents that Canada needs now and in the future; developing policies and programs to support the successful integration of immigrants into the Canadian economy and society; addressing challenges related to the in-Canada refugee system and examining the overseas refugee protection system in order to provide protection to those in need; and, exploring ways of strengthening Canadian citizenship. The departmental reorganization announced by the Deputy Minister in March 2006 is an example of a structural measure that supports this policy framework. By placing greater emphasis on an integrated approach between the policy, program and operation sectors, essential supports have been aligned to fulfil the renewed mandate and role of the Department.

#### **Integration into the Canadian Labour Market**

The Department continued to focus on the importance of standard and enhanced language training for newcomers to Canada that will assist with their integration into the Canadian work force. The Enhanced Language Training initiative provided for the delivery of labour market levels of language training and job-specific language training for skilled immigrants. The Language Instruction for Newcomers to Canada Program provided basic language training to adult immigrants in one of Canada's official languages. In addition, in concert with other government departments, such as Human Resources and Social Development Canada (HRSDC), provincial and

territorial authorities and external stakeholders, progress has been made in the establishment of an agency for the recognition of foreign credentials.<sup>2</sup> (See Section II Strategic Outcome 3, a) Integration Program for more details.)

### **Action Plan for Official Languages**

In 2005-06, many activities aimed at attracting, welcoming, and integrating immigrants into Francophone communities outside Quebec were completed across the country. The CIC-Francophone Minority Communities Steering Committee has developed the *Strategic Plan to Foster Immigration to Francophone Minority Communities*, which includes long-term priorities and activities to be implemented over the next five years. This Strategic Plan was announced by the Minister in September 2006.<sup>3</sup>

### **Canada-Ontario Agreement**

The Canada-Ontario Immigration Agreement, signed on November 21, 2005, marks the first agreement with Canada's largest immigrant-receiving province. This five-year Agreement signals a shared desire to optimize the economic benefits of immigration and ensure that immigration policies and programs respond to Ontario's social, economic development and labour market priorities. (See Section I, Critical Partnerships for more details.)

## **Priority 2: Modernizing Citizenship**

Modernizing citizenship is comprised of two key strategies, namely transformation of citizenship processes including inventory management, and changes to the *Citizenship Act*.

### **Modernizing Citizenship Processes**

Significant progress was made during this period. It marked a period of transition for the Global Case Management System, where the focus was on improving the citizenship component while working on the immigration component. Results during the year included a total of 222,000 people becoming Canadian citizens, and a reduction in processing times for grants of citizenship from 15-18 months to 12-15 months, and for proof of citizenship from five-seven months to three months. (See Section II Strategic Outcome 3, b) Citizenship Program for more details.)

### **Modernizing the *Citizenship Act***

Two bills to amend the *Citizenship Act* were tabled in Parliament (Bill C-76 - Adoption, and Bill C-77 - Prohibitions). Both bills died on the order paper when Parliament was prorogued in November 2005. The Department continued its effort upon the return of Parliament and in May 2006, the Minister introduced Bill C-14 (Adoption).<sup>4</sup> The proposed legislation will facilitate children

2 For more information, see the Prime Minister's Press Release of May 12, 2006, at [www.pm.gc.ca/eng/media.asp?category=1&id=1157](http://www.pm.gc.ca/eng/media.asp?category=1&id=1157).

3 For more information, see [www.cic.gc.ca/english/press/06/0610-e.html](http://www.cic.gc.ca/english/press/06/0610-e.html).

4 For more information, see CIC Press Release: [www.cic.gc.ca/english/press/06/0603-e.html](http://www.cic.gc.ca/english/press/06/0603-e.html).

adopted abroad by Canadian citizens to obtain Canadian citizenship without first having to become permanent residents. As a result, the difference in treatment between children adopted abroad and children born abroad of a Canadian parent will be minimized.

### **Priority 3: Asserting Canada's Role in International Migration**

In accordance with its international obligations and humanitarian tradition, Canada advances discussions on global migration management in multilateral international fora and builds constructive bilateral relationships with other governments and organizations.

As well, each year, Canada grants protection to many thousands of people, nearly half of whom are refugees selected abroad. The others are persons who are granted permanent resident status after being recognized as refugees from within Canada.

Asserting Canada's role in international migration and protection continued as a departmental priority for 2005-06. CIC advanced work on a strategic agenda on global migration and protection, particularly in the North American context, and started development of a strategy for international partners. (For more details, see Section II Strategic Outcome 2, a) Canada's role in international migration.)

In 2005-06, CIC completed its one-year tenure as the Chair of both the Inter-Governmental Consultations (IGC) on Asylum, Refugee and Migration Policies, and the Regional Conference on Migration (Puebla Process). Within its IGC mandate, CIC led IGC through the first half of its strategic review.

### **Priority 4: Building the New CIC**

Key initiatives under this priority area included: strengthening the CIC-CBSA<sup>5</sup> partnership; development of a service delivery strategy; continued development and deployment of the Global Case Management System (GCMS); human resource modernization; and alignment with the Management Accountability Framework.

#### **Strengthening the CIC/CBSA Partnership**

In accordance with the federal reorganization of December 12, 2003, and October 8, 2004, responsibility for the implementation of the *Immigration and Refugee Protection Act* is shared between CIC and the CBSA<sup>6</sup>. In the interest of effective coordination, a Memorandum of Understanding (MOU) was signed in March 2006, which formalized the working relationship and respective responsibilities between CIC and the CBSA regarding the joint management of Canada's immigration program.

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5 Canada Border Services Agency

6 For more information on the CBSA, see [www.cbsa.gc.ca/menu-e.html](http://www.cbsa.gc.ca/menu-e.html).



In addition, a number of quality assurance initiatives were undertaken. An on-line tool was developed to conduct quality assurance exercises at Case Processing Centres and local CIC offices to improve efficiency and accuracy in the processing of applications in Canada. The implementation of this system is ongoing.

CIC continues to explore the use of biometrics to strengthen client identity management. The planning and development are underway for a limited Biometrics Field Trial which will run for six months in 2006-07 in partnership with the CBSA. This Field Trial will test the impact of introducing facial and fingerprint recognition technologies on CIC/CBSA operations and evaluate the usefulness of these technologies in determining client identity and facilitating legitimate travel.

### **Service Delivery Strategy**

Service improvements were introduced progressively to improve information, application management, processing times and client service. This approach ensured efficient transition and continuity of service delivery. CIC has invested in a number of initiatives to improve service delivery, to reduce inventories, and to ensure that Canada continues to be an attractive destination for talented immigrants without compromising the integrity of the system. (For more information on the Service Delivery Strategy, see Section II, D. Other Programs and Services.)

### **Global Case Management System**

The Global Case Management System (GCMS) is a critical component of the infrastructure that will help CIC accomplish its strategic outcomes and priorities. The GCMS is a multi-year project designed to replace CIC's legacy systems – used by staff of both CIC and CBSA – with an integrated, automated case management tool to support client operations around the globe. The GCMS will make the case management system more secure and effective by improving data integrity, overall efficiency, and client service delivery. It will also help CIC communicate and share data with its partners, and provide the data needed for effective operations and sound management decisions. The GCMS will be the foundation that enables CIC to support Government On-Line (GOL) and new business initiatives, capitalize on new technologies, and integrate additional security measures in the future. The GCMS will facilitate the move towards more streamlined operations, standardized business practices, and improved client service across both organizations. (For more information on the Global Case Management System, see Section II, D. Other Programs and Services.)

### **Human Resources Modernization**

The *Public Service Modernization Act* (PSMA) provided CIC with the opportunity to develop tools and adapt central agency products that align with CIC's culture and characteristics, while ensuring that management, employees, and bargaining agents were engaged and informed in this change management initiative. The new legislation allowed central agencies to delegate new human resources management accountabilities to the Deputy Minister, and in turn to CIC managers.

Through a multi-year action plan (June 2004 to March 2006), CIC successfully implemented all of the PSMA legislative requirements, as well as other human resources modernization initiatives not involving legislation. Some of the opportunities provided by this legislative leverage continue to be explored and developed such as monitoring and reporting.

In order for key players to understand and assume their new delegated authorities and responsibilities, human resources professionals, managers, and employees and their representatives were consulted on all of the policies, guidelines and tools developed and on the changes made to the human resources regime. CIC's learning and development approach and communications strategy involved both training activities and information sessions on the new processes. A staffing delegation framework was approved, and managers and human resources professionals received training on how to carry out their new responsibilities. The learning and development approach focused on two key objectives: engaging CIC management and employees within the new HR regime, specifically, staffing and labour relations; and developing essential competencies required to actively apply the provisions of the new legislation. The *Public Service Labour Relations Act* (PSLRA) and the *Public Service Employment Act* (PSEA) changes were communicated through presentations made to senior management as well as to various audiences across Canada. Regular messages were sent to all employees and they received a desk drop booklet outlining the changes. To support its new delegated authority and Human Resources management responsibilities, CIC has, through a continuous learning strategy, ensured that managers and HR professionals have the required training to play their key role in the organization.

### **Modern Management**

The Department is committed to management excellence. This past year has been one of significant management challenges for CIC, which is continuing its efforts to improve service delivery. These challenges occurred at a time when CIC was still going through a reorganization to create a new Department following its separation from CBSA. To support previous years' commitments towards continuous improvements in management accountability practices, work was initiated on a fundamental control framework for the organization.

The Department has made a major effort to reorganize and focus on its new mandate. Through the annual departmental assessment, the Treasury Board Secretariat and Public Service Human Resources Management Agency of Canada (PSHRMAC) commended CIC for its work in a number of areas, including:

- building an organizational culture reflecting values and ethics, aligned on CIC's priority of building the new CIC;
- successfully renewing the terms and conditions for all of its grants and contributions in a timely fashion, including the audit and evaluation of each program; and
- providing a work environment conducive to the use of both official languages.



## Critical Partnerships

Jurisdiction over immigration is a shared responsibility under the Constitution, making collaboration between the federal government and the provinces and territories essential. Through regular multilateral and bilateral interaction, CIC continued to maintain solid partnerships with the provinces and territories in 2005-06.

As required under IRPA, in July 2005, the federal Minister of Citizenship and Immigration met and consulted with federal, provincial and territorial ministers on 2006 immigration levels. Building on work begun in 2004 at the official level, federal, provincial and territorial ministers met again in November 2005 to address the need for a more responsive immigration program. They agreed on a strategic approach to lay the foundation for collaborative work on key priority areas while respecting the unique needs of each province and territory. There was clear consensus that further joint work is needed to promote Canada as a destination of choice, to recruit and retain immigrants, and to ensure successful integration into Canadian society. Specific issues identified as priorities included: improved selection; improved outcomes to ensure immigrants' skills are used to full potential; increased regionalization to share the benefits of immigration more widely; and improved client service.

There was also considerable intergovernmental activity in terms of formal immigration agreements in 2005-06. The Canada-Saskatchewan Immigration Agreement, originally signed in 1998, was renewed and enhanced on May 7, 2005. This new agreement reaffirms the importance of immigration to Saskatchewan's economic, social, and cultural development, and commits the two levels of government to working together on the recruitment, selection and admission of immigrants, refugees, international students and temporary workers who settle in Saskatchewan. The limit on the number of provincial nominations was removed to give Saskatchewan greater flexibility in managing its immigration program.

On November 21, 2005, the Canada-Ontario Immigration Agreement was signed, marking the first agreement with Canada's largest immigrant-receiving province. This comprehensive, five-year Agreement signals a shared desire to optimize the economic benefits of immigration and ensures that immigration policies and programs respond to Ontario's social, economic development and labour market priorities. It confirms program objectives and investment priorities that address a full range of integration needs, including pre-arrival information and orientation, basic settlement services, and language training. The Agreement breaks new ground because it lays the foundation for the two levels of government to work collaboratively with Ontario municipalities to improve the social and economic integration of immigrants.

Also in 2005-06, in collaboration with provinces and territories, CIC expanded two key initiatives aimed at helping Canada maintain its competitive edge in attracting foreign students. (See Section II Strategic Outcome 1, b) Temporary Resident Program for more details).



CIC works closely with a number of other federal departments and agencies. Overseas, CIC's delivery network is co-located with the Department of Foreign Affairs and International Trade. In Canada, CIC works with Public Safety and Emergency Preparedness Canada and key agencies involved in managing access to Canada, such as the CBSA, the Royal Canadian Mounted Police and the Canadian Security Intelligence Service, as well as with Health Canada and the Public Health Agency of Canada on immigrant health issues. The Temporary Foreign Workers Program is an integrated government program that involves both CIC and HRSDC. CIC and Canadian Heritage share citizenship promotion activities. CIC participates in numerous research activities with federal partners (including Statistics Canada) and works with HRSDC and Industry Canada on the federal Innovation Strategy. CIC has also forged strategic alliances with policy makers and researchers both in Canada and internationally.

CIC also consults widely on policy and program development with a wide variety of non-governmental organizations (NGOs) that represent different sectors of Canadian society and have an interest in immigration, refugee, and citizenship issues. These stakeholders include the Canadian Bar Association; the Canadian Association of Professional Immigration Consultants; the Canadian Police Association; the Canadian Council for Refugees; Amnesty International; the Canadian Immigrant Settlement Sector Alliance (CISSA); the Canadian Chamber of Commerce; various national professional associations such as the Canadian Council of Professional Engineers and the Canadian Nurses Association; organizations which sponsor refugees and those which provide services to immigrants on behalf of CIC; and representatives of the transportation industry, educational institutions, employers, municipalities, and Francophone communities outside of Quebec.



## Section 2:

# Analysis of Program Activities by Strategic Outcome

The following section provides an overview of CIC's Program Activity Architecture (PAA) and highlights program activities and the results achieved for each of the three departmental strategic outcomes.<sup>7</sup> It also contains a table showing the Department's planned and actual spending for 2005-06 by program activity.

CIC's programs generate revenue from application and rights fees that is deposited in the Consolidated Revenue Fund and is not available for respending by the Department. Please refer to Table 6 for a listing of non-respendable revenue by activity.

The following table demonstrates how the Department's expected program results contribute to its strategic outcomes.

### CIC's Program Activity Architecture

Strategic Outcome	Expected Results
<b>S01:</b> Maximum contribution to Canada's economic, social and cultural development from migration.	<b>Immigration Program:</b> Contribution, through the immigration program, to Canada's economic, social and cultural development.
	<b>Temporary Resident Program:</b> Contribution, through the temporary resident program, to Canada's economic, social and cultural development.
<b>S02:</b> Reflection of Canadian values in the management of international migration, including refugee protection.	<b>Canada's role in international migration and protection:</b> Canada influences the international agenda on migration and protection.
	<b>Refugee Program:</b> Maintenance of Canada's humanitarian tradition with respect to refugees and persons in need of protection.
<b>S03:</b> Successful integration of newcomers and promotion of Canadian citizenship.	<b>Integration Program:</b> Successful integration of newcomers into Canadian society within a reasonable timeframe; newcomers contribute to the economic, social and cultural development needs of Canada.
	<b>Citizenship Program:</b> Accordance of full participation in Canadian society to eligible permanent residence.

<sup>7</sup> As required by Treasury Board, the framework for this report reflects the Program Activity Architecture reporting structure, replacing the Planning, Reporting and Accountability Structure (PRAS).

## A. Strategic Outcome 1: Maximum Contribution to Canada's Economic, Social and Cultural Development from Migration

### a) Immigration Program

Description	Expected Results
Design, develop and implement policies and programs to facilitate the entry of permanent residents in a way which maximizes their economic, social and cultural contribution to Canada while protecting the health, safety and security of Canadians	Contribution, through the immigration program, to Canada's economic, social and cultural development

### Resources Used (in \$millions)

<b>Planned spending</b>	<b>\$176.6</b>
<b>Total authorities</b>	<b>\$199.6</b>
<b>2005-2006 Actual</b>	<b>\$191.1</b>

**Explanation of resources used:** Total authorities increased by \$23.0 million over planned spending, primarily due to funding for collective agreements received through Special Warrants, and due to additional statutory requirements including employee benefit plans.

Actual expenditures were lower than total authorities by \$8.5 million (4.2%) as a result of funds set aside to cover employee benefit costs on transfers to the salary allotment of \$3.3 million, \$2.0 million for funds earmarked, but not required for transfers to other departments, \$1.4 million related to the Global Case Management System, and general operating lapses of \$1.8 million due to the uncertainty surrounding Supplementary Estimates' supply and spending in accordance with the Governor General Special Warrants.

### Achievement of Immigration Levels

CIC exceeded its target immigration level of 245,000 by 17,236 people in 2005. The target range for 2005 was 220,000-245,000, and 262,236 permanent residents were landed. CIC achieved its target balance of 60/40 in the economic and non-economic categories of immigrants.

**New Permanent Residents in 2005, by Immigration Category  
(Compared to the Immigration Plan)**

	Plan 2005 Target Ranges	Admitted	
		Number	%
<b>Economic Class</b>			
Skilled workers	112,500 - 124,500	130,242	49.67%
Business immigrants	9,500 - 10,500	13,469	5.14%
Provincial/territorial nominees	8,000 - 10,000	8,047	3.07%
Live-in caregivers	2,500 - 3,000	4,552	1.74%
<b>Total Economic Class (incl. dependants)</b>	<b>132,500 - 148,000</b>	<b>156,310</b>	<b>59.61%</b>
<b>Family Class</b>			
Spouses, partners, children and others	46,000 - 50,000	50,881	19.40%
Parents and grandparents	5,500 - 6,800	12,471	4.76%
<b>Total Family Class</b>	<b>51,500 - 56,800</b>	<b>63,352</b>	<b>24.16%</b>
<b>Protected Persons</b>			
Government-assisted refugees	7,300 - 7,500	7,416	2.83%
Privately sponsored refugees	3,000 - 4,000	2,976	1.13%
Refugees admitted to Canada	16,500 - 17,500	19,935	7.60%
Refugee dependants	4,000 - 4,800	5,441	2.07%
<b>Total Protected Persons</b>	<b>30,800 - 33,800</b>	<b>35,768</b>	<b>13.64%</b>
Humanitarian and Compassionate	5,100 - 6,200	6,653	2.54%
Permit Holders	100 - 200	143	0.05%
Category not stated		10	0.01%
<b>Total Others</b>	<b>5,200 - 6,400</b>	<b>6,806</b>	<b>2.60%</b>
<b>TOTAL</b>	<b>220,000 - 245,000</b>	<b>262,236</b>	<b>100</b>

**Skilled Worker Immigrants**

Working with HRSDC, an examination of the eligibility criteria for the fast track processing of immigrants with confirmed job offers has resulted in working towards developing regulatory amendments that will respond to program integrity concerns about the type of arranged employment eligible for points under the skilled worker selection grid.

Baseline data continues to be collected for use in a preliminary formative evaluation to assess the early outcomes of skilled worker immigrants selected under the new criteria introduced with IRPA in June 2002. The volume of data is not yet sufficient to conduct a full evaluation.

## Business Immigrants

CIC continues to actively monitor some 40 investor immigrant funds from the pre-April 1, 1999, Immigrant Investor Program. The majority of the remaining funds are managed by provincial/territorial governments for investment in their respective economies, and account for approximately 568 million dollars in investments. CIC must ensure that partners managing the funds are in compliance with the 1976 *Immigration Act*.

Under the new Immigrant Investor Program – post-April 1, 1999, –CIC acts as an agent to allocate immigrant investor capital to participating provincial/territorial governments for their use in economic development initiatives. In June 2005, Newfoundland and Labrador became the most recent province to join the federal Immigrant Investor Program. CIC continues discussions with other provinces who have expressed an interest in participating in the program.

As of March 31, 2006, CIC had net allocations outstanding of \$711,200,000 to the provincial government funds operating under the new IIP. This is not recorded as either an asset or liability of the Government of Canada because CIC acts solely as an agent for the provinces. Only investments that have been collected, but not yet remitted to either the provincial funds or to the investor (i.e. they are still being held in CIC's account for a limited period of time), are recorded.

Details of amounts remitted to the participating provinces are as follows:

Year Received	Investors	Amount Invested	Ontario	B.C.	P.E.I	Manitoba	N.W.T.	Newfoundland	Year of Repayment
2001-02	94	37,600,000	20,858,931	10,561,177	6,179,892	–	–	–	2006-07
2002-03	70	28,000,000	15,403,196	7,846,334	4,750,470	–	–	–	2007-08
2003-04	106	42,400,000	21,730,233	10,403,774	5,888,372	1,897,286	2,480,335	–	2008-09
2004-05	763	305,200,000	141,171,564	31,385,928	62,321,601	39,071,460	31,249,447	–	2009-10
2005-06	745	298,000,000	129,256,270	55,888,745	25,647,165	32,871,705	25,624,710	28,711,405	2010-11
<b>Total</b>	<b>1778</b>	<b>711,200,000</b>	<b>328,420,194</b>	<b>116,085,958</b>	<b>104,787,500</b>	<b>73,840,451</b>	<b>59,354,492</b>	<b>28,711,405</b>	

During 2005-06, the following amounts allocated to provincial funds were repaid to investors via CIC. Investors who do not continue with their application can make a request for repayment, if a permanent resident visa was not issued.

Investment Year	Investors	Investment	Ontario	B.C.	P.E.I	Manitoba	N.W.T.	Newfoundland	Refund Year
2003-04	1	400,000	202,609	95,323	51,188	–	50,880	–	2005-06
2004-05	1	400,000	185,448	81,237	41,140	51,278	40,897	–	2005-06

## Right of Permanent Residence Fee

Due to work initiated in early 2006, the Government reduced the Right of Permanent Residence Fee from \$975 to \$490 in May 2006, to help immigrants and their families with the costs of starting a new life in Canada. As a result, the Government provides partial refunds to those who have already paid the \$975 fee but have not been granted permanent resident status or have not yet arrived in Canada.

## Provincial and Territorial Nominee Agreements

CIC concluded successful negotiations with the Province of Ontario with the signing of the Canada - Ontario Immigration Agreement in November 2005. Under this Agreement, Ontario committed to developing its own pilot Provincial Nominee Program (PNP). CIC remains open to expressions of interest from Nunavut and the Northwest Territories should either territory decide to pursue a PNP.

CIC renewed the Provincial Nominee Agreement with Saskatchewan and continues to negotiate the renewal or extension of PN Agreements with Newfoundland and Labrador, Alberta, Prince Edward Island, and Yukon.

## Humanitarian, Compassionate and Public Interest Situation

As part of a review of CIC's humanitarian and compassionate (H&C) policy, a two-day national round table took place in March 2006 to enable government and non-government stakeholders to discuss possible improvements to H&C policy and to recommend improvements in client service and operations. This input will be incorporated in the overall policy review.

## Family Reunification of Immigrants with Canadian Sponsors

CIC is committed to ensuring that Canadian citizens or permanent residents who meet the IRPA eligibility criteria are permitted to sponsor relatives for permanent residence in Canada. Sponsors who default on their undertaking to support a family member cannot usually sponsor again unless they repay the province the amount of social assistance received by a sponsored immigrant. CIC entered into negotiations with the Canada Revenue Agency to establish a future federal mechanism that would ensure sponsors are held responsible for their financial obligations.

In response to a request from the Standing Committee on Citizenship and Immigration, CIC set up a special program to reunite de facto stateless persons from Vietnam living in camps in the Philippines with family members in Canada.

CIC continued to implement the processing of permanent residence applications for spouses or common-law partners who do not have status in Canada – announced in February 2005.<sup>8</sup>

In 2005, measures were announced to speed up the processing of sponsorship applications for parents and grandparents coming to Canada as Family Class immigrants. The Government of Canada is investing \$36 million a year over two years to increase the processing of parent and grandparent applications and to cover integration costs once they arrive in Canada. With these new measures in place in 2005-06, CIC issued more than 19,000 visas to parents and grandparents within the Family Class category under the family reunification of immigrants with Canadian sponsors program.

## **Client Representatives**

CIC continued to refine its procedures for facilitating the exchange of information with immigration representatives' governing bodies to ensure professional standards of conduct are upheld.

CIC undertook a review of the information pertaining to immigration representatives on its Web site. The existing Web site was revamped to improve the information available to clients, stakeholders, and partners about their rights and responsibilities under the regulations that define who may represent clients when conducting business with CIC, the Immigration and Refugee Board (IRB), and the CBSA.

The consultation process with external partners on the impact of the new regulations was undertaken in 2005. CIC, in consultation with others, will continue to monitor the impact and propose adjustments as necessary.

## **Permanent Resident Card**

CIC continues to successfully issue Permanent Resident Cards (PR Cards) to permanent residents. As of March 31, 2006, and since June 28, 2002, a total of 861,140 cards had been issued to new permanent residents and 911,287 had been issued to those permanent residents established in Canada prior to June 28, 2002. That is, an overall total of 1,772,427 cards issued since the introduction of the PR Card on June 28, 2002.

There is no inventory on the issuing of the PR Cards and the turn around time to issue a card is one week. Since the PR Card is valid for five years from the date of issuance and was introduced in 2002, the first wave of renewals will begin in 2007. CIC is preparing to handle the forecasted volume effectively and efficiently.

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<sup>8</sup> For more information, see: [www.cic.gc.ca/english/press/05/0504-e.html](http://www.cic.gc.ca/english/press/05/0504-e.html).



CIC continued to monitor the integrity of the PR Card issuance process through its Quality Assurance program.

To verify the reliability of the information provided by the individual applying for a PR Card, Reliability of Client Information exercises were conducted through one-on-one interviews with randomly selected applicants at local offices across Canada.

Quality of Decision Making exercises were done to verify the accuracy of decisions rendered by CIC officials at the Centralized Processing Center - Permanent Resident Card in Sydney, N.S., to ensure that the PR Card applications are being processed within the policy and legislative framework of the IRPA.

Results from the Quality Assurance program help identify gaps in policy and program delivery, communication products and training, and emerging trends.

## b) Temporary Resident Program

Description	Expected Results
Design, develop and implement policies and programs to facilitate the entry of temporary workers, students and visitors in a way which maximizes their contribution to Canada's economic, social and cultural development while protecting the health, safety and security of Canadians	Contribution, through the temporary resident program, to Canada's economic, social and cultural development

## Resources Used (in \$millions)

<b>Planned spending</b>	<b>\$95.6</b>
<b>Total authorities</b>	<b>\$105.6</b>
<b>2005–2006 Actual</b>	<b>\$101.5</b>

**Explanation of resources used:** Total authorities were \$10.0 million higher than planned spending, primarily due to funding for collective agreements received through Special Warrants, and additional statutory requirements for employee benefit plans.

Resources totaling \$4.1 million (less than 4%) lapsed, primarily as a result of uncertainty surrounding Supplementary Estimates' supply and Governor General Special Warrants, and due to operating funds set aside to cover additional employee benefit costs on transfers to the salary allotment.



## Temporary Foreign Workers

Continuing positive economic conditions have led to skills shortages in some parts of the country, which has created challenges for employers to find sufficient temporary foreign workers to fill short-term and pressing labour market needs. Communications products are being developed to better inform employers and temporary foreign workers on the process of bringing in workers and on rights and obligations related to employment in Canada. CIC continues to work with HRSDC and Service Canada on the national and regional level to improve processes and streamline the application process with regards to temporary foreign workers.

Ongoing discussions at the federal and provincial/territorial levels and with individual stakeholders in certain sectors with acute labour shortages have resulted in faster processing of the requests for the entry of foreign workers.

CIC has developed Temporary Foreign Worker Units in regions with acute labour shortages to provide better screening services and outreach programs.<sup>9</sup>

Exploratory discussions between Canada, the US, and Mexico regarding a more liberal movement of temporary workers, including professionals, were held within the context of the Security and Prosperity Partnership. The possibility of further discussions and future directions to be taken are being considered.

## Foreign Students

In collaboration with provinces and territories, CIC initiated two key programs to help Canada maintain its competitive edge in attracting foreign students. Given the success of projects piloted in a number of provinces in 2003 and 2004, a national initiative was launched in April 2005 to spread the benefits of immigration more widely. Under this initiative, foreign students at Canadian post-secondary institutions can work in Canada, outside of Montreal, Toronto, and Vancouver, for a second year after their graduation. Following the signing of agreements for program delivery through provinces and territories in late 2005 and early 2006, CIC also launched a national initiative in April 2006 that allows foreign students enrolled full-time in post-secondary programs to seek employment off-campus.<sup>10</sup>

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<sup>9</sup> For more information, see the Minister's announcement: [www.cic.gc.ca/english/press/06/0607-e.html](http://www.cic.gc.ca/english/press/06/0607-e.html).

<sup>10</sup> For more information on these new programs, see [www.cic.gc.ca/english/study/work-opps.html#postgrad](http://www.cic.gc.ca/english/study/work-opps.html#postgrad).

CIC made progress towards enhancing its knowledge of the foreign student population and the Canadian educational institutions active in recruiting foreign students. Work is being done to incorporate data collection tools on educational institutions into the departmental case management system being developed. CIC also completed the initial analysis to develop a shared tool between the Department, provincial/territorial governments, and educational institutions with a view to facilitate the issuing and extension of study and work permits for students.

## **Foreign Tourists and Business Visitors**

As part of the World Trade Organization's negotiations on trade-in services, Canada tabled a revised offer to further liberalize rules and regulations on the temporary entry of certain business persons. Negotiations will continue into 2006-07. To provide better information about Canada to tourists and business visitors, CIC contributed content on temporary entry rules and regulations available via the Going to Canada Web site.<sup>11</sup>

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<sup>11</sup> The Web site is accessible at: [www.canadainternational.gc.ca/gtc/Living\\_and\\_Working\\_in\\_Canada\\_Temporarily-en.aspx](http://www.canadainternational.gc.ca/gtc/Living_and_Working_in_Canada_Temporarily-en.aspx).

## B. Strategic Outcome 2: Reflection of Canadian Values in the Management of International Migration, Including Refugee Protection

### a) Canada's Role in International Migration and Protection

Description	Expected Results
Assert Canada's position in the context of international migration to influence the international agenda on migration and protection	Canada influences the international agenda on migration and protection

### Resources Used (in \$millions)

<b>Planned spending</b>	<b>\$4.9</b>
<b>Total authorities</b>	<b>\$3.5</b>
<b>2005–2006 Actual</b>	<b>\$2.6</b>

**Explanation of resources used:** Total authorities were lower than planned spending by \$1.4 million, primarily due to decreased requirements for the International Organization for Migration contribution.

Actual expenditures were lower than total authorities by \$0.9 million primarily due to uncertainty surrounding Supplementary Estimates' supply and Governor General Special Warrants.

### Canada's Role in International Migration

CIC participated in numerous international and regional bodies that address a wide range of international migration issues. Through joint efforts with the Department of Foreign Affairs and International Trade, the Department of Justice, the CBSA and others, CIC developed Canadian positions on such current international issues as human trafficking and the human rights of migrants.

The need and opportunities for international engagement and partnerships in the field of migration management have become more and more apparent as the international discussion of migration and migration-related issues moves into the United Nations forum. In September 2006, Canada participated with other members of the international community in the UN General Assembly's High Level Dialogue on International Migration and Development to discuss linkages between migration and development. It is likely that this event will lead to further actions by the United Nations in the area of international migration. CIC has been engaging closely with other federal and international partners to develop and build consensus on positions enabling Canada to advance this dialogue responsibly and in keeping with Canadian interests.

In 2005-06, CIC completed its one-year tenure as the Chair of both the Inter-Governmental Consultations (IGC) on Asylum, Refugee and Migration Policies, and the Regional Conference on Migration (Puebla Process). Within its IGC mandate, CIC led IGC through the first half of its strategic review. In May 2005, the Netherlands followed Canada as the Chair of IGC.



CIC continues to work in partnership with many other federal departments and agencies to pursue Canadian migration objectives across a range of international groupings, such as the Global Commission on International Migration (GCIM),<sup>12</sup> which has now finished its activities, the International Organisation for Migration (IOM),<sup>13</sup> the Four Country Conference (FCC), the Organization of American States (OAS),<sup>14</sup> the Asia-Pacific Economic Cooperation (APEC - Business Mobility Group),<sup>15</sup> and the Organisation for Economic Co-operation and Development (OECD).<sup>16</sup>

CIC has advanced bilateral relationships on international migration issues with several key countries and has further strengthened relationships with North American partners through the trilateral Security and Prosperity Partnership (SPP) with Mexico and the United States.

## Canada's Role in International Protection

CIC faces challenges in pursuing both its international and domestic refugee protection agendas because of international influences that place emphasis on the linkages between refugee protection, human rights, security, and international trade. CIC continues to influence the debate on refugee protection issues and has remained an active participant in international discussions on protection through the Executive Committee of the United Nations High Commissioner for Refugees, the Inter-Governmental Consultations on Asylum, Refugee and Migration Policies, and the Trans-Atlantic Dialogue with the European Union (Canada-EU Partnership Agenda/ Trans-Atlantic Dialogue). In further demonstrating its international leadership, CIC has expanded its participation in a variety of international fora, including the first meeting on Solidarity Resettlement in the Americas held in Quito, Ecuador, February 2006.

CIC has developed and maintained bilateral relationships on asylum issues with governments and international organizations. The Department, along with the CBSA, the Immigration and Refugee Board (IRB) and the Department of Justice will continue to work collaboratively on administrative measures intended to affect the entire protection continuum in the aim of achieving finality faster for both positive and negative cases.

## Government of Canada Coordination on International Migration Issues

Through its leadership of an interdepartmental international migration group, CIC continued to discuss and promote a common understanding of Canadian migration principles with other federal departments having an interest in international migration issues. This group was formed so that all departments could support a “whole of government” approach to those migration issues that connected with their respective international mandates or interactions.

<sup>12</sup> For more information, see [www.gcim.org](http://www.gcim.org)

<sup>13</sup> For more information, see [www.iom.int/](http://www.iom.int/)

<sup>14</sup> For more information, see [www.oas.org/](http://www.oas.org/)

<sup>15</sup> For more information, see [www.apec.org](http://www.apec.org) and [www.businessmobility.org/key/abtc.html](http://www.businessmobility.org/key/abtc.html)

<sup>16</sup> For more information, see [www.oecd.org/home/0,2987,en\\_2649\\_201185\\_1\\_1\\_1\\_1\\_1,00.html](http://www.oecd.org/home/0,2987,en_2649_201185_1_1_1_1_1,00.html)

In order to develop a more focused and coherent approach, CIC began development, in consultation with other government departments, of a strategy for engagement in international migration. The purpose of the strategy is to facilitate the development of coordinated approaches within government on international migration issues of mutual interest.

CIC also contributed to other “whole of government” initiatives where broad international issues encompassed elements related to the international migration dialogue. Such discussions included bridging the North-South divide; protecting the human rights of migrants; improving the global governance structure for the effective protection of refugees; advancing Canada’s federal response on trafficking in persons; and sharing experiences regarding Canada’s approach to permanent residence and integration.

## b) Refugee Program

Description	Expected Results
Maintaining Canada’s humanitarian tradition by protecting refugees and persons in need of protection in Canada and abroad	Maintenance of Canada’s humanitarian tradition with respect to refugees and persons in need of protection

## Resources Used (in \$millions)

<b>Planned spending</b>	<b>\$84.0</b>
<b>Total authorities</b>	<b>\$81.7</b>
<b>2005–2006 Actual</b>	<b>\$80.3</b>

**Explanation of resources used:** Total authorities decreased from planned spending, by a net amount of \$2.3 million; primarily due to CIC receiving lower funding for refugee system re-design than had been included in planned spending. The balance of the planned amount was allocated to other partner departments.

Actual expenditures were lower than total authorities by \$1.4 million (less than 2%) as a result of uncertainty surrounding Supplementary Estimates, supply and Governor General Special Warrants.

## Maintaining Canada’s Humanitarian Tradition of Refugee Protection

CIC continued to respond to refugee situations by bringing to Canada both government-assisted and privately sponsored refugees. The Government-Assisted Refugee (GAR) landing target range of 7,300 to 7,500 was met, with 7,416 landings in 2005. Landings under the Private Sponsorship of Refugees (PSR) Program fell just short of the lower end of the 3,000 to 4,000 target range with 2,976 landings.

With respect to the PSR Program, while visas were issued to 3,183 persons, actual arrivals lagged behind visa issuance due to challenges faced late in the year in Islamabad and Nairobi,



which caused numerous arrivals to be delayed until early 2006.<sup>17</sup> While PSR landings were down slightly from 2004 levels (3,253 in 2004), PSR visa issuance and case finalization figures were up by six percent and 26 percent respectively.

The Immigration Loans Fund provides loans to refugees to defray costs for such things as medical examinations abroad, transportation to Canada and expenses associated with initial settlement in Canada. The fund plays a crucial role in CIC's strategic goal of meeting its government-assisted refugee target. The current limit on the [immigration] loan fund is \$110M, of which outstanding loan accounts totalled \$40.2M on March 31, 2006. In 2005-06 and future years, CIC expects to establish a similar volume of loans as in 2003-04. Loan collection will also be managed with due diligence to maintain the recovery rate for repayment, currently at 91%.

## **Strengthening Our Ability to Provide Protection to Refugees and Other Persons in Need Who Apply in Canada**

In 2005-06, CIC and the IRB worked in close collaboration on issues of refugee protection. CIC and the IRB embarked on a process to renew an Administrative Framework Memorandum of Understanding (AFMOU) that will contribute to interorganizational communication in managing the portfolio. Under the AFMOU, CIC continued to negotiate a Priorities Coordination Sub-Agreement with the IRB and the CBSA. The purpose of this agreement is to outline the process of identifying the general priorities in the management of cases.

Under the Interim Federal Health Program (IFHP), the Department continued to provide health-care coverage for refugee claimants and protected persons during the period they do not qualify for provincial medical insurance. In 2005-06, 600,000 medical claims were processed for a total program expenditure of \$48.7M. Through the IFHP Advisory Committee, CIC has undertaken to enhance its partnerships with other government departments, external stakeholders, sponsorship holders, and federal/ provincial/ territorial health-care networks and associations. The Department also sought an independent review of the IFHP governance. A follow-up leading to program improvement has been initiated based on recommendations put forth in the program review report.

CIC also dedicated additional funding for the Pre-Removal Risk Assessment (PRRA) process. This allowed the Department to process more of the cases identified by the CBSA as "removal ready" and to match PRRA capacity with the anticipated increase in IRB processing.

In 2005, CIC's initiative to accelerate the granting of permanent residence reduced inventories. As part of this initiative and in addition to the established target of 16,500-17,500, in 2005 CIC committed to granting permanent residence to an additional 2,500 in-Canada Protected Persons. CIC met its 2005 target, as well as the additional 2,500, for a total of 19,935.

<sup>17</sup> A measles outbreak in Nairobi in late November delayed the arrival of refugees from the affected area. In Islamabad, the Government of Pakistan advised the visa office in mid-October of revised exit permit procedures that required 6-8 weeks to complete for each applicant.

## **Strengthening the Refugee Determination System for the Future**

The number of persons to whom Canada has offered protected person status increased in 2005-06. In 2005, Canada offered permanent protection to 35,776 persons, compared to 32,686 in 2004. The number of persons receiving protected status is illustrative of the Government's ongoing commitment to offer protection to those persons in need.

While Canada's current refugee determination system meets legal requirements, provides protection to those who need it, and provides a number of opportunities for decisions to be reviewed, CIC remains committed to the continuous improvement of the system. To that end, a number of initiatives were undertaken during the reporting period to strengthen the refugee determination system.

Through the implementation of the Safe Third Country Agreement, cooperation between Canada and the United States has enhanced the handling of refugee claims by reducing the abuse of both countries' refugee programs. The Safe Third Country Agreement has affirmed the commitment of Canada and the United States to share the responsibility for refugee claims made at ports of entry at the Canada-United States land border. The United Nations High Commissioner for Refugees (UNHCR) has played a role in monitoring and assessing the implementation of the Agreement and in providing feedback to Canada and the U.S. Both the U.S. and Canada are addressing areas needing improvement, and both governments view the first year of implementation as a success.

In cooperation with the Immigration and Refugee Board, the Department of Justice and the Canada Border Service Agency, CIC has been working to coordinate the fast-tracking of certain cases through the process. The use of fast-tracked decisions has led to average processing times for approved cases of approximately eight months. This approach has involved the use of pilot projects to ensure that fewer ineligible persons are able to exploit protection processes. As a result of their collaborative efforts, the Government of Canada removed more than 8,000 people in 2005.

## **Effective and Responsive Refugee Resettlement Program**

CIC started the implementation of several key initiatives to strengthen and improve the refugee and humanitarian resettlement program in 2005-06. In respect to the Private Sponsorship Program, a review was launched in 2004 and is intended to develop a more effective program through better partnerships with the private sector. For example, over the past year CIC made efforts to improve its partnerships and working relationship with the Private Sponsored Refugee (PSR) community. The establishment of a new NGO-Government Sub-Committee in August 2005 is an example of these efforts. The Sub-Committee meets monthly with elected representatives of Sponsorship Agreement Holders to share information on operational, policy and program issues.





In addition, in response to its commitment of sharing relevant resettlement information in a timely manner with PSR partners, the Department has developed and distributed a quarterly information newsletter.

At the same time, the Department continued to partner with the UNHCR and the International Organization for Migration (IOM) in group processing initiatives and to look at ways to be more responsive to refugees with special needs. In 2005-06, CIC processed large refugee groups out of Africa and Thailand. Group processing allows CIC to more readily receive referrals for resettlement while at the same time protecting large and vulnerable groups in need of protection.

CIC continued implementing recommendations from the 2004 evaluation of the Resettlement Assistance Program (RAP). Progress to date includes CIC implementing a more generous employment incentive program that allows government-assisted refugees (GARs) to earn up to 50% of their monthly entitlement before adjustments are made, increased investment in orientation services for GARs, and ongoing revisions to the overseas orientation curriculum.

Two major studies were conducted in 2005-06 that will form the basis of future RAP program development. The *National Inventory of the RAP Program* and the *National RAP Training Needs Assessment* clearly highlighted the changing needs of government-assisted refugees and the gaps in both the services and staff training required to adequately address these needs. In addition, the joint CIC-Voluntary Sector RAP Working Group held multiple consultative meetings throughout the year to develop strategies that would improve outcomes for refugees.

Actual expenditures for the RAP were lower than total authorities by \$4.5 million. This was primarily due to uneven arrival patterns in the Resettlement Assistance Program.

## Building on Partnerships

Designing and implementing an effective refugee protection program requires strong partnerships with stakeholders in Canada and abroad. The Department engages in international policy development processes at various fora and partners with organizations on the delivery of services at home and abroad.

At the international level, CIC continues to work on the role of resettlement in the context of voluntary repatriation and is engaged in numerous international working groups and discussions that are aimed at securing durable solutions for refugees.

In addition to CIC's work in the Private Sponsorship for Refugees Program as outlined in the previous section, the Department implemented the Joint Assistance Sponsorship Destination Matching Request form. This form will provide prospective sponsors with more comprehensive information about refugees so that they can be better prepared to meet refugees' settlement needs.

CIC has developed a Guardianship Protocol for the resettlement of minors. This Protocol is intended to safeguard unaccompanied refugee minors by ensuring they are brought into the safety and protection of a verified family relationship.

The Department also continued to work with World University Service of Canada (WUSC) to promote the sponsorship of French-speaking refugees on university and college campuses in Francophone minority communities outside Quebec by way of their Student Refugee Program. CIC funds have contributed directly to the establishment of three new local WUSC committees at the Faculté St-Jean (Edmonton), Collège Glendon (Toronto) and Collège universitaire St-Boniface (Winnipeg). All have committed to sponsoring French-speaking refugees in 2006 and 2007.

## **Monitoring and Measuring Success**

The recently completed, *Accountability, Risk and Audit Framework for the Resettlement Assistance Program (RAP)* lays out the expected outcomes and risk mitigation and audit strategies. The Immigration Contribution Accountability Measurement System (iCAMS), an electronic data collection system that has been implemented for RAP and Settlement programs is used to measure program performance. There was an improvement in data information in 2005-06. The focus in 2006-07 will be to expand the capacity for generating reports within CIC and service providing agencies.

## C. Strategic Outcome 3: Successful Integration of Newcomers and Promotion of Canadian Citizenship

### a) Integration Program

Description	Expected Results
Develop policies and programs to support the settlement, resettlement, adaptation and integration of newcomers into Canadian society by delivering the orientation, adaptation and language programs for newcomers	Successful integration of newcomers into Canadian society within a reasonable time frame; Newcomers contribute to the economic, social and cultural development needs of Canada

### Resources Used (in \$millions)

<b>Planned spending</b>	<b>\$474.5</b>
<b>Total authorities</b>	<b>\$456.6</b>
<b>2005–2006 Actual</b>	<b>\$445.0</b>

**Explanation of resources used:** Total authorities decreased, compared to planned spending, by a net amount of \$17.9 million, primarily due to Budget 2005 items for settlement and client service initiatives which did not go forward due to the dissolution of Parliament.

Actual expenditures were lower than total authorities by \$11.6 million (less than 3%) as a result of reduced requirements: \$4.5 million due to uneven arrival patterns in the Resettlement Assistance Program, \$3.0 million set aside for the reprofile (moving forward) of Immigrant Settlement and Adaptation funds to future years and \$0.9 million as a result of funds set aside to cover employee benefit costs on transfers to the salary allotment. The balance of the reduced requirements (\$3.2 million) was mainly due to spending delays associated with the uncertainty surrounding Supplementary Estimates' supply and spending in accordance with Governor General Special Warrants.

### Successful Integration of Newcomers into the Canadian Labour Market and Society

#### LINC

The Language Instruction for Newcomers to Canada (LINC) Program provides adult immigrants with full- or part-time basic language training in one of Canada's official languages. The language courses are provided through school boards, colleges and community organizations in workplace or community settings. LINC may also be provided through alternative instruction methods such as home study. Both transportation and child-minding services are made available to participants where necessary.

In addition to funding the language training provided to nearly 50,000 newcomers across Canada (except in Quebec, Manitoba and British Columbia), in 2005-06, CIC funded a project by the Centre for Canadian Language Benchmarks (CCLB) to carry out the semantic, syntactic and lexical editing of the *Standards linguistique canadiens 2002* (SLC). This document was the subject of a comprehensive review conducted in collaboration with the Centre franco-ontarien de ressources pédagogiques (CFORP), under the guidance of a working group headed by the CCLB. The document will be published under the title *Niveaux de compétence linguistique canadiens 2006* (NCLC) once its validation has been completed during 2006-07. Funding from CIC also enabled about 40 new assessors to be trained and an upgrade program on the placement test to be offered to about 60 assessors. Also using funding from CIC, the CCLB developed a prototype for on-line training on language benchmarks for instructors (teacher educators).

During 2005-06, CIC concluded negotiations with the Childminding Monitoring Advisory and Support organization (CMAS) to increase monitoring compliance frequencies of the LINC service providers' child-minding sites, as well as offering ongoing advisory support and training to staff.

### **ISAP**

The Immigrant Settlement and Adaptation Program (ISAP) delivers services to newcomers through approximately 120 Service Providing Organizations (SPOs) across Canada. Services include reception and orientation, translation and interpretation, referral to community resources, solution-focused counseling, general information, and employment-related services. ISAP also funds projects to complement or improve the delivery of settlement services. These include research projects on settlement and integration, seminars and conferences to share information, booklets promoting commitment to Canada, and training of ISAP-supported agency staff.

In 2005-06 CIC funded a new resource entitled *Attracting and Retaining Immigrants: A Tool Box of Ideas for Smaller Centres*. The Tool Box is designed to help smaller communities identify and develop immigration strategies that are appropriate to their circumstances and needs, and to help implement them. The Tool Box highlights the importance of community consensus and a team approach as key elements in building a welcoming society for newcomers. This initiative has been a positive collaboration between CIC, the settlement sector, and provincial governments. It is consistent with CIC's efforts to increase the regionalization of newcomers across Canada, and supports the Government's efforts to address labour market shortages outside of large urban centres.

Addressing a recommendation from the national ISAP evaluation, a working group developed a Needs Assessment tool for Service Providing Organizations that will allow for a quick and accurate assessment of clients' needs. This will help to facilitate services and free up time for high needs newcomers.

Canadian Orientation Abroad (COA) is an ISAP initiative that provides future immigrants with orientation sessions overseas to familiarize them with life in Canada before their arrival. One-, three- and five-day COA modules are designed to meet the needs of a diverse clientele and emphasize the importance of arriving in Canada with realistic expectations. Topics include:

introduction to Canada, the settling-in period, employment, rights and responsibilities, climate, finding a place to live, living in a multicultural society, the cost of living, family life, education, communications, and adaptation to Canada. During 2005-06, 13,116 people, in approximately 35 countries, received COA training.

The COA initiative uses a video called *Canada Day to Day* as a teaching tool. The purpose of the video is to give immigrants to Canada a realistic view of what to expect when they arrive in Canada; to prepare them for a new culture and a new climate; and to outline what Canada may do for them and what they may be expected to do for themselves. During 2005-06, the video was updated and revised and –along with the *Going to Canada* immigration Portal and CIC print publications– is a component of a CIC strategy for streamlining the development and delivery of settlement information to newcomers.

### **ELT**

The Enhanced Language Training (ELT) initiative provides for the delivery of labour market levels of language training and job-specific language training for skilled immigrants, coupled with employment supports such as mentoring, internships, and preparation for licensure exams. Fifty two contribution agreements were signed with provinces and service provider organizations to deliver programming that will help immigrants and refugees to access and remain in the labour market at levels commensurate with their skills and qualifications.

ELT funding criteria was amended to facilitate partnerships with provinces, territories and other service providers and to increase the delivery capacity of the initiative. Due to this change, the formative evaluation of this initiative which was planned for 2005-06 will now occur during 2006-07.

### **PORTAL**

In 2005-06, anticipated funding was not available to deliver on CIC's planned Government On-Line (GOL) objectives. CIC therefore used internal funding resources to complete several activities including business planning, internal consultations, and content development activities for the creation of Frequently Asked Questions (FAQs), an update to settlement information on Going to Canada/Newcomers to Canada (GTC/NTC), and client research.

Activities related to the GTC/NTC roadmap and implementation plan, international client research, as well as, technical development and implementation activities for FAQ's were included in CIC's Web Strategy that was funded through a client service improvement submission.

### **HOST**

In 2005-06, the HOST program continued to help newcomers settle, adapt, and integrate into Canadian life by using volunteers that are familiar with Canadian ways and have been trained by Service Providing Organizations (SPOs) that arrange the matches.

The Department produced a report as a follow-up from the first National Host Conference held in February 2005. The report included innovative practices within the Host Program, a summary of discussions on the future directions for the program, as well as information about the conference evaluation. The report was distributed to conference participants and made available to stakeholders on the departmental Web site.

National Guidelines for Group Activities within the Host Program, including conversation circles, were also developed for distribution to the CIC Regional Offices.

Under Canada's *Action Plan Against Racism*, the Department has committed to working with non-government organizations and provincial partners to foster more inclusive and welcoming communities. The first phase of research on Business Mentoring, which included a literature review and inventory of Business Mentoring activities, was completed in 2005-06. In 2006-07, the Department will continue to assess various existing or potential innovative Host delivery models.

## **Foreign Credential Recognition**

In 2005-06, CIC consulted with the business and labour communities, provinces, territories, and other known stakeholders to address the challenges facing newcomers as they access the Canadian labour market. The round table discussions sought possible solutions to these challenges, lessons learned from local employer initiatives, and to determine roles for the federal and provincial/territorial governments in supporting these efforts. A final report was published and publicly released.

CIC also worked closely with HRSDC to deliver on commitments to create an agency that would ensure foreign-trained immigrants met Canadian standards, while getting those who are trained and ready to work in their fields of expertise into the work force more quickly. In May 2006, the Government committed to an investment of \$18 million to help HRSDC in its leadership role for the creation of the agency.

## **Attracting and Maintaining Immigrants in Francophone Minority Communities**

CIC will work to further develop the French *Standards linguistiques canadiens* (SLC) and its accompanying placement test. In addition, CIC is presently negotiating a contribution agreement with the Centre for Canadian Language Benchmarks to develop the French equivalent of the *English Canadian Language Benchmark Placement Test* (CLBPT) during fiscal year 2006-07. This activity is a joint partnership with the Ministry of Citizenship and Immigration of Ontario. The French placement test should be completed by June 2008.

## Action Plan for Official Languages

In 2005-06, many activities aimed at attracting, welcoming, and integrating immigrants into Francophone communities outside Quebec were completed across the country. Furthermore, the CIC-Francophone Minority Communities Steering Committee has developed the *Strategic Plan to Foster Immigration to Francophone Minority Communities* which includes long-term priorities and activities to be implemented during the next five years. This Strategic Plan was made public in September 2006.

In 2005, CIC in collaboration with other federal government departments has developed, and the Privy Council Office has published, a Horizontal Results-Based Management and Accountability Framework for the Government's official languages program. CIC began conducting a formative evaluation of its initiatives – undertaken as part of the Government's *Action Plan for Official Languages* – which will be completed in the fall of 2006.

## Accountability to Ensure Effective and Efficient Delivery of Settlement Programs

CIC has had a number of exchanges with the Federal Provincial Territorial (FPT) Working Group on Settlement and Integration and particularly with British Columbia and Quebec about program development. CIC has also undertaken a compilation of FPT settlement programs to assess comparability of programming.

As part of the Contribution Accountability Framework, the terms and conditions for settlement programs were revised to include multi-year funding provisions and were approved by Treasury Board Secretariat in March 2005 and fully implemented. In May 2006, the Government committed to increasing immigration settlement funding by \$307 million. With this funding, CIC expects to enhance current integration and settlement programs to deal more effectively with the needs of newcomers. Through pilot initiatives tailored to labour market and client-specific needs, CIC will complement its current programming.

CIC continued to ensure the integrity of the iCAMS data entered by the service providers. Enhancements were made to the iCAMS application to facilitate the generation of reports. Reports were produced and were distributed nationally to both CIC and service provider organizations in early summer 2006. A training package was developed to support the national launch of iCAMS reports.

## b) Citizenship Program

Description	Expected Results
Design, develop and implement policies and programs to administer the acquisition of Canadian citizenship and to enhance the values and promote rights and responsibilities of Canadian citizenship	Accordance of full participation in Canadian society to eligible permanent residents

### Resources Used (in \$millions)

<b>Planned spending</b>	<b>\$71.1</b>
<b>Total authorities</b>	<b>\$64.4</b>
<b>2005–2006 Actual</b>	<b>\$61.2</b>

**Explanation of resources used:** Total authorities were lower than planned spending by \$6.7 million, due to Budget 2005 items anticipated for Supplementary Estimates which did not go forward due to the dissolution of Parliament.

Actual expenditures were lower than total authorities by \$3.2 million (4.9%) mainly due to uncertainty surrounding Supplementary Estimates' supply and Governor General Special Warrants, and due to operating funds set aside to cover additional employee benefit costs on transfers to the salary allotment.

### Full Participation in Canadian Society for Eligible Permanent Residents by Granting Citizenship and Establishing Claims to Citizenship

Processing times for grants of citizenship were reduced from 15-18 months to 12-15 months and processing times for proof of citizenship were reduced from five-seven months to three months.

CPC Sydney, which initiates the work on all grants and processes all proof applications, processed an additional 146,772 grants for a total of 316,772 in 2005-06. It also processed an additional 42,135 proofs of citizenship for a total of 80,135 in 2005-06. CPC Sydney's inventories of grants and proofs have decreased by 75% and 41%, respectively.

A total of 2,901 citizenship ceremonies took place of which 285 were held in communities across Canada. Because CIC received extra funding, with the collaboration of the citizenship judges, CIC staff across Canada granted citizenship to a total of 222,000 people in 2005-06 as compared to 179,501 in the previous year.



CIC conducted quarterly monitoring sessions to review the quality of decisions made on citizenship files by CIC staff and one-on-one interviews to monitor the reliability of information provided by clients on their application.

CIC released a new on-line residence calculator for applicants to calculate residence eligibility so that they can better judge when to apply.

Two bills to amend the *Citizenship Act* were tabled in Parliament, Bill C-76 - Adoption and Bill C-77 - Prohibitions. Both bills died on the order paper when Parliament was prorogued in November 2005. In May 2006, the Minister introduced the Bill in respect to adoption which will facilitate children adopted abroad by Canadian citizens to obtain Canadian citizenship without first having to become permanent residents. As a result, the difference in treatment between children adopted abroad and children born abroad of a Canadian parent will be minimized.

## **Effective Promotion of the Rights and Responsibilities of Citizenship**

The *Year of the Veteran* was celebrated at ceremonies and events. The campaign, *Canada: We all Belong* was completed with plans for a new campaign to be explored. Sixty thousand copies of *Sharing the Harvest*, the third and final activity guide in the *Cultivate your Commitment to Canada* series were distributed to schools and youth organizations, and a review of two core publications, *Newcomer's Guide to Canada* and *Welcome to Canada* was done and the publications were reprinted. Finally, nineteen *Citations for Citizenship* were presented at special citizenship ceremonies/events in their respective communities during *Canada's Citizenship Week*.



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## D. Other Programs and Services

### Service Delivery Strategy

Service improvements were introduced progressively to improve information, application management, processing times and client service. This approach ensured efficient transition and continuity of service delivery. CIC has invested in a number of initiatives to improve service delivery, to reduce inventories, and to ensure that Canada continues to be an attractive destination for talented immigrants without compromising the integrity of the system.

CIC is mandated to deliver the programs and services that will allow the Government to meet the immigration levels it sets every year to address its social, demographic, cultural and economic needs. CIC's planned target range for 2005 was 220,000 to 245,000 permanent residents. CIC surpassed this target with 262,236 new permanent residents being admitted to Canada in 2005.

In 2005-06, CIC increased the number of Call Centre client service representatives. Increased capacity allowed CIC to respond to 180,000 calls per month. In March 2006, the Call Centre responded to 93% of all calls, thereby surpassing the industry standard of 85%. This enhanced service means fewer busy signals for CIC clients, reduced waiting times, and additional clients getting the information they need about CIC programs and services.

CIC also improved services by reducing processing times and inventories. Family reunification is one of the cornerstones of the immigration program. In the past few years, CIC has consistently improved processing times for spouses and minor children being processed overseas. In 2005, 62% were processed in six months or less compared to processing times of nine months in 2003. In critical locations like India, 80% are currently processed in three months or less and 94% are processed in six months or less.

In April 2005, for the reunification of family members, CIC increased planned landings for parents and grandparents from 6,000 to 18,000 per year. CIC succeeded in tripling the planned number of visas by issuing 17,495 visas, of which 12,471 were used in 2005. CIC accomplished this without any other visa class suffering.

Despite the growth in the volume of temporary resident applications received at visa offices over the last three years, CIC continued to improve service in 2005 by maintaining processing times at 48 hours or less for over two thirds of applicants. Of all temporary worker applications, 74% were processed in 28 days or less. In 2005-06, CIC issued a record 744, 558 temporary resident visas, the most ever issued in a year.

In April 2005, CIC introduced measures to allow foreign students graduating from Canadian colleges and universities outside of Montreal, Toronto and Vancouver to work in their field of studies for two years, rather than one year. In April 2006, CIC made adjustments to its



international study program and introduced measures to allow international students enrolled full time at public post-secondary institutions to seek employment off-campus while completing their studies. In the last five years, CIC has consistently improved processing of the overseas foreign students. In 2005, 75% were processed in 28 days or less compared to 69% in 2003. In one of our main student source locations – Seoul – 91% are processed in 28 days or less.

In 2005-06, CIC improved services by reducing processing times and inventories for grants of citizenship from 15-18 months to 12-15 months, and for proof of citizenship from five-seven months to three months. The result is that in 2005-06 over 222,000 individuals became Canadian citizens.

Through a combination of measures, CIC reduced the number of refugee claims by more than half since 2001. These measures allowed CIC to focus resources on those more likely to need Canada's protection. CIC extended permanent residence status to over 19,000 approved refugees in 2005. At the same time, the Immigration Refugee Board cut the number of claims pending from 52,000 in 2003 to 22,000 in March 2006.

CIC recognizes that many people want electronic access to information about its services and programs and the status of their applications. A new electronic service was introduced at visa offices abroad that allows prospective immigrants, refugees, and visitors to Canada to inquire about the status of their visa application by e-mail from anywhere in the world. CIC clients can now pay their fees using major Canadian credit cards on-line, from anywhere in Canada.

The *Study in Canada* Web portal was developed as part of the Government On-Line Initiative, Live, Learn and Succeed (LLS). CIC worked with federal partners, provinces and territories, non-governmental organizations and community partners in Canada and abroad. The project resulted in a comprehensive, on-line source of information intended to attract highly qualified foreign students to study and potentially live permanently in Canada. CIC's commitment to Web-based self-serve information and services related to studying in Canada remains an integral part of CIC's continuous service improvement strategy.

The *Going to Canada* immigration Web portal<sup>18</sup> is an on-line resource for those considering coming to Canada as well as newcomers to Canada. The Portal will eventually be expanded to provide on-line information and services from a variety of governmental and non-governmental sources and will help those who are considering coming to Canada to make informed decisions and be better prepared before their arrival for integration into the Canadian work force and society. The Portal provides information that will help newcomers adapt to Canadian life after they arrive in Canada. It also includes links to labour market information and provincial and territorial sites. CIC will continue working with federal partners, provinces and territories, non-governmental organizations and community partners to further develop the national immigration Portal.

<sup>18</sup> For more information on the Going to Canada Immigration Portal, see <http://integration-net.ca/inet/english/n-info-n/index.htm>.

CIC has completed the development and design work required to improve messaging and add other services to its Electronic Case Application Status system (e-CAS) and its Electronic Change of Address tool (e-COA). In May 2006, the Resumption, Retention and Renunciation services under the Citizenship program became available to clients accessing e-CAS and e-COA. As a result, e-CAS and e-COA are now available to all citizenship clients and e-CAS messaging provides enhanced information and help features.

Finally, CIC recognizes the need to enter into partnerships with other levels of government – provincial, territorial or municipal – as well as with other service providers, and educational and health institutions to ensure that clients have access to more integrated and seamless services. In this context, CIC is currently working closely with partners such as Service Canada, the Canada Border Service Agency, and Passport Canada to provide clients with an integrated service delivery approach that brings together a range of services to meet clients' evolving needs and expectations.

## **Global Case Management System**

The Global Case Management System (GCMS) is a critical component of the infrastructure that will help CIC accomplish its strategic outcomes and priorities. The GCMS is a multi-year project designed to replace CIC's legacy systems – used by staff of both CIC and CBSA – with an integrated, automated case management tool to support client operations around the globe. The GCMS will make CIC's case management system more secure and effective by improving data integrity, overall efficiency, and client service delivery. It will also help CIC communicate and share data with its partners, and provide the data needed for effective operations and sound management decisions. The GCMS will be the foundation that enables CIC to support Government On-Line (GOL) and new business initiatives, capitalize on new technologies, and integrate additional security measures in the future. The GCMS will facilitate the move towards more streamlined operations, standardized business practices, and improved client service across both organizations.

GCMS is one of the largest IT initiatives in the Canadian federal government at this time. CIC's business alone accounts for over 1.5 million client transactions per year. Approximately two-thirds of these occur overseas in environments which can be characterized as extremely challenging in terms of complexity and local infrastructure. Many of these transactions are also time sensitive. The CBSA's immigration-related business involves approximately 750,000 transactions per year. Transactions, such as those related to immigration examination at Ports of Entry, must be completed in minutes or seconds with high degrees of accuracy. When completed in 2007, the GCMS will support over 6,000 users in CIC and the CBSA located in some 125 points of service in Canada – offices, Call Centres, Processing Centres, Citizenship Courts and Ports of Entry – and more than 100 missions abroad.

The GCMS project was initiated in 2000-01 with development of the application beginning in 2003-04 using commercial software for core functions. Later that year, the creation of the CBSA and the subsequent transfer of immigration functions between CIC and the CBSA resulted in GCMS

becoming a shared system. This shared system became a key tool for both organizations – in their work together – managing the movement of clients.

The first of two GCMS releases was deployed to citizenship offices across Canada and the Citizenship Case Processing Centre in Sydney on September 7, 2004. The post-deployment impact on production was more significant than anticipated. Users required additional time to get accustomed to the new system and some critical adjustments to the system were required. Within a year, production and user confidence had rebounded, and the GCMS was able to support an unprecedented level of production with no unscheduled down time.

Lessons learned from this first deployment, as well as the need to include additional critical security and enforcement requirements, necessitated adjustment to approved cost and schedule parameters in order to ensure that the GCMS can be completed with the level of quality required to address CIC and CBSA business objectives. These adjustments were approved through a September 2005 amended Effective Project Approval (A/EPA) submission to Treasury Board Secretariat. The modified timeline incorporates several phases of deployment, with domestic roll-out between December 2006 and February 2007, followed by roll-out to missions abroad between February 2007 and August 2007. Some post-deployment impact on client service is anticipated as users become accustomed to the new system during this stabilization period and unforeseen system “bugs” are fixed. CIC is developing contingency measures to minimize such impact.

A Systems Under Development Audit (SUD), undertaken at the request of the Treasury Board Secretariat, in the summer and fall of 2005, concluded that the GCMS project management processes are sound and will increase the likelihood of project success. Furthermore, the audit team found that adequate controls are in place to support data integrity and to protect sensitive information assets. A number of audit recommendations in regards to compliance with scheduling standards and monitoring the performance of the prime vendor have been actioned.

Significant progress has been made in completing the remaining GCMS release which addresses immigration, enforcement and refugee activities. A large portion of the application is built and is now being validated through a substantive testing framework. CIC and CBSA are undertaking data cleansing programs to improve data quality in current systems prior to final data conversion, which will commence in November 2006. The project is sustaining a high level of user engagement and CIC and CBSA user organizations are being prepared for deployment. An extensive training program is being developed and initial training to familiarize users with GCMS concepts commenced in May 2006.

As an added benefit, the project has served as a vital catalyst for business transformation. In the course of identifying, defining and formalizing business requirements, it was necessary to re-examine and rationalize existing business processes and to gain consensus among departmental users. The result is a consistent set of Standard Operating Procedures (SOPs) which translate policy into a common set of rules – applying to all business activities – on how to use GCMS. This promotes greater uniformity and reliability in client records – which are shared world-wide – and, in turn, will improve user confidence, efficiency, and client-centred services across both departments.



CIC and CBSA are co-owners of the GCMS and will have joint responsibility for ongoing operations and maintenance of it, as per the CIC-CBSA Memorandum of Understanding (MOU). The overall CIC-CBSA MOU was signed on March 27, 2006, and the GCMS Business Management Annex is undergoing final review. Transition activities are underway to ensure the readiness of these organizations to support the GCMS and enable a smooth transition of the second release to operations.<sup>19</sup>

## **Migration Health Task Force**

CIC, in discussion with the Public Health Agency of Canada (PHAC), has established and agreed to the parameters of CIC's mandate as related to immigration health. CIC and PHAC also agreed to review the Immigration Section of the 1993 National Health and Welfare - Canada Employment and Immigration Commission Memorandum of Understanding.

CIC provided medical screening for all permanent and temporary residence applicants from areas with high TB prevalence. About 445,000 medical examinations were reviewed in order to mitigate danger to public health and safety and an excessive demand on the social system.

Following the Supreme Court of Canada ruling of October 2005, on Hilewitz and De Jong, CIC is reviewing its policies and processes to determine the admissibility of Business Class applicants who have dependents with medical conditions requiring excessive demand on social services.

## **Advancing Strategic Research**

Objective and timely research is a prerequisite to making informed decisions for policy action and program development. The continued use of research provides a better understanding of the linkages between immigrant selection and integration into Canadian society and broader issues related to Canadian demographics, labour market requirements and social cohesion. In 2005-06 the focus was on research that would provide insight into the ability of immigrants to speak one of the official languages, the situation of immigrants living in poverty, and the dynamics of integration.

CIC's core strategic research involves three key activities. The first of these is the ongoing investment in data sources. In 2005-06, CIC continued to invest in major data sets, including the Longitudinal Survey of Immigrants to Canada (LSIC), the Longitudinal Immigration Database (IMDB), the Citizenship Language Survey (CLS), the World Values Survey (WVS), and the Census. In addition, CIC continued to work closely with Statistics Canada and Human Resources and Social Development Canada to identify immigrants in the Labour Force Survey.

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<sup>19</sup> For more information on the cost of the GCMS Project, see: [http://tbs-sct.gc.ca/rma/dpr1/05-06/index\\_e.asp](http://tbs-sct.gc.ca/rma/dpr1/05-06/index_e.asp).



The second activity focuses on analyzing those data sets that have recently become available. In 2005-06, CIC continued to build on the LSIC results by incorporating wave two data into its analysis. This data will provide important new information on the settlement of recent immigrants. The Department also continued to use IMDB data, updated to 2003, in order to enlarge its report series on the economic outcomes of immigrants. CIC extended the English phase of the CLS to include Montreal. An analysis of the 2001 Census which was initiated to look at immigrants' place of residence and work, further examined the relationship between these factors and socio-economic status. These initiatives will support immigration policy and program development at both federal and provincial/territorial levels.

The third activity involves communication and dissemination of the previously outlined initiatives. CIC promoted informed discussions on immigration issues and continued to broaden its outreach within the Department and to the public and private sectors. In addition to making the aforementioned analysis available, CIC augmented its *Facts and Figures* related products with a view to making more information readily and rapidly available to the Department's provincial and other partners. This publication, along with the Web-based quarterly publication, *The Monitor*, is evolving to respond to the growing demand for a broad range of timely information on key CIC movements.

## Evaluation

A reorganization in September 2005 moved the evaluation function from Corporate Planning to the newly formed Research and Evaluation Branch. The intent was to strengthen the evaluation function within CIC and support the conduct of robust evaluation studies that can provide evidence-based evaluation findings to senior departmental managers. An Evaluation Policy that articulates roles and responsibilities of the evaluation function for senior program/policy managers and for a new Evaluation Committee is being developed. A new risk-based multi-year evaluation plan is also under development and will ensure that those policies and programs of greatest impact and risk to the Department are critically evaluated at regular intervals.

In 2005-06, the evaluation function completed four departmental Results-based Management Accountability Frameworks (RMAFs) and participated in the completion of two horizontal RMAFs. As well, an evaluation study was completed. Several evaluation studies begun in 2005-06 will be completed in 2006-07, including a formative evaluation of initiatives under the government's *Action Plan for Official Languages*, and a summative evaluation of the Private Sponsorship of Refugees Program.

## Metropolis Project

Metropolis, with the City of Toronto, organized the 10th Annual International Metropolis Conference in Toronto. Held from October 17-21, 2005, 1300 participants and volunteers attended. Metropolis – with the Center of Excellence on Research on Immigration and Integration in the Metropolis (RIIM) – also organized the 8th National Metropolis Conference in Vancouver from March 23-26, 2006, with over 600 participants.

Metropolis produced editions of the *Project's national newsletter*, the *Metropolis World Bulletin*, a special issue of the *Canadian Ethnic Studies*, a special issue of the *Canadian Journal of Urban Research*, and a special magazine issue titled *Our Diverse Cities* focusing on second and third tier cities. With the Association of Canadian Studies, Metropolis produced the 2005 fall and winter issues of *Canadian Diversity* magazine titled *Negotiating Religious Pluralism and Multiculturalism Futures?* and the summer 2005 and spring 2006 issues of *Canadian Issues* magazine titled *Newcomers, Minorities and Political Participation in Canada* and *Immigration and Families*.

Metropolis helped organize an international conference event, *The Role of Cities and Local Municipalities*, in Vienna, Austria, June 10, 2005, and also organized the following events.

**In the Metropolis Presents series:**

- *Canada-Europe Panel on the Social Integration of Immigrants*, January 24, 2005;
- *Electing a Diverse Canada*, October 16, 2005; and
- Nine of a series of 12 on *Ottawa, Our Diverse City*.

**Organized:**

- Two *Metropolis Conversations* May 25, 2005, *Internationally Trained Workers' Economic Performance and Credential Recognition: Developing a Research Agenda* and March 30, 2006, *Selection of Economic Immigrants and Alignment with Labour Market Needs*;
- Four brown bag seminars in March, May and September 2005; and
- Three Deputy Minister's round table events in September and October 2005 and March 2006.

There were four meetings of the Interdepartmental Committee and two of the International Steering Committee.

The Metropolis Institute delivered courses on *Economic Perspectives on Immigrant Integration* in Kingston, Ontario and Vancouver, British Columbia to participants from federal, provincial and municipal governments as well as representatives of non-governmental organizations.

Collectively, the five Centers of Excellence continue to develop research, adding to the more than 300 articles, 25 books, and an estimated 450 presentations at academic conferences generated within the Metropolis Project since 2002.



## Gender and Diversity Considerations in CIC Activities

CIC launched the Strategic Framework for Gender-Based Analysis (2005-10) in 2005. The Framework sets out the Department's strategic objectives and principles for gender-based analysis (GBA) and the steps that will be taken to strengthen capacity and performance throughout the Department.

Central to the implementation of the Framework are GBA Branch Plans, which identify priority issues for gender-based analyses of the impact of the IRPA. Five branches have developed GBA plans: Refugees Branch, Integration Branch, Selection (now Immigration) Branch, Admissibility (now Risk Assessment and Mitigation) Branch, and Strategic Policy. GBA training continued to build capacity in the Department to undertake GBA, including training to support the implementation of the Branch Plans.

The year 2005 marks the first time, since this requirement was legislated in 2002, that CIC can demonstrate the result of its ongoing effort to integrate gender-based analysis in programs and policies. The Resettlement Program completed an analysis on the impact of gender in the pre-selection and post-selection of 800 Karen refugees from Thailand destined to arrive in Canada in 2006 and early 2007. Another study monitored the impact, by gender, of the Safe Third Country Agreement signed by Canada and the United States, with particular attention to women who may have claims of gender-based persecution. The objective was to establish a baseline of data in order to track gender impacts and trends over time. These two analyses are included in CIC's *Annual Report on Immigration 2006*. A range of other GBA initiatives were undertaken during the year.

For example, a preliminary assessment of gender issues for Francophone minority communities was identified and in 2005-06, CIC undertook discussions to encourage the collection of baseline data by gender within these communities. In addition, a project to facilitate integration of French-speaking immigrant women in Alberta was completed in March 2005, and a project to develop communication tools on diversity awareness and to facilitate integration of French-speaking women from ethno-cultural communities in New Brunswick is currently underway. CIC has also provided funding, along with Status of Women Canada, to the Canadian Council for Refugees. This funding is to support the development of a tool that will help to build the capacity in the settlement sector to apply GBA in the advocacy for, development, implementation and evaluation of settlement programs and services.

Other GBA initiatives are ongoing. For example, CIC is continuing its review of the live-in caregiver program, having concluded a successful consultation process with stakeholders in 2005. As well, the Biometrics Planning Project incorporated gender as a data element and analysis tool in the biometrics field trial scheduled to start in fall 2006.



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## E. Toronto Waterfront Revitalization Initiative (TWRI)<sup>20</sup>

### Resources Used (in \$millions)

<b>Planned spending</b>	<b>\$116.8</b>
<b>Total authorities</b>	<b>\$0.8</b>
<b>2005–2006 Actual</b>	<b>\$0.8</b>

**Explanation of resources used:** Planned Spending included the anticipated transfer of Toronto Waterfront Revitalization Initiative resources of \$116.8 million to CIC through Supplementary Estimates. However, that transfer did not occur due to the prorogation of Parliament in November 2005.

Total authorities of \$0.8 million represent CIC's allocation of existing resources to cover project management expenditures for 2005-06.

On October 20, 2000, the Government of Canada, the Province of Ontario, and the City of Toronto each announced a commitment of \$500 million to fund the Toronto Waterfront Revitalization Initiative (TWRI). It is both an infrastructure and urban renewal investment initiative. The goals of the initiative include positioning Canada, Ontario and Toronto in the new economy and thus ensuring Canada's continued success in the global economy. This includes increasing economic growth and development opportunities. Recognizing the intrinsic links between economic, social and environmental health, the objectives also include the enhancement of the quality of life in Toronto and the encouragement of sustainable urban development.

The purpose of the TWRI is to revitalize the Toronto waterfront through investments in both traditional city-building infrastructure, such as local transportation and sewers, and more contemporary urban development, including parks, green spaces, tourism-related facilities and the rebirth of underutilized post-industrial areas. It is expected that investments in these areas will result in both social and economic benefits for the Toronto region.

From October 2000 to March 2004, the Minister of Transport managed the initiative on behalf of the federal government. On March 8, 2004, responsibility for the file was transferred to the Minister of Human Resources and Skills Development Canada, in keeping with the Minister's role as Minister responsible for Ontario. The initiative was transferred to the Minister of Citizenship and Immigration Canada on February 3, 2005, and on February 6, 2006, the initiative was transferred to the President of the Treasury Board given his responsibility for Ontario.

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<sup>20</sup> These resources are to be transferred through Supplementary Estimates in 2006-2007 to the Treasury Board Secretariat to reflect the transfer of responsibility for this project outlined in Order in Council number 2006-0076 dated February 6, 2006.

In 2005-06, the TWRI marked the transition from program planning to implementation. Projects funded under the TWRI include Harbourfront Water's Edge Improvements/John's Quay, Western Beaches Watercourse Facility, Tommy Thompson Park, Lake Ontario Park, Portlands Permanent Beautification, Don River Park, Transitional Sports Fields, and the Portlands Regional Sports Complex. The implementation of some projects is proceeding slowly. Therefore, a portion of TWRI funds were not expended as originally anticipated. Given that the TWRI has policy approval for reprofiling, any unspent funds will be reprofiled to future years to better accommodate project needs.

In 2005-06, the federal government initiated and completed eight *Canadian Environmental Assessment Act* (CEAA) screenings for TWRI projects or components of TWRI projects. Three audits were initiated by the federal government as part of the ongoing accountability of the TWRI.



## Section 2: Analysis of Program Activities by Strategic Outcome

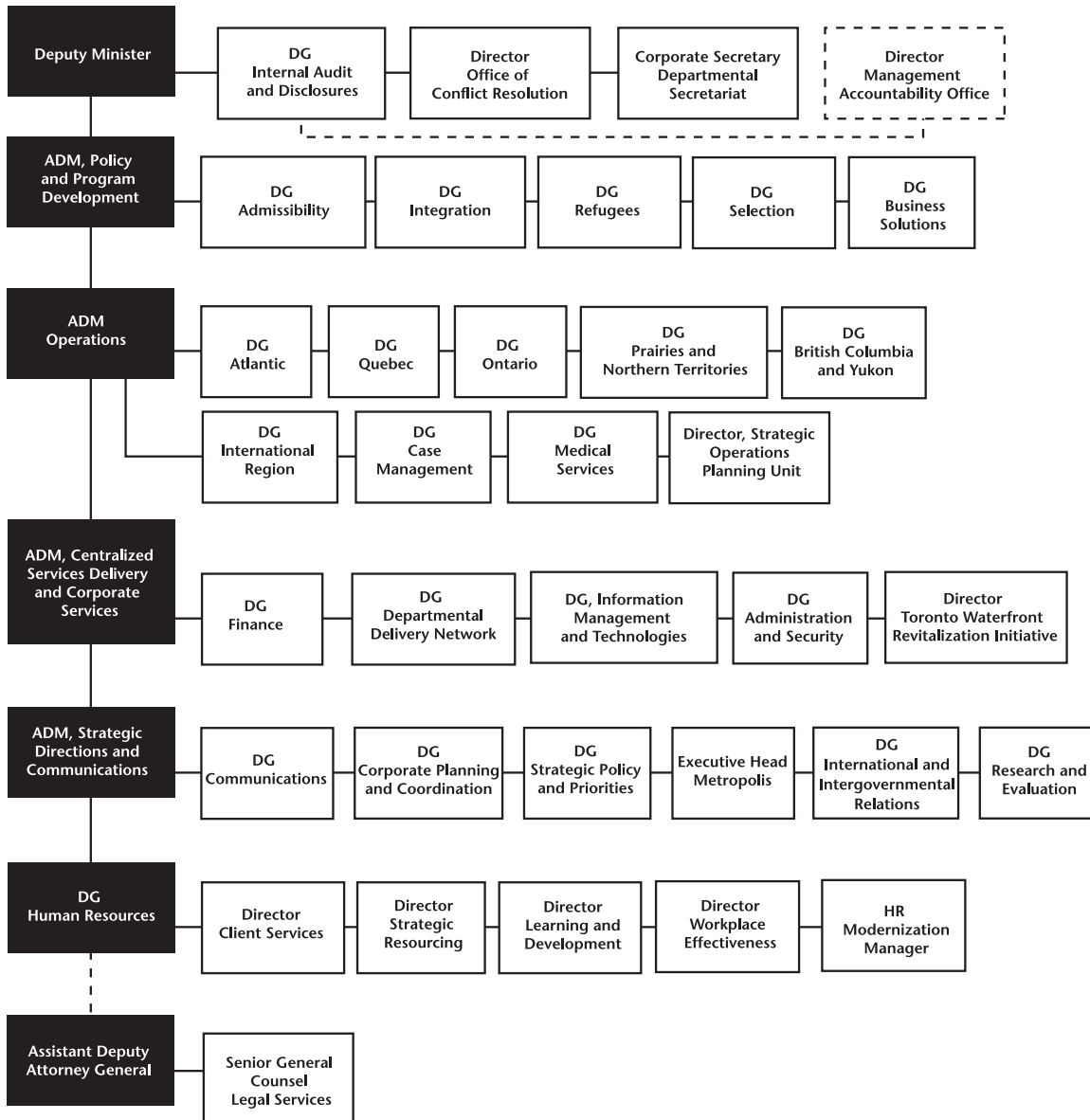




## Section 3:

# Supplementary Information

### A. Organizational Information<sup>21</sup>



<sup>21</sup> The organizational information is under revision to reflect CIC's reorganization of March 2006.

## **B. Accountabilities**

### **Minister**

The Honourable Monte Solberg is the Minister responsible for Citizenship and Immigration Canada.

### **Deputy Minister**

Richard B. Fadden is the Deputy Minister and has four Assistant Deputy Ministers who report to him. In addition, the Director General, Internal Audit and Governance (that includes the Modern Management Office), the Corporate Secretary, the Chief Financial Officer, the Executive Director, Workforce Renewal Office, the Office of Conflict Resolution, and the Assistant Deputy Attorney General report directly to the Deputy Minister.

### **Assistant Deputy Minister, Strategic and Program Policy**

The Strategic and Program Policy Sector leads the Department's strategic agenda on both the domestic and international levels and directs related policy, planning and research strategies. This sector includes the Strategic Policy and Priorities Branch, the Immigration Branch, the Integration Branch, the Refugees Branch, the Citizenship Branch, the Risk Assurance and Mitigation Branch, the International and Intergovernmental Relations Branch, the Research and Evaluation Branch and the Metropolis Project.

### **Assistant Deputy Minister, Client Service Modernization**

The Client Service Modernization Sector is leading the redesign of our service delivery model, setting service improvement priorities and directing program investments to achieve the best results for our clients. This Sector is comprised of the Information Management Technology Branch, the Service Improvement Office, and the Global Case Management System Project.

### **Assistant Deputy Minister, Operations**

The Operations Sector is accountable for all of the Department's program delivery activities. Within this Sector are the domestic regions, the International Region, the Operational Management and Coordination Branch, the Case Management Branch, the Medical Services Branch, and the Departmental Delivery Network- which includes specialized case processing centres in Mississauga, Ontario; Vegreville, Alberta; and Sydney, Nova Scotia; as well as a national Call Centre in Montreal, Quebec; and the Query Response Centre in Ottawa, Ontario.

### **Assistant Deputy Minister, Corporate Services**

The Corporate Services Sector is responsible for CIC's management agenda, bringing together responsibility for key corporate functions. This Sector consists of the Administration and Security Branch, the Human Resources Branch, the Communications Branch and the Planning, Reporting, Access and Ministerial Branch.



## Section 4:

# Tables

**Table 1: Comparison of Planned to Actual Spending, Including FTEs**

The following table provides a history of spending by program activity. A comparison of the 2005-06 Total Planned Spending and the actual expenditures recorded in the Public Accounts are also incorporated.

Program Activity (\$ millions)	Actual 2003-2004 [a]	Actual 2004-2005 [a]	2005-2006			
			Main Estimates	Planned Spending	Total Authorities	Actual [b]
Immigration Program	219.2	206.3	170.9	176.6	199.6	191.1
Temporary Resident Program	117.3	110.3	91.4	95.6	105.6	101.5
Canada's Role in International Migration and Protection	5.3	5.0	4.8	4.9	3.5	2.6
Refugee Program	94.4	88.8	73.6	84.0	81.7	80.3
Integration Program	399.0	414.7	445.4	474.5	456.6	445.0
Citizenship Program	61.3	57.7	47.8	71.1	64.4	61.2
Revitalization of the Toronto Waterfront [c]	0.0	0.0	0.0	116.8	0.8	0.8
<b>Total [d]</b>	<b>896.5</b>	<b>882.8</b>	<b>833.9</b>	<b>1,023.5</b>	<b>912.2</b>	<b>882.5</b>
Less: Non-Respendable Revenue	(482.5)	(506.6)	(477.6)	(477.6)	(477.6)	(500.8)
Plus: Cost of Services Received Without Charge [e]	280.5	240.6	230.8	230.8	230.8	231.6
<b>Total Departmental Spending</b>	<b>694.5</b>	<b>616.8</b>	<b>587.1</b>	<b>776.7</b>	<b>665.4</b>	<b>613.3</b>
Full-Time Equivalents				3,482		

[a] Actual spending from 2003-04 and 2004-05 has been re-stated to the Program Activity basis.

[b] For an explanation of variances, see Section II: Analysis of Program Activities by Strategic Outcomes.

[c] Responsibility for the Toronto Waterfront Revitalization Initiative (TWRI) was transferred to CIC through a February 3, 2005, Order in Council. Due to the November 2005 election call and the prorogation of Parliament, authorities for the project could not be transferred. Subsequently, responsibility for the project was transferred to the Treasury Board Secretariat through an Order in Council dated February 6, 2006. During 2005-06, CIC provided operating expenses from existing resources to cover the cost of a project management team.

[d] Planned spending of \$1,023.5 million decreased to \$912.2 million as the planned transfer of the Toronto Waterfront Revitalization Initiative and new funding for Budget 2005 initiatives did not occur due to the prorogation of Parliament in November 2005. Actual expenditures of \$882.5 million were lower than total authorities by \$29.7 million primarily due to: operating funds set aside to cover additional benefit costs on transfers to the salary allotment; uneven arrival patterns in the Resettlement Assistance Program; funds set aside for the reprofile (moving forward) of Immigrant Settlement and Adaptation resources to future years; and spending delays associated with the uncertainty surrounding Supplementary Estimates' supply and spending in accordance with Governor General Special Warrants.

[e] Services received without charge include accommodation provided by Public Works and Government Services Canada, the employer's share of employees' insurance premiums paid by the Treasury Board Secretariat, legal services received from the Department of Justice, and international immigration services provided by Foreign Affairs and International Trade Canada. (See Table 4)

## Table 2: Resources by Program Activity

The following table provides information on how resources were used in the 2005-06 fiscal year, by program activity and type of expenditure. For an explanation of the variances in each program activity, see Section II: Analysis of Program Activities by Strategic Outcome.

<b>Program Activity (\$millions)</b>	<b>Operating [a]</b>	<b>Grants and Contributions [b]</b>	<b>Total</b>
<b>Immigration Program</b>			
Main Estimates	170.9	0.0	170.9
Planned Spending	176.6	0.0	176.6
<i>Total Authorities</i>	<i>199.6</i>	<i>0.0</i>	<i>199.6</i>
Actual Expenditures	191.1	0.0	191.1
<b>Temporary Resident Program</b>			
Main Estimates	91.4	0.0	91.4
Planned Spending	95.6	0.0	95.6
<i>Total Authorities</i>	<i>105.6</i>	<i>0.0</i>	<i>105.6</i>
Actual Expenditures	101.5	0.0	101.5
<b>Canada's Role in International Migration and Protection</b>			
Main Estimates	2.5	2.3	4.8
Planned Spending	2.6	2.3	4.9
<i>Total Authorities</i>	<i>1.7</i>	<i>1.8</i>	<i>3.5</i>
Actual Expenditures	1.3	1.3	2.6
<b>Refugee Program</b>			
Main Estimates	73.6	0.0	73.6
Planned Spending	84.0	0.0	84.0
<i>Total Authorities</i>	<i>81.7</i>	<i>0.0</i>	<i>81.7</i>
Actual Expenditures	80.3	0.0	80.3





Program Activity (\$millions)	Operating [a]	Grants and Contributions [b]	Total [c]
<b>Integration Program</b>			
Main Estimates	25.0	420.4	445.4
Planned Spending	31.7	442.8	474.5
<i>Total Authorities</i>	29.0	427.6	456.6
Actual Expenditures	28.2	416.8	445.0
<b>Citizenship Program</b>			
Main Estimates	47.8	0.0	47.8
Planned Spending	71.1	0.0	71.1
<i>Total Authorities</i>	64.4	0.0	64.4
Actual Expenditures	61.2	0.0	61.2
<b>Revitalization of the Toronto Waterfront</b>			
Main Estimates	0.0	0.0	0.0
Planned Spending	0.0	116.8	116.8
<i>Total Authorities</i>	0.8	0.0	0.8
Actual Expenditures	0.8	0.0	0.8
<b>Total</b>			
Main Estimates	411.2	422.7	833.9
Planned Spending	461.6	561.9	1,023.5
<i>Total Authorities</i>	482.8	429.4	912.2
Actual Expenditures	464.4	418.1	882.5

[a] Operating includes statutory votes identified in Table 3: Voted and Statutory Items.

[b] For more details on grants and contributions, see Table 10: Details of Transfer Payment Programs.

### Table 3: Voted and Statutory Items

This table identifies the way Parliament votes resources to the Department in the Main Estimates (Votes 1 and 5) and provides statutory details for information purposes (denoted by “S”).

Vote (\$millions)	2005–2006			
	Main Estimates	Planned Spending [a]	Total Authorities [b]	Actual [c]
1 Operating expenditures	376.5	426.4	428.9	410.5
5 Grants and contributions	422.6	562.0	429.4	418.1
(S) Salary and motor car allowance	0.1	0.1	0.1	0.1
(S) Contributions to employee benefit plans	34.7	35.0	41.3	41.3
(S) Refund of amounts credited to revenues in previous years	0.0	0.0	12.3	12.3
(S) Payments to private collection agencies pursuant to section 17.1 of the <i>Financial Administration Act</i>	0.0	0.0	0.1	0.1
(S) Court awards	0.0	0.0	0.1	0.1
<b>Total [d]</b>	<b>833.9</b>	<b>1,023.5</b>	<b>912.2</b>	<b>882.5</b>

[a] Total Planned Spending from the 2005-06 *Report on Plans and Priorities*.

[b] Total Authorities from the 2005-06 Public Accounts, which include Main Estimates plus Governor General Special Warrants.

[c] Total Actual Spending from the 2005-06 Public Accounts. For an explanation of variances by program activity, see Section II: Analysis of Program Activities by Strategic Outcomes.

[d] Planned spending of \$1,023.5 million decreased to \$912.2 million as the planned transfer of the Toronto Waterfront Revitalization Initiative and new funding for Budget 2005 initiatives did not occur due to the prorogation of Parliament in November 2005. Actual expenditures of \$882.5 million were lower than total authorities by \$29.7 million primarily due to: operating funds set aside to cover additional benefit costs on transfers to the salary allotment; uneven arrival patterns in the Resettlement Assistance Program; funds set aside for the reprofile (moving forward) of Immigrant Settlement and Adaptation resources to future years and spending delays associated with the uncertainty surrounding Supplementary Estimates' supply and spending in accordance with Governor General Special Warrants.



## Table 4: Services Received Without Charge

The following table identifies the cost of services provided without charge by other government departments.

(\$) millions	2005–2006
Accommodation <ul style="list-style-type: none"> <li>• Public Works and Government Services Canada</li> </ul>	28.9
Employer's share of employee benefits covering insurance premiums and expenditures <ul style="list-style-type: none"> <li>• Treasury Board Secretariat</li> </ul>	18.6
Workers' Compensation costs <ul style="list-style-type: none"> <li>• Social Development Canada</li> </ul>	0.1
Legal services <ul style="list-style-type: none"> <li>• Justice Canada</li> </ul>	38.8
International immigration services <ul style="list-style-type: none"> <li>• Foreign Affairs Canada</li> </ul>	145.2
<b>Total Services Received Without Charge</b>	<b>231.6</b>

## Table 5: Immigration Loans

Year-to-Year Changes (\$millions)	2003–2004	2004–2005	2005–2006
Opening balance	43.5	42.5	41.9
New loans and accrued interest	13.9	14.1	13.6
Receipts (amount collected)	(14.1)	(13.8)	(15.2)
Write-offs	(.8)	(.9)	-
<b>Closing Balance</b>	<b>42.5</b>	<b>41.9</b>	<b>40.3</b>

Total Authority is \$110 million under section 88 of the *Immigration and Refugee Protection Act*. No write-offs were approved in 2005-06 because Parliament was prorogated before Supplementary Estimates were approved.

**Table 6: Sources of Non-Respendable Revenue**

Program Activity (\$ millions)	Actual 2003-2004	Actual 2004-2005	2005-2006	
			Planned	Actual
<b>Immigration Program</b>				
Immigration cost-recovery fees for permanent residents	148.9	149.2	145.4	130.1
Immigration rights fees [a]	150.3	165.8	150.0	145.0
Obligations of transportation companies [b]	1.8	Nil	Nil	Nil
Interest on the Immigrant Loans Program	0.9	0.9	1.0	0.8
<b>Temporary Resident Program</b>				
Immigration cost-recovery fees for temporary residents	117.9	132.0	121.8	142.7
<b>Canada's Role in International Migration</b>	Nil	Nil	Nil	Nil
<b>Refugee Program</b>				
Immigration cost-recovery fees for refugees	5.6	6.9	7.0	11.2
<b>Integration Program</b>	Nil	Nil	Nil	Nil
<b>Citizenship Program</b>				
Citizenship cost-recovery fees	29.8	26.0	31.0	38.1
Right of citizenship fees	20.5	18.4	21.4	26.9
<b>Sub-Total</b>	<b>475.7</b>	<b>499.2</b>	<b>477.6</b>	<b>494.8</b>
<b>Other Revenues</b>				
Access to Information fees [c]	0.1	0.1	Nil	0.1
Refunds of previous years' expenditures [d]	4.0	7.0	Nil	5.7
Miscellaneous [e]	2.7	0.3	Nil	0.2
<b>Total Revenue [f]</b>	<b>482.5</b>	<b>506.6</b>	<b>477.6</b>	<b>500.8</b>

[a] As of June 28, 2002, under the *Immigration and Refugee Protection Act*, the Right of Landing Fee was renamed the Right of Permanent Residence Fee.

[b] Revenues associated with Obligations of Transportation Companies were transferred to Canada Border Services Agency (CBSA) as part of the transfer of responsibilities effective October 8, 2004.

[c] Access to Information fees was not previously included in 2003-04.

[d] Refunds of previous years' expenditures include recovery of bad debts, adjustments to prior years' payables and refunds of previous years' expenditures.

[e] In 2004-05, miscellaneous revenues associated with forfeitures were transferred to Canada Border Services Agency as part of the transfer of responsibilities effective October 8, 2004.

[f] 2005-06 Actual Revenue of \$500.8M is \$20M higher than the 2005-06 Planned Revenue of \$477.6M. The increase is primarily in Temporary Resident Program (\$20.9M increase). This reflects a higher than planned volume of temporary resident applications and associated fees revenue.

**NOTES:**

- Fees are charged in recognition of full Government of Canada cost of providing services.
- All revenue is deposited into the Consolidated Revenue Fund and is not available for re-spending by the Department.
- A listing of Citizenship and Immigration Canada fees can be found at : [www.cic.gc.ca/english/applications/fees.html](http://www.cic.gc.ca/english/applications/fees.html).



# Section 4: Tables

**Table 7-A: User Fees**

User Fee	Fee Type	Fee-Setting Authority	Date Last Modified	2005-2006		Full Cost (\$'000) [note 3]	Performance Standard [notes 4 and 5]	Performance Results [note 5 and 6]	Planning Years		
				Forecast Revenue (\$'000) [note 1]	Actual Revenue (\$'000) [note 2]				Fiscal Year	Forecast Revenue (\$'000) [note 7]	Estimated Full Cost (\$'000)
Right of Permanent Residence Fee	Regulatory	Financial Administration Act (FAA); RPA and IRP Regulations	Fee reduction from \$975 to \$490 was implemented May 3, 2006. [note 8]	\$150,000	\$145,028	\$282,600	This fee is payable by persons who acquire permanent resident status in Canada. (See New Permanent Residents in 2005, table under A. Strategic Outcome 1.)	This fee is closely linked to the processing of permanent resident applications.	2006-07 2007-08 2008-09	\$73,520 \$73,520 \$73,520 [note 8]	There is no cost related to this fee as it is charged in recognition of the tangible and intangible benefits of acquiring permanent resident status in Canada. This fee was established as part of the 1995 federal budget.
Permanent Residence Application Fee, Permanent Resident Card Fee, and Permanent Resident Travel Document Fee	Regulatory	RPA and IRP Regulations	June 28, 2002	\$151,000	\$139,323	\$282,600	<p>Permanent Residence Applications: Overseas: Contributions to the achievement of government immigration levels by issuing visas in line with established annual targets. Priority processing is given to the reunification of immediate family members (spouses, partners and children) and to skilled workers nominated by provincial governments. [Note: Detailed processing times by overseas mission and by immigration category are updated each quarter on CIC's Web site. Overseas FAC Web sites now give link to CIC site to ensure data consistency.]</p> <p>Domestic: Recent average processing times for Case Processing Centres are published on CIC's Web site. The processing times are estimates only and are updated weekly. (www.cic.gc.ca/english/department/times/)</p> <p>Permanent Resident Card Domestic: Same as previous</p> <p>Permanent Resident Travel Document Overseas: Processed expeditiously</p>	<p>Permanent Residence Applications: Overseas: Immediate Visas, in calendar 2005, overseas missions delivered 99% of the overall visa target. A total of 214,033 immigrant visas were issued abroad. In fiscal year 2005-06, missions processed 64% of immediate Family Class applications within six months, and 86% within 12 months. Missions processed 32% of provincial nominees within six months, and 77% within 12 months.</p> <p>Domestic: Sponsorship: 99% of undertakings (spouse, child) are currently processed within 53 days. Other classes: First-stage approval for In-Canada PR applications is currently between 6-12 months depending on the immigrant category.</p> <p>Permanent Resident Card, Domestic: Cards for new PRs are processed within four weeks; initial replacement or renewal of PR Card for existing PRs is currently 30 days.</p> <p>Permanent Resident Travel Document Overseas: Recent processing times indicate that 70% of applications are decided within 2 days</p>	2006-07 2007-08 2008-09	\$164,100 \$171,300 \$178,920	\$282,600 \$282,600 \$282,600
Work Permit Fee (individual and performing artist groups)	Regulatory	RPA and IRP Regulations	Jan. 2, 1997	\$23,300	\$30,190	\$73,500	<p>Overseas: Processed expeditiously. Past processing times by overseas mission and by category are updated regularly on CIC's Web site.</p> <p>Domestic: Recent average processing times for Case Processing Centres are published on CIC's Web site. The processing times are estimates only and are updated weekly. (www.cic.gc.ca/english/department/times/)</p>	<p>Overseas: In fiscal year 2005-06, 76% of applications were finalized within four weeks.</p> <p>Domestic: Recent average processing times are 39 calendar days at CPC-Vegreville.</p>	2006-07 2007-08 2008-09	\$27,300 \$27,300 \$27,300	\$73,500 \$73,500 \$73,500

2005-2006										Planning Years	
User Fee	Fee Type	Fee-Setting Authority	Date Last Modified	Forecast Revenue (\$'000)	Actual Revenue (\$'000)	Full Cost (\$'000)	Performance Standard	Performance Results	Fiscal Year	Forecast Revenue (\$'000)	Estimated Full Cost (\$'000)
				[note 1]	[note 2]	[note 3]	[notes 4 and 5]	[note 5 and 6]		[note 7]	[note 9]
Study Permit Fee	Regulatory	IRPA and IRP Regulations	June 1, 1994	\$20,200	\$19,779	\$33,100	Same as previous	Overseas: In fiscal year 2005-06, 75% of applications were finalized within four weeks. Domestic: Recent average processing times are 39 calendar days at CPC-Vegreville.	2006-07 2007-08 2008-09	\$20,000 \$20,000 \$20,000	\$33,100 \$33,100 \$33,100
Temporary Resident Visa Application Fee and Extension of Authorization to Remain in Canada as a Temporary Resident Fee	Regulatory	IRPA and IRP Regulations	Jan. 2, 1997	\$74,500	\$87,775	\$102,300	Overseas: Temporary Resident Visas: Processed expeditiously. Past processing times by overseas mission and by category, are updated regularly on CIC's Web site. Domestic: Extensions: Recent average processing times for Case Processing Centres are published on CIC's Web site. The processing times are estimates only and are updated weekly. (www.cic.gc.ca/english/department/times)	Overseas: In 2005-06, 66% of TR-Visa applications were decided within two days. Domestic: Extension of status: Recent average processing times are 39 calendar days at CPC-Vegreville.	2006-07 2007-08 2008-09	\$88,777 \$88,777 \$88,777	\$102,300 \$102,300 \$102,300
Temporary Resident Permit Fee	Regulatory	IRPA and IRP Regulations	Jan. 2, 1997	\$2,500	\$2,846	\$6,900	Overseas: Processed expeditiously. Domestic: Recent average processing times for Case Processing Centres are published on CIC's Web site. The processing times are estimates only and are updated weekly. (www.cic.gc.ca/english/department/times)	Temporary Resident Permit: Recent processing times are 39 calendar days at CPC-Vegreville.	2006-07 2007-08 2008-09	\$2,500 \$2,500 \$2,500	\$6,900 \$6,900 \$6,900
Restoration of Temporary Resident Status Fee	Regulatory	IRPA and IRP Regulations	June 28, 2002	\$1,300	\$2,074	Costs of Restoration of Temporary Resident Status are not reported separately in CIC's Cost Management Model. These costs are included in Temporary Resident Visa, Study Permit, and Work Permit Costs.	Recent average processing times are published on CIC's Web site and are updated regularly. (www.cic.gc.ca/english/department/times)	Recent processing times are 39 calendar days at CPC-Vegreville.	2006-07 2007-08 2008-09	\$1,400 \$1,400 \$1,400	Costs of Restoration of Temporary Resident Status are not reported separately in CIC's Cost Management Model. These costs are included in Temporary Resident Visa, Study Permit, and Work Permit Costs.
Other Immigration services (Rehabilitation; Authorization to return to Canada; Immigration Statistical Data; Certification and replacement of immigration documents)	Regulatory	IRPA and IRP Regulations	Various	\$1,350	\$1,979	\$2,200	Certification & replacement of immigration document within six - eight weeks.	Replacement of immigration documents currently within six - eight weeks.	2006-07 2007-08 2008-09	\$1,450 \$1,450 \$1,450	\$2,200 \$2,200 \$2,200



## Section 4: Tables

User Fee	Fee Type	Fee-Setting Authority	Date Last Modified	2005-2006			Performance Standard [notes 4 and 5]	Performance Results [note 3 and 6]	Fiscal Year	Planning Years	
				Forecast Revenue (\$'000) [note 1]	Actual Revenue (\$'000) [note 2]	Full Cost (\$'000) [note 3]				Forecast Revenue (\$'000) [note 7]	Estimated Full Cost (\$'000)
Right of Citizenship Fee (ROCF)	Regulatory	FAA, Citizenship Act and Citizenship Regulations	Jan. 2, 1997	\$21,400	\$26,911	\$68,600	This fee is payable by persons obtaining citizenship status. (See page 36 for details on citizenship.)  Persons under 18 years of age do not pay the ROCF.	This fee is linked to acquisition of citizenship status. (See Change of Citizenship Fee.)	2006-07 2007-08 2008-09	\$22,300 \$22,300 \$22,300	This fee was established as part of the 1995 federal budget. It is charged in recognition of the tangible and intangible benefits of acquiring citizenship status in Canada. There is no cost associated with this fee.
Change of Citizenship Fees: Grant, Renunciation, Resumption, or Citizenship	Regulatory	Citizenship Act and Citizenship Regulations	Jan. 2, 1997	\$26,400	\$32,760	\$68,600	Recent average processing times are published on CIC's Web site and are updated regularly. ( <a href="http://www.cic.gc.ca/english/department/times/">www.cic.gc.ca/english/department/times/</a> )	In 2005-06 processing times for individuals applying to become a citizen (grant of citizenship) were reduced from 15-18 months to 12-15 months.	2006-07 2007-08 2008-09	\$27,900 \$27,900 \$27,900	\$68,600 \$68,600 \$68,600
Citizenship Status Document Fees: Proof of Citizenship and Search for Record of Citizenship	Regulatory	Citizenship Act and Citizenship Regulations	Jan. 2, 1997	\$4,600	\$5,342	\$20,700	Recent average processing times for proof of citizenship are published on CIC's Web site and are updated regularly. ( <a href="http://www.cic.gc.ca/english/department/times/">www.cic.gc.ca/english/department/times/</a> )	In 2005-06 processing times for the issuance of a citizenship certificate (proof of citizenship) were reduced from five to seven months to three months.	2006-07 2007-08 2008-09	\$5,800 \$5,800 \$5,800	\$20,700 \$20,700 \$20,700
Fees charged for the processing of access requests filed under the Access to Information Act (ATIA)	Other products and services	Access to Information Act	1992	\$100 [note 1]	\$78	\$1,800 [note 10]	Response provided within 30 days following receipt of request; the response time may be extended pursuant to Section 9 of the ATIA. Notice of extension to be sent within 30 days after receipt of request.  The Access to Information Act provides fuller details: <a href="http://laws.justice.gc.ca/en/A-12/18072.html">http://laws.justice.gc.ca/en/A-12/18072.html</a>	CIC received 10,309 requests under the Access to Information Act in 2005-06 and completed 10,518 requests during the same period (requests carried over from previous year). CIC provided a response within 30 days following receipt of the request in 62.4% of cases. Response time was extended in 37.6% of cases.	2006-07 2007-08 2008-09	\$100 \$100 \$100	\$1,800 \$1,800 \$1,800
User Fees				Total \$476,650	Total \$494,085	Total \$591,700	Overall, CIC met deadlines for 91.6% of the requests over the course of the year.		Sub-total \$435,147 Sub-total \$442,347 Sub-total \$449,967	\$591,700 \$591,700 \$591,700	

**NOTES:**

Note 1: Source 2005-06 *Report on Plans and Priorities*. Although Forecast Revenue was not provided for ATIP fees, this table shows a forecast of \$100K.

Note 2: All amounts are net of current year remissions.

Note 3: 2004-05 full costs and estimated full costs include an estimate for OGD's and represent the best available cost data. Participating OGD's in CIC's Cost Management Model for 2004-05 are Foreign Affairs Canada; Public Works and Government Services Canada; Social Sciences Humanities and Research Council of Canada; Immigration and Refugee Board; Royal Canadian Mounted Police; Court Administrative Services; Federal Court Trial Division; Federal Court of Appeal; Human Resources and Social Development Canada.

Canada Border Services Agency, Department of Justice and Canadian Security Intelligence Service costs are not included.

Note 4: Processing times are an average and change regularly depending on application intake.

Note 5: Our understanding is that, from a legal perspective, as all fees or modifications to fees that existed prior to the coming into force of the UFA on March 31, 2004, are not subject to that legislation. Therefore:

- Performance standard, if provided, may not have received Parliamentary review;
- Performance standard, if provided, may not respect all establishment requirements under the UFA (e.g. international comparison; independent complaint address); and
- Performance result, if provided, is not legally subject to the UFA.

Note 6: Statistics for domestic regions were current as of March 31, 2006.

Note 7: Source 2006-07 *Report on Plans and Priorities*.

Note 8: Effective May 3, 2006, the RPRF was reduced from \$975 to \$490 which results in lower planned revenue in 2006-07 and future years.

Note 9: Full costs include only rehabilitation cases and authorization to return to Canada costs.

Note 10: Source *Annual Report 2005-06 - Privacy Act, Access to Information Act*.

**Table 7-B: Policy on Service Standards for External Fees**

<b>A. External Fee</b>	<b>Service Standard [notes 1 and 2]</b>	<b>Performance Results [note 2]</b>	<b>Stakeholder Consultation</b>
Right of Permanent Residence Fee (formerly Right of Landing Fee)	This fee is not a processing fee, but rather a fee that is paid in order to receive the right of permanent residence. Legally, this fee is only required to be paid at the time of the issuance of PR visas abroad or prior to the grant of PR status in Canada. The timing of its payment is, to a certain degree, voluntary on the part of the applicant; i.e. either at the time of the PR application process, prior to finalization of PR visa abroad, or prior to being granted PR status in Canada. Because the client determines when the fee is paid, no specific service standards are attached to it. Instead, the service standard and processing times are attached to processing of the application itself, which carries a separate fee. (See next item on list.)	This fee is closely linked to the processing of permanent resident applications.  RPRF fees are, to a certain degree, subject to the wishes of the individual client as to when they are paid. Legally, the only requirement is that they be paid prior to finalization of PR visas abroad, and prior to granting PR status in Canada.	The Government has committed to reduce the Right of Permanent Residence Fee to help immigrants and their families with the costs of starting a new life in Canada.  The fee was reduced by half at the beginning of fiscal year 2006-07.





A. External Fee	Service Standard [notes 1 and 2]	Performance Results [note 2]	Stakeholder Consultation
<p>Permanent Residence Application Fee, Permanent Resident Card Fee, and Permanent Resident Travel Document Fee</p>	<p>Immigration levels are set by Parliament once a year. In order to comply with levels, and since demand (intake) far outweighs set levels, once levels targets are met, excess applications may wait in queue for lengthy periods until “levels room” opens up the following year. Without intake controls, and in order to not be in contempt of Parliament, it is not possible to set service standards for applications outside of the priority processing queue. When the processing of an application is initiated within the queue, processing is expected to be completed within 12 months.</p> <p>Highest priority processing is given to immediate Family Class (spouses, etc). At overseas missions and in Canada the service standard is to finalize the majority of cases within six months. Second priority processing is given to Provincial Nominees and Quebec Economic (Skilled Worker and Business) classes. At overseas missions, the service standard is to finalize the majority of cases within 12 months.</p> <p>Permanent Resident Cards: Majority within 30 days</p> <p>Permanent Resident Travel Document: Two days for routine cases</p>	<p><b>Permanent Residence Applications</b>  <b>Overseas:</b> <u>Immigrant Visas:</u> In calendar 2005, overseas missions delivered 99% of the overall visa target. A total of 214,033 immigrant visas were issued abroad. In fiscal year 2005-06, missions processed 64% of immediate Family Class applications within six months, and 86% within 12 months. Missions processed 32% of Provincial Nominees within 6 months, and 77% within 12 months.</p> <p><b>Domestic: Sponsorship:</b> 99% of undertakings (spouse, child) are currently processed within 53 days. <u>Other classes:</u> First-stage approval for in-Canada PR applications is currently between 6 -12 months depending on the immigrant category.</p> <p><b>Permanent Resident Card: Domestic:</b> Cards for new PRs are processed within four weeks. Initial, replacement or renewal of PR card for existing PRs is currently 30 days at the CPC.</p> <p><b>Permanent Resident Travel Document: Overseas:</b> Recent processing times indicate that 70% of applications are decided within two days.</p>	<p>All the current fees adhere to the Government of Canada regulatory process for cost recovery fees which includes consultation requirements. Consultations took place at the time each of them was imposed as part of the regulatory process.</p> <p>The Standing Committee on Citizenship and Immigration holds regular consultations on various issues related to its mandate including fees and service standards.</p> <p>CIC consults regularly with stakeholders including the Canada Bar, the Canadian Council for Refugees, Immigration Practitioners, etc.</p> <p>Future processing fees will be subject to the <i>User Fee Act</i> Bill C-212. Section 4 of the <i>User Fee Act</i> specifies the consultative requirements that will apply when new user fees are considered.</p>
<p>Work Permit Fee (individual and performing artist groups)</p>	<p><b>Overseas:</b> Four weeks for the majority of cases</p> <p><b>Domestic:</b> 40 calendar days (includes 10 days mailing time) for the majority of cases</p>	<p><b>Overseas:</b> In fiscal year 2005-06, 76% of applications were finalized within four weeks.</p> <p><b>Domestic:</b> Recent average processing times are 39 calendar days at CPC-Vegreville.</p>	<p>See previous</p>

A. External Fee	Service Standard [notes 1 and 2]	Performance Results [note 2]	Stakeholder Consultation
Study Permit Fee	Same as previous	<p><b>Overseas:</b> In fiscal year 2005-06, 75% of applications were finalized within four weeks.</p> <p><b>Domestic:</b> Recent average processing times are 39 calendar days at CPC-Vegreville.</p>	See previous
Temporary Resident Visa Application Fee and Extension of Authorization to Remain in Canada as a Temporary Resident Fee	<p><b>Overseas:</b> Two days for majority of cases</p> <p><b>Domestic:</b> 40 calendar days (includes 10 days mailing time) for majority of cases</p>	<p><b>Overseas:</b> In 2005-06, 66% of TR visa applications were decided within two days.</p> <p><b>Domestic:</b> <u>Extension of status:</u> Recent average processing times are 39 calendar days at CPC-Vegreville.</p>	See previous
Temporary Resident Permit Fee	<p><b>Overseas:</b> Two days for majority of cases</p> <p><b>Domestic:</b> 40 calendar days (includes 10 days mailing time) for majority of cases</p>	<p><u>Temporary Resident Permit:</u> Recent processing times are 39 calendar days at CPC-Vegreville.</p>	See previous
Restoration of Temporary Resident Status Fee	<p><b>Overseas:</b> Two days for majority of cases</p> <p><b>Domestic:</b> 40 calendar days (includes 10 days mailing time) for majority of cases</p>	Recent processing times are 39 calendar days at CPC-Vegreville.	See previous
Other immigration services (various)	Certification and replacement of immigration document: Six - eight weeks for majority of cases	Replacement of immigration documents: currently within six – eight weeks.	See previous
Right of Citizenship Fee	Service standard is linked to the processing of the application for a grant of citizenship, similar to the Right of Permanent Residence Fee.	This fee is linked to acquisition of citizenship status. (See Change of Citizenship Fee.)	See previous
Change of Citizenship Fees: Grant, Retention, Resumption, Renunciation of Citizenship	Twelve - fifteen months for the majority of cases	In 2005-06 processing times for individuals applying to become a citizen (Grant of Citizenship) were reduced from fifteen -eighteen months to twelve - fifteen months.	See previous



A. External Fee	Service Standard [notes 1 and 2]	Performance Results [note 2]	Stakeholder Consultation
Citizenship Status Document Fees: Proof of Citizenship and Search for Record of Citizenship	Three months for the majority of cases	In 2005-06 processing times for the issuance of a citizenship certificate (proof of citizenship) were reduced from five – seven months to three months.	See previous
Fees charged for the processing of access requests filed under the <i>Access to Information Act</i> (ATIA)	30 days following receipt of request unless an extension is requested	CIC received 10,309 requests under the <i>Access to Information Act</i> in 2005-06 and completed 10,518 requests during the same period (requests carried over from previous year). CIC provided a response within 30 days following receipt of the request in 62.4% of cases. Response time was extended in 37.6% of cases.  Overall, CIC met deadlines for 91.6% of the requests over the course of the year.	The service standard is established by the <i>Access to Information Act</i> and the <i>Access to Information Regulations</i> . Consultations with stakeholders were undertaken by the Department of Justice and the Treasury Board Secretariat for amendments done in 1986 and 1992.
<b>B. Other information:</b>			

**NOTES:**

Note 1: Service standards for immigration and citizenship processes are not published, but are internal benchmarks. Average processing times for all processes are published on CIC’s Web site ([www.cic.gc.ca/english/department/times/](http://www.cic.gc.ca/english/department/times/)) and are updated regularly. Providing good service for fee paid is not only a question of processing time. For example, service can be compromise by affording an unreasonably brief time frame to provide needed documentation; or by rejecting a reasonable excuse from an applicant as to why they cannot attend a scheduled interview. Many elements of processing time are outside the control of CIC, and within the control of the applicant or other agencies such as CSIS, RCMP, and CBSA. Due to case complexity and legal requirements, processing standards cannot represent finalization of “all” cases, but rather “a majority” of cases, within any given time frame.

Note 2: Our understanding is that, from a legal perspective, fees or modifications to fees that existed prior to the coming into force of the UFA on March 31, 2004, are not subject to that legislation. Therefore:

- Performance standard, if provided, may not have received Parliamentary review;
- Performance standard, if provided, may not respect all establishment requirements under the UFA (e.g. international comparison; independent complaint address); and
- Performance result, if provided, is not legally subject to UFA Section 5.1.

**Table 8: Major Regulatory Initiatives**

Regulations	Expected Results	Performance Measurement Criteria	Results Achieved
Response to the Standing Committee on Citizenship and Immigration	Modernization of the <i>Citizenship Act</i>	Amendment to the <i>Citizenship Act</i> to be tabled.	An amendment to the <i>Citizenship Act</i> dealing with adoptions was tabled May 15th.
Amendments to regulations on policies such as the Provincial Nominee Program (PNP) and spouse and common-law partners	Implement updates to policies, correct inconsistencies and increase flexibility in the administration of programs	Policy and regulations have been drafted for PNP.  For spouse and common-law partners, administrative measures have been put in place to address issue.	Consultations with the provinces are underway.
Bill C-26: an Act to establish the CBSA	Clarify the responsibilities of each Minister in immigration matters	Amendment of Section 4 of IRPA.	Bill C-26 came into effect on December 12, 2005 and an Order in council was passed under Section 4 (3) of the IRPA to clarify the respective responsibilities of the CIC and Public Security and Emergency Preparedness Ministers for the administration of the IRPA.

**Table 9: Status Report on Major Crown Projects**

The following is a summary of Major Crown Projects involving the Department. Supplemental information on Major Crown Projects can be found at [http://tbs-sct.gc.ca/rma/dpr1/05-06/index\\_e.asp](http://tbs-sct.gc.ca/rma/dpr1/05-06/index_e.asp).

Major Crown Project	Summary
Global Case Management System (GCMS)	<p>The Global Case Management System (GCMS) is a multi-year program that will replace several business systems of Citizenship and Immigration Canada (CIC) and the Canada Border Services Agency (CBSA) with an integrated, case-management-based set of applications and infrastructure components that will support the client operations of CIC and the CBSA.</p> <p>Once in place, the GCMS will improve overall program integrity, effectiveness and client-service delivery, and facilitate communications and data sharing between CIC and the CBSA and with our other partners. The GCMS will also provide the technological foundation to support improved client service, new business initiatives, and capitalize on innovative technology.</p>

**Table 10: Details on Transfer Payment Programs (TPPs)**

Program Activity (\$ millions)	Actual 2003–2004	Actual 2004–2005	2005–2006		
			Planned Spending	Total Authorities	Actual
<b>Integration Program – Grants</b>					
Grant for the Canada-Quebec Accord [a]	149.9	160.8	181.6	188.4	188.4
<b>Total Grants</b>	<b>149.9</b>	<b>160.8</b>	<b>181.6</b>	<b>188.4</b>	<b>188.4</b>
<b>Canada's Role in International Migration and Protection – Contributions</b>					
Migration Policy Development	0.3	0.3	0.3	0.3	0.2
International Organization for Migration	1.1	1.2	2.0	1.5	1.1
Immigration Consultants Program	0.7	0.5	0.0	0.0	0.0
<b>Integration Program – Contributions</b>					
Host Program [c]	2.9	3.1	3.1	3.5	3.3
Immigrant Settlement and Adaptation Program [b]	36.7	38.4	53.7	48.4	42.9
Resettlement Assistance Program [e]	40.4	42.5	44.5	44.2	39.7
Contributions to Provinces	44.3	45.7	50.3	49.0	49.0
Language Instruction for Newcomers to Canada [d]	92.7	94.0	109.7	94.1	93.5
Toronto Waterfront Revitalization Initiative [f]	0.0	0.0	116.8	0.0	0.0
<b>Total Contributions</b>	<b>219.1</b>	<b>225.7</b>	<b>380.4</b>	<b>241.0</b>	<b>229.7</b>
<b>Total Transfer Payments [g]</b>	<b>369.0</b>	<b>386.5</b>	<b>562.0</b>	<b>429.4</b>	<b>418.1</b>

[a] Grants for the Canada-Quebec Accord and contributions to provinces recognize the importance of settlement services by responding to the growing need to help immigrants integrate.

[b] The Immigrant Settlement and Adaptation Program provides funds for services such as orientation, paraprofessional counseling, translation, job-finding help, and Enhanced Language Training.

[c] Host funds are used to match newcomers with Canadian volunteers (individuals and groups), who help them settle in and integrate.

[d] The Language Instruction for Newcomers to Canada Program provides funds for basic language training in both of Canada's official languages to help adult immigrants integrate socially, culturally, economically and politically.

[e] The Resettlement Assistance Program, formerly the Adjustment Assistance Program, helps pay for temporary accommodations, clothing, household effects and living expenses for up to one year for indigent Convention refugees.

[f] Responsibility for the Toronto Waterfront Revitalization Initiative (TWRI) was transferred to CIC through a February 3, 2005, Order in Council. Due to the November 2005 election call and the prorogation of Parliament, authorities for the project could not be transferred. Subsequently, responsibility for the project was transferred to the Treasury Board Secretariat through an Order in Council dated February 6, 2006.

[g] Overall, Planned Spending of \$562.0 million decreased to \$429.4 million as Supplementary Estimates for the planned transfer of TWRI resources and new funding for Budget 2005 initiatives did not occur due to the dissolution of Parliament and federal election call. Actual expenditures of \$418.1 million were lower than total authorities by \$11.3 million primarily due to uneven arrival patterns in the Resettlement Assistance Program; funds set aside for the reprofile (moving forward) of Immigrant Settlement and Adaptation resources to future years; and spending delays associated with the uncertainty surrounding Supplementary Estimates' supply and spending in accordance with Governor General Special Warrants.



## Table 11: Horizontal Initiatives\*

The following table presents a summary of major horizontal initiatives involving CIC. Supplemental information on Horizontal Initiatives can be found at <http://www.tbs-sct.gc.ca/est-pre/estime.asp>.

Horizontal Initiative	Role
<p><b>Toronto Waterfront Revitalization Initiative (TWRI):</b> The TWRI is a wide-ranging initiative that is managed by TBS on behalf of the federal government. The TWRI is both an infrastructure and urban renewal investment. The purpose of the TWRI is to revitalize the Toronto Waterfront through investments in traditional city-building infrastructures, such as local transportation and sewers, and more contemporary urban development, including parks, green spaces, tourism-related facilities and the redevelopment of underutilized post-industrial areas. It is expected that investments in these areas will result in both social and economic benefits for the Toronto region and will position Canada, Ontario, and Toronto in the new economy, and thus, ensure Canada's continued success in the global economy. Federal participation in the initiative is manifest through a contribution program where the main eligible recipient is the Toronto Waterfront Revitalization Corporation (TWRC).</p>	Partner
<p><b>Resettlement Assistance Program:</b> The Resettlement Assistance Program (RAP) provides income support and a range of other services to 5300-5500 government-assisted refugees (GARs) who arrive in Canada each year following an overseas identification and selection process. Under RAP, income support is provided to GARs for up to 12 months and up to 24 months for those with special needs. Income support amounts are set in line with provincial social assistance rates. Service provider organizations (SPOs) deliver, on behalf of CIC, various settlement and orientation services to GARs within their first four to six weeks in Canada. These services range from initial reception at the airport to finding permanent accommodation.</p>	Lead
<p><b>Enhanced Language Training Initiative (ELT):</b> The objective of ELT is to provide job-specific language training to immigrants at Canadian Language Benchmarks (CLB) levels 7-10 in larger centres, and 1-10 in smaller centres where no language training infrastructure exists. ELT projects must include a cost-sharing plan that will contribute at least half of the costs in the form of funds, in-kind contributions, services, tools or facilities. Service delivery projects must also include a bridge-to-work component, such as: access to internships; temporary or permanent work placement opportunities; a mentorship component to enable skilled immigrants to meet peers and begin developing a network in their chosen field of employment; or help with professional licensure and job search. The ELT Initiative is an important component of the Government of Canada's efforts to attract highly skilled workers and ensure more successful integration of immigrants into the economy and communities.</p>	Co-lead with Human Resources and Social Development Canada

\* For more information on CIC's Horizontal Initiatives see: [www.cic.gc.ca](http://www.cic.gc.ca)



Horizontal Initiative	Role
<p><b>Immigrant Settlement and Adaptation Program (ISAP):</b> The objective of ISAP is to help immigrants settle and integrate into Canadian society so they may become participating members as soon as possible. ISAP funding is provided to deliver direct services to immigrants such as reception, orientation, translation, interpretation and employment-related services. ISAP services include the Canadian Orientation Abroad (COA) initiative. COA provides a realistic view of life in Canada before arrival. Orientation sessions are delivered by international organizations in various countries. Topics include education, climate, housing, cost of living, and employment.</p>	Lead
<p><b>Language Instruction for Newcomers (LINC):</b> The objective of the LINC Program is to provide basic language instruction to adult newcomers in one of Canada's official languages. LINC facilitates the social, cultural and economic integration of immigrants and refugees into Canada. Included in the LINC curriculum guidelines for SPOs is information that helps orient newcomers to the Canadian way of life.</p>	Lead
<p><b>HOST Program:</b> The objective of the Host Program is to help immigrants overcome the stress of moving to a new country. Volunteers familiar with Canadian ways help newcomers learn about available services and how to use them, practice English and French, get contacts in their field of work, and participate in the community. At the same time, host Canadians learn about new cultures, other lands and different languages; they make new friends and they strengthen community life.</p>	Lead

## Table 12: Financial Statements

Financial Statements are prepared in accordance with accrual accounting principles. The unaudited supplementary information presented in the financial tables in the DPR is prepared on a modified cash basis of accounting in order to be consistent with appropriations-based reporting. Note 3 on page 76 of the financial statements reconciles these two accounting methods.

### Statement of Management Responsibility

Responsibility for the integrity and objectivity of the accompanying financial statements for the year ended March 31, 2006, and all information contained in these statements rests with departmental management. These financial statements have been prepared by management in accordance with Treasury Board accounting policies which are consistent with Canadian, generally accepted accounting principles for the public sector.

Management is responsible for the integrity and objectivity of the information in these financial statements. Some of the information in the financial statements is based on management's best estimates and judgment and gives due consideration to materiality. To fulfil its accounting and reporting responsibilities, management maintains a set of accounts that provides a centralized record of the Department's financial transactions. Financial information submitted to the *Public Accounts of Canada* and included in the Department's *Departmental Performance Report* is consistent with these financial statements.

Management maintains a system of financial management and internal control that is designed to provide reasonable assurance that financial information is reliable, assets are safeguarded, and that transactions are in accordance with the *Financial Administration Act*, are executed in accordance with prescribed regulations, within Parliamentary authorities, and are properly recorded to maintain accountability of Government funds. Management also seeks to ensure the objectivity and integrity of data in its financial statements by the careful selection, training and development of qualified staff, by organizational arrangements that provide appropriate divisions of responsibility, and by using communication programs aimed at ensuring that regulations, policies, standards and managerial authorities are understood throughout the Department.

The financial statements of the Department have not been audited.

\_\_\_\_\_  
Richard B. Fadden  
Deputy Minister

Date \_\_\_\_\_

\_\_\_\_\_  
Wayne Ganim  
Senior Financial Officer

Date \_\_\_\_\_



Citizenship & Immigration Canada  
**Notes to the Financial Statements (unaudited)**



### 1. Authority and Objectives

Citizenship and Immigration Canada (CIC) was established on June 23, 1994, by the *Department of Citizenship and Immigration Act*. It is a department named in Schedule I of the *Financial Administration Act* and currently reports to Parliament through the Minister of Citizenship and Immigration Canada.

**The Department's key strategic outcomes are;**

- Maximum contribution to Canada's economic, social and cultural development from migration
- Reflection of Canadian values and interests in the management of international migration, including refugee protection
- Successful integration of newcomers and promotion of Canadian citizenship

**These three strategic outcomes are reflected with the following key activities;**

- **Immigration Program:** Design, develop and implement policies and programs to facilitate the entry of permanent residents in a way which maximizes their economic, social and cultural contributions to Canada while protecting the health, safety and security of Canadians.
- **Temporary Resident Program:** Design, develop and implement policies and programs to facilitate the entry of temporary workers, students and visitors in a way which maximizes their contribution to Canada's economic, social and cultural development while protecting the health, safety and security of Canadians.
- **Canada's role in international migration and protection:** Assert Canada's position in the context of international migration to influence the international agenda on migration and protection.
- **Refugee Program:** Maintaining Canada's humanitarian tradition by protecting refugees and persons in need of protection in Canada and abroad.
- **Integration Program:** Develop policies and programs to support the settlement, resettlement, adaptation and integration of newcomers into Canadian society by delivering the orientation, adaptation and language programs for newcomers.
- **Citizenship Program:** Design, develop and implement policies and programs to administer the acquisition of Canadian citizenship and to enhance the values and promote the rights and responsibilities of Canadian citizenship.

The Department was also responsible for a fourth strategic outcome with its own key activity which is the Revitalization of the Toronto Waterfront Initiative.

CIC administers the *Citizenship Act* and the *Immigration and Refugee Protection Act*.

CIC is funded by a budgetary lapsing authority. Revenues, including fees and rights, are deposited to the Consolidated Revenue Fund and are not available for use by the Department. Fees and rights are collected through the *Immigration and Refugee Protection Regulations* as well as through the *Citizenship Regulations*. Employee benefits are authorized by a statutory authority. CIC issues immigration loans through a non-budgetary non-lapsing authority.

## **2. Summary of Significant Accounting Policies**

These financial statements have been prepared in accordance with Treasury Board accounting policies which are consistent with Canadian, generally accepted accounting principles for the public sector.

### **Significant accounting policies are as follows:**

**(a)** Parliamentary appropriations – the Department is financed by the Government of Canada through Parliamentary appropriations. Appropriations provided to the Department do not parallel financial reporting according to generally accepted accounting principles since appropriations are primarily based on cash flow requirements. Consequently, items recognized in the statement of operations and the statement of financial position are not necessarily the same as those provided through appropriations from Parliament. Note 3 provides a high level reconciliation between the bases of reporting.

**(b)** Net Cash Provided by Government – The Department operates within the Consolidated Revenue Fund (CRF), which is administered by the Receiver General for Canada. All cash received by the Department is deposited to the CRF and all cash disbursements made by the Department are paid from the CRF. The net cash provided by Government is the difference between all cash receipts and all cash disbursements including transactions between departments of the federal government.

**(c)** Change in net position in the Consolidated Revenue Fund is the difference between the net cash provided by Government and appropriations used in a year, excluding the amount of non-respendable revenue recorded by the Department. It results from timing differences between when a transaction affects appropriations and when it is processed through the CRF.

#### **(d)** Revenues

- Revenues from regulatory fees are recognized in the accounts based on the services provided in the year.
- Other revenues are accounted for in the period in which the underlying transaction or event occurred that gave rise to the revenues.
- Revenues that have been received but not yet earned are recorded as deferred revenues. The recognition of revenues from fees is considered deferred until the application is processed, while the recognition of revenues from rights (right of citizenship and right of permanent residence) is deferred until the right is granted.



**(e) Expenses** – Expenses are recorded on the accrual basis.

- Grants are recognized in the year in which the conditions for payment are met.
- Contributions are recognized in the year in which the recipient has met the eligibility criteria or fulfilled the terms of a contractual transfer agreement.
- Vacation pay and compensatory leave are expensed as the benefits accrue to employees under their respective terms of employment.
- Services provided without charge by other government departments for accommodation, the employer's contribution to the health and dental insurance plans, workers' compensation costs, legal services and international immigration services are recorded as operating expenses at their estimated cost.

**(f) Employee Future Benefits**

- Pension Benefits: Eligible employees participate in the Public Service Pension Plan, a multi-employer plan administered by the Government of Canada. The Department's contributions to the Plan are charged to expenses in the year incurred and represent the total departmental obligation to the Plan. Current legislation does not require the Department to make contributions for any actuarial deficiencies of the Plan.
- Severance Benefits: Employees are entitled to severance benefits under labour contracts or conditions of employment. These benefits are accrued as employees render the services necessary to earn them. The obligation relating to the benefits earned by employees is calculated using information derived from the results of the actuarially determined liability for employee severance benefits for the Government as a whole.

**(g) Accounts and loans receivables** are stated at amounts expected to be ultimately realized; a provision is made for receivables where recovery is considered uncertain. Loans that cannot be recovered are written off after receiving Parliamentary approval in accordance with the *Debt Write-off Regulations*.

**(h) Contingent Liabilities** – Contingent liabilities are potential liabilities which may become actual liabilities when one or more future events occur or fail to occur. To the extent that the future event is likely to occur or fail to occur, and a reasonable estimate of the loss can be made, an estimated liability is accrued and an expense recorded. If the likelihood is not determinable or an amount cannot be reasonably estimated, the contingency is disclosed in the notes to the financial statements.

**(i) Inventories** – Inventories consist of forms and supplies held for future program delivery and not intended for re-sale. They are valued at cost.

**(j) Foreign Currency Transactions** – Transactions involving foreign currencies are translated into Canadian dollar equivalents using rates of exchange in effect at the time of those transactions. Monetary assets and liabilities denominated in a foreign currency are translated into Canadian dollars using the rate of exchange in effect on 31 March. Gains and losses resulting from foreign currency transactions are included in other revenues and other expenses in Notes 4 and 5.

**(k) Tangible capital assets** - All tangible capital assets and leasehold improvements having an initial cost of \$10,000 or more are recorded at their acquisition cost.

Amortization of tangible capital assets is done on a straight-line basis over the estimated useful life of the asset as follows:

<b>Asset Class</b>	<b>Amortization Period</b>
Machinery and equipment	15 years
Informatics hardware	5 years
Purchased software	7 years
Furniture & other	10 years
Motor vehicles	8 years
Leasehold improvements	Term of lease

(I) Measurement uncertainty -The preparation of these financial statements in accordance with Treasury Board accounting policies which are consistent with Canadian generally accepted accounting principles for the public sector requires management to make estimates and assumptions that affect the reported amounts of assets, liabilities, revenues and expenses reported in the financial statements. At the time of preparation of these statements, management believes the estimates and assumptions to be reasonable. The most significant items where estimates are used are contingent liabilities, the liability for employee severance benefits, the useful life of tangible capital assets and deferred revenues. Actual results could significantly differ from those estimated. Management's estimates are reviewed periodically and, as adjustments become necessary, they are recorded in the financial statements in the year they become known.

Citizenship & Immigration Canada  
**Statement of Operations (Unaudited)**  
For the Year Ended March 31 (in thousands of dollars)

	2006	2005
<b>Expenses (Note 4)</b>		
Integration Program	452,198	423,802
Immigration Program	271,025	297,426
Temporary Resident Program	167,759	161,527
Refugee Program	94,306	92,486
Citizenship Program	80,610	85,754
Canada's Role in International Migration and Protection	3,788	4,505
Toronto Waterfront Revitalization Initiative	765	536
<b>Total Expenses</b>	<b>1,070,451</b>	<b>1,066,036</b>
<b>Revenues (Note 5)</b>		
Immigration Program	293,098	282,420
Temporary Resident Program	144,909	127,769
Citizenship Program	69,014	37,695
Refugee Program	13,163	12,638
Integration Program	825	874
<b>Total Revenues</b>	<b>521,009</b>	<b>461,396</b>
<b>Net Cost of Operations</b>	<b>549,442</b>	<b>604,640</b>

The accompanying notes form an integral part of these statements.



Citizenship & Immigration Canada  
**Statement of Financial Position (Unaudited)**

At March 31 (in thousands of dollars)

	2006	2005
<b>ASSETS</b>		
<b>Financial Assets</b>		
Accounts receivable and advances (Note 6)	13,506	25,032
Loans (Note 7)	35,984	37,988
<b>Total Financial Assets</b>	<b>49,490</b>	<b>63,020</b>
<b>Non-Financial Assets</b>		
Tangible capital assets (Note 8)	184,816	158,489
Inventory	5,743	4,333
Prepayments	1,230	1,340
<b>Total Non-Financial Assets</b>	<b>191,789</b>	<b>164,162</b>
<b>TOTAL ASSETS</b>	<b>241,279</b>	<b>227,182</b>
<b>LIABILITIES</b>		
Deferred revenues (Note 9)	282,876	321,096
Accounts payables and accrued liabilities	115,947	108,714
Employee severance benefits (Note 10)	46,555	41,454
Other liabilities (Note 14)	28,020	25,600
Vacation pay and compensatory leave	13,305	14,969
<b>TOTAL LIABILITIES</b>	<b>486,703</b>	<b>511,833</b>
<b>EQUITY OF CANADA</b>	<b>(245,424)</b>	<b>(284,651)</b>
<b>TOTAL</b>	<b>241,279</b>	<b>227,182</b>

Contingent Liabilities (Note 11)

Contractual Obligations (Note 12)

The accompanying notes form an integral part of these statements.

Citizenship & Immigration Canada  
**Statement of Equity of Canada (Unaudited)**  
For the Year Ended March 31 (in thousands of dollars)

	2006	2005
<b>Equity of Canada, Beginning of Year</b>	<b>(284,651)</b>	<b>(271,911)</b>
Net Cost of operations	(549,442)	(604,640)
Current year appropriation used (Note 3)	880,780	882,223
Revenue not available for spending	(521,009)	(461,396)
Change in net position in the Consolidated Revenue Fund (Note 3)	(2,698)	(69,527)
Services provided without charge by other government departments (Note 13)	231,596	240,600
<b>Equity of Canada, End of Year</b>	<b>(245,424)</b>	<b>(284,651)</b>

The accompanying notes form an integral part of these statements.

Citizenship & Immigration Canada  
**Statement of Cash Flow (Unaudited)**  
For the Year Ended March 31 (in thousands of dollars)

	2006	2005
<b>OPERATING ACTIVITIES</b>		
<b>Net Cost of Operations</b>	549,442	604,640
<b>Non-Cash Items:</b>		
Services provided without charge	(231,596)	(240,600)
Amortization of tangible capital assets	(7,994)	(9,322)
Loss on disposal of tangible capital assets	(2,554)	(194)
<b>Statement of Financial Position Adjustments</b>		
Decrease (Increase) in liabilities	25,130	(48,149)
Decrease in receivables and advances	(11,526)	(1,081)
Decrease in loans	(2,004)	(551)
Increase in inventories and prepayments	1,300	1,783
<b>Cash Used by Operating Activities</b>	<b>320,198</b>	<b>306,526</b>
<b>CAPITAL INVESTMENT ACTIVITIES</b>		
Acquisitions of tangible capital assets	36,875	44,774
<b>Cash Used by Capital Investment Activities</b>	<b>36,875</b>	<b>44,774</b>
<b>FINANCING ACTIVITIES</b>		
Net cash provided by Government of Canada	<b>(357,073)</b>	<b>(351,300)</b>

The accompanying notes form an integral part of these statements.



**Notes to the Financial Statements (Unaudited)**

**3. Parliamentary Appropriation**

The Department of Citizenship and Immigration receives all of its funding through annual Parliamentary appropriations. Items recognized in the statement of operations and the statement of financial position in one year may be funded through Parliamentary appropriations in prior, current or future years. Accordingly, the Department has different net results of operations for the year on a government funding basis than on an accrual accounting basis. The differences are reconciled in the following tables:

**(a) Reconciliation of net cost of operations to current year appropriations used:**

	<b>2006</b>	<b>2005</b>
	(in thousands of dollars)	
<b>Net Cost of Operations</b>	<b>549,442</b>	<b>604,640</b>
<b>Adjustments for items affecting net cost of operations but not affecting appropriations</b>		
Add (Less):		
Revenue not available for spending	521,009	461,396
Services provided without charge	(231,596)	(240,600)
Refunds of previous year's revenues	12,306	10,964
Amortization of tangible capital assets	(7,994)	(9,322)
Refunds of previous year's expenses	5,716	6,737
Employee severance benefits	(5,101)	562
Inventory consumed in operations	(3,956)	(4,289)
Vacation pay	1,663	171
Other amounts previously charged to appropriations	(997)	(546)
Bad debt	(487)	(50)
<b>Adjustments for items not affecting net cost of operation but affecting appropriations</b>		
Add (Less):		
Acquisition of tangible capital assets	36,875	47,481
Inventory purchased and prepayments	5,601	5,618
Non-budgetary loans	(1,672)	(551)
Employee advances	(29)	12
<b>Current Year Appropriations Used</b>	<b>880,780</b>	<b>882,223</b>





**(b) Appropriations provided and used:**

	Appropriations provided	
	2006	2005
(in thousands of dollars)		
Vote 1 – Operating expenditures	428,908	475,644
Vote 5 – Grant and Contributions	429,405	393,710
Statutory amounts	53,856	54,875
Less:		
Lapsed appropriations: Operating expenditures	(18,430)	(35,074)
Lapsed appropriations: Grants and Contributions	(11,279)	(6,345)
Non-budgetary item	(1,672)	(551)
Appropriations available for future years	(8)	(36)
<b>Current Year Appropriations Used</b>	<b>880,780</b>	<b>882,223</b>

**c) Reconciliation of net cash provided by Government to current year appropriations used:**

	2006	2005
	(in thousands of dollars)	
Net cash provided by Government	<b>357,073</b>	<b>351,300</b>
Revenue not available for spending	<b>521,009</b>	<b>461,396</b>
Change in net position in the Consolidated Revenue Fund		
Variation in accounts receivables and advances	11,526	1,081
Variation in accounts payables and accrued liabilities	7,233	7,668
Variation in deferred revenue	(38,220)	27,188
Other adjustments*	22,159	33,590
<b>Sub Total</b>	<b>2,698</b>	<b>69,527</b>
<b>Current Year Appropriations Used</b>	<b>880,780</b>	<b>882,223</b>

\*Includes refunds of previous year's revenues

Citizenship & Immigration Canada  
**Notes to the Financial Statements (Unaudited)**

**4. Expenses**

The following table presents details of expenses by category.

	<b>2006</b>	<b>2005</b>
	(in thousands of dollars)	
<b>Transfer Payments</b>		
Other level of governments within Canada	234,215	206,458
Non-profit organizations	152,591	144,326
Individuals	30,063	34,206
Other countries and international organizations	1,256	1,461
Refund of previous year transfer payments	(3,138)	(1,477)
<b>Total Transfer Payments</b>	<b>414,987</b>	<b>384,974</b>
<b>Operating Expenses</b>		
Salaries and employee benefits	431,445	462,072
Professional and special services	129,327	124,337
Accommodation	28,894	29,400
Transportation and communications	21,739	24,111
Repairs and maintenance	12,990	12,216
Utilities, materials and supplies	12,125	12,379
Amortization of tangible capital assets	7,994	9,322
Information services	3,239	3,580
Rentals of equipment	2,362	2,128
Other	5,349	1,517
<b>Total Operating Expenses</b>	<b>655,464</b>	<b>681,062</b>
<b>Total Net Expenses</b>	<b>1,070,451</b>	<b>1,066,036</b>

<b>Detail of Transfer Payments</b>	<b>2006</b>	<b>2005</b>
Grant for the Canada-Quebec Accord on Immigration	188,353	160,786
Language Instruction for Newcomers to Canada	93,561	94,033
Contributions to Provinces	48,975	45,672
Immigrant Settlement and Adaptation	42,900	38,358
Resettlement Assistance	39,754	42,530
Host Program	3,326	3,110
International Organization for Migration	1,012	1,205
Migration Policy Development	244	257
Immigration Consultants Program	-	500
Refund of previous year transfer payments	(3,138)	(1,477)
<b>Total</b>	<b>414,987</b>	<b>384,974</b>

Citizenship & Immigration Canada  
**Notes to the Financial Statements (Unaudited)**

**5. Revenues**

The following table presents details of revenues by category.

	<b>2006</b>	<b>2005</b>
	(in thousands of dollars)	
Immigration service fees	292,366	275,501
Right of permanent residence	158,774	147,151
Citizenship service fees	37,359	17,630
Right of citizenship	31,561	20,041
Interest on loans	799	893
Other	150	180
<b>Total</b>	<b>521,009</b>	<b>461,396</b>

**6. Accounts Receivable and Advances**

The following table presents details of accounts receivable and advances.

	<b>2006</b>	<b>2005</b>
	(in thousands of dollars)	
Receivables from other federal government departments and agencies	8,386	23,446
GST refundable advances	1,745	999
Receivables from external parties	3,352	572
Advances	240	108
Less: Allowance for doubtful accounts on external receivables	(217)	(93)
<b>Total</b>	<b>13,506</b>	<b>25,032</b>



Citizenship & Immigration Canada  
**Notes to the Financial Statements (Unaudited)**

**7. Loans**

In accordance with the *Immigration and Refugee Protection Act*, CIC can issue immigration loans up to a maximum of \$110,000 000. Since February 28, 1995, all immigration loans bear interest at a rate determined by the Minister of Finance at the beginning of each calendar year. Regulations provide for a period of up to 7 years for the repayment of the loans.

	<b>2006</b>	<b>2005</b>
	(in thousands of dollars)	
Immigration Loans	40,271	41,943
Less: Allowance, for doubtful collection	(4,287)	(3,955)
<b>Total</b>	<b>35,984</b>	<b>37,988</b>

(in thousands of dollars)

<b>Aging</b>	<b>Capital</b>	<b>Interest</b>	<b>TOTAL</b>
0 – 12 months	10,862	–	10,862
13 – 24 months	8,572	2	8,574
25 – 36 months	6,546	12	6,558
37 – 48 months	3,040	34	3,074
49 – 60 months	2,260	74	2,334
61 – 72 months	1,780	127	1,907
73 - 84 months	1,633	143	1,776
More than 84 months	4,425	761	5,186
<b>TOTAL</b>	<b>39,118</b>	<b>1,153</b>	<b>40,271</b>

	<b>2006</b>	<b>2005</b>
Opening balance	41,943	42,494
New loans (including accrued interest)	13,574	14,120
Repayments	(15,246)	(13,758)
Write-off	–	(913)
Closing balance	40,271	41,943
<b>Number of Accounts (March 31)</b>	<b>18,834</b>	<b>16,930</b>

There were no write-offs in the year as no Supplementary Estimates were approved by Parliament.



## Section 4: Tables

# Citizenship & Immigration Canada Notes to the Financial Statements (Unaudited)

### 8. Tangible Capital Assets

Capital Asset Class	COST				ACCUMULATED AMORTIZATION				2006 Net Book Value	2005 Net Book Value
	Opening Balance	Acquisitions	Disposals and Write- offs	Closing	Opening Balance	Amortization	Disposals and Write- offs	Closing Balance		
Machinery and equipment	1,778	32	0	1,810	502	118	0	620	1,190	1,276
Informatics hardware	35,738	835	7,020	29,553	19,490	5,050	4,670	19,870	9,683	16,248
Purchased software <sup>1</sup>	9,848	205	0	20,053	2,885	1,902	0	4,787	15,266	16,963
Furniture & other	841	112	118	835	240	77	79	238	597	601
Motor vehicles	1,075	138	228	985	535	104	124	515	470	539
Leasehold improvements	7,428	0	0	7,428	1,473	743	0	2,216	5,212	5,956
Assets under construction	116,906	35,553	61	152,398	0	0	0	0	152,398	116,906
<b>Total</b>	<b>183,614</b>	<b>36,875</b>	<b>7,427</b>	<b>213,062</b>	<b>25,125</b>	<b>7,994</b>	<b>4,873</b>	<b>28,246</b>	<b>184,816</b>	<b>158,489</b>

Amortization expenses for the year ended March 31, 2006 is \$7,994,000 (2005, \$ 9,322,000).

Citizenship & Immigration Canada  
**Notes to the Financial Statements (Unaudited)**

**9. Deferred Revenue**

The deferred revenue account was established to record fees and rights derived from the *Citizenship Act* and Regulations and the *Immigration and Refugees Protection Act* and Regulations where the service has yet to be provided or the right granted.

	<b>2006</b>	<b>2005</b>
	(in thousands of dollars)	
Deferred overseas service fees for immigration	139,589	156,947
In-Canada deferred service fees for immigration and citizenship	143,287	164,149
<b>Total</b>	<b>282,876</b>	<b>321,096</b>

**10. Employee Benefits**

(a) Pension Benefits: The department's employees participate in the Public Service Pension Plan, which is sponsored and administered by the Government of Canada. Pension benefits accrue up to a maximum period of 35 years at a rate of 2 percent per year of pensionable service, times the average of the best five consecutive years of earnings. The benefits are integrated with Canada/Québec Pension Plans, benefits and they are indexed to inflation.

Both the employees and the Department contribute to the cost of the Plan. The 2005-06 expense amounts to \$30,569,614 (\$31,953,115 in 2004-05), which represents approximately 2.6 times the contributions by employees.

The Department's responsibility with regard to the Plan is limited to its contributions. Actuarial surpluses or deficiencies are recognized in the financial statements of the Government of Canada, as the Plan's sponsor.

(b) Severance Benefits: The Department provides severance benefits to its employees based on eligibility, years of service and final salary. These severance benefits are not pre-funded. Benefits will be paid from future appropriations. Information about the severance benefits, measured as at March 31, is as follows:

	<b>2006</b>	<b>2005</b>
	(in thousands of dollars)	
Accrued benefit obligation, beginning of year	41,454	42,016
Expense for the year	8,746	2,434
Benefits paid during the year	(3,645)	(2,996)
<b>Accrued Benefit Obligation, End of Year</b>	<b>46,555</b>	<b>41,454</b>



## 11. Contingent Liabilities

### Claims and Litigation

Claims have been made against the Department in the normal course of operations. As of March 31, 2006, no significant liability is expected to result from these claims. However, some potential liabilities may become actual liabilities when one or more future events occur or fail to occur. To the extent that the future event is likely to occur or fail to occur, and a reasonable estimate of the loss can be made, an estimated liability is accrued and an expense recorded in the financial statements.

## 12. Contractual Obligations

The nature of the Department's activities can result in some large multi-year contracts and obligations whereby the Department will be obligated to make future payments when the services/goods are received. Significant contractual obligations that can be reasonably estimated are summarized as follows:

(in thousands of dollars)	2007	2008	2009	2010	2011 and after	Total
<b>Purchase Commitment</b>						
Accenture Inc. Ottawa, ON	18,000	–	–	–	–	18,000
Canadian Bank Note, Ottawa, ON	6,000	–	–	–	–	6,000
<b>Transfer payments</b>						
Quebec (*)	196,000	196,000	196,000	196,000	196,000	980,000
British Columbia	47,000	47,000	47,000	47,000	47,000	235,000
Manitoba	9,000	9,000	9,000	9,000	9,000	45,000
<b>Total</b>	<b>276,000</b>	<b>252,000</b>	<b>252,000</b>	<b>252,000</b>	<b>252,000</b>	<b>1,284,000</b>

\* The Canada-Quebec Accord has an escalating factor built into the agreement. The value of each component of this factor is only known at the end of each fiscal year.

Citizenship & Immigration Canada  
**Notes to the Financial Statements (Unaudited)**

**13. Related Party Transactions**

The Department is related as a result of common ownership to all Government of Canada departments, agencies, and Crown corporations. The Department enters into transactions with these entities in the normal course of business and on normal trade terms. Also, during the year, the Department received services which were obtained without charge from other Government departments as presented in Part (a).

**(a) Services Provided Without Charge**

During the year, the Department received without charge from other departments, accommodation, legal fees and the employer's contribution to the health and dental insurance plans. Additionally, the Department received international immigration services from the Department of Foreign Affairs and International Trade, staff and facilities at missions abroad. These services without charge have been recognized in the Department's Statement of Operations as follows.

	<b>2006</b>	<b>2005</b>
	(in thousands of dollars)	
Accommodation	28,894	29,400
Employer's contribution to the health and dental insurance plans	18,565	20,300
Workers' Compensation costs	140	200
Legal services	38,797	36,400
International immigration services	145,200	154,300
<b>Total</b>	<b>231,596</b>	<b>240,600</b>

The Government has structured some of its administrative activities for efficiency and cost-effectiveness purposes so that one department performs these on behalf of all without charge. The costs of these services, which include payroll and cheque issuance services provided by Public Works and Government Services Canada are not included as an expense in the Department's Statement of Operations.

**(b) Payables and Receivables Outstanding at Year-End with Related Parties**

	<b>2006</b>	<b>2005</b>
	(in thousands of dollars)	
Accounts receivable with other government departments and agencies	8,386	23,446
Accounts payable to other government departments and agencies	8,960	5,306





**14. Other Liabilities**

The Immigrant Investor Program allows qualified immigrants to gain permanent residence in Canada by making an investment of \$400,000 in the Canadian economy. The investment is returned to the investor, without interest, five years and two months after payment.

After meeting other immigration requirements, applicants are then required to pay their \$400,000 investment to the Receiver General for Canada. CIC acts as an agent for the approved provincial funds by collecting the investments and distributing them to the approved funds according to a prescribed allocation formula (50 percent divided equally and 50 percent distributed according to provincial gross domestic product). The investment is distributed to the participating provinces and territories (currently Ontario, British Columbia, Prince Edward Island, Northwest Territories, Manitoba and Newfoundland) on the first day of the second month following receipt from the investor.

The participating provinces and territories are responsible for investing their allocations to strengthen their economies and to create or continue employment. They report to CIC quarterly, and after the five-year holding period, remit the \$400,000 investment back to CIC. CIC, within 30 days of receipt of the \$400,000 from the participating funds, returns the \$400,000 investment to the investor (without interest).

The value of financial transactions processed during the year is as follows.

	April 1,2005	Receipts and other credits	Payments and other charges	March 31,2006
Immigrant Investor Program	25,600,000	34,400,000	32,000,000	28,000,000

**15. Subsequent events**

On May 2, 2006, the Government announced the reduction of the fee for the right of permanent residence. This reduction will translate into a reimbursement of the already paid right of permanent residence for those who have been issued a permanent resident visa and who have landed in Canada after the announcement date. A reimbursement is also available to those who have prepaid the right of permanent residence but who have not received a permanent resident visa. The impact of this announcement on the 2005-06 financial statements is that a portion of the deferred revenue should be reclassified as an accounts payable. This estimated value of the associated refund is between \$69 and \$89 million but a more accurate amount cannot be determined; therefore, no adjustment has been made to the 2005-2006 departmental financial statements.

## **Table 13: Response to Parliamentary Committees, and Audits and Evaluations for Fiscal Year 2005–06**

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### **Response to Parliamentary Committees**

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N/A

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### **Response to the Auditor General including to the Commissioner of the Environment and Sustainable Development (CESD)**

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N/A

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### **External Audits (Note: These refer to other external audits conducted by the Public Service Commission of Canada or the Office of the Commissioner of Official Languages.)**

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N/A

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### **Internal Audits**

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#### **Audit of Resettlement Assistance Program (RAP) Contribution Program**

<http://www.cic.gc.ca/english/research/audit/rap.html>

#### **Audit of the Moscow Immigration Program**

<http://www.cic.gc.ca/english/research/audit/moscow.html>

#### **Audit of Language Instruction for Newcomers to Canada (LINC) Contribution Program**

<http://www.cic.gc.ca/english/research/audit/linc.html>

#### **Report on Financial and Administrative Controls of the Immigration Loans Program**

<http://www.cic.gc.ca/english/research/audit/ilp.html>

System Under Development Audit of the Global Case Management System

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### **Evaluations**

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Several evaluation projects begun in 2005 will be completed in 2006-07, including a formative evaluation of initiatives under the Government's Action Plan for Official Languages, and a summative evaluation of the Private Sponsorship of Refugees Program.

For more details, see section: Other Programs and Services, Evaluation.

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**Table 14: Sustainable Development Strategy**

Points to Address	Departmental Input
<p>1. What are the key goals, objectives and/or long-term targets of the SDS?</p>	<p>CIC's third Sustainable Development Strategy (SDS) was tabled in Parliament on February 16, 2004. In addition to the three goals of the second SDS, the current SDS includes a new goal aimed at supporting sociocultural sustainability.</p> <p>The strategy's four key goals are to:</p> <ol style="list-style-type: none"> <li>1. minimize the negative environmental impact of departmental operations;</li> <li>2. promote awareness of sustainable development principles and objectives among departmental staff, clients and stakeholders;</li> <li>3. support sociocultural sustainability; and</li> <li>4. promote accountability and ensure compliance.</li> </ol> <p>Goals 1, 2 and 4 remain the same as in CIC's second SDS, and the Department is moving forward to incorporate sociocultural sustainability into its third strategy.</p> <p>The SDS includes a three-year action plan with specific objectives, actions and target dates for each key goal (covering January 1, 2004, through March 31, 2007).</p>
<p>2. How do your key goals, objectives and/or long-term targets help achieve your department's/agencies' strategic outcomes?</p>	<p>CIC's second SDS focused predominantly on the environmental aspects of sustainable development. CIC is committed to maintaining a strong focus on the environment in its strategy. However, CIC's policies and programs have historically linked economic and social, as well as domestic and international, considerations. While immigration continues to support the Canadian economy by providing additional highly skilled labour when required, it has also played, and continues to play, an important role in creating and changing the social fabric of Canada. Consequently, CIC has added a new social dimension into its third SDS, Goal 3.</p>
<p>3. What were your targets for the reporting period?</p>	<p>Targets in the third SDS relate to:</p> <ul style="list-style-type: none"> <li>• Departmental operations (e.g. resource reduction, fleet management, facilities);</li> <li>• Communications and provision of information;</li> <li>• Raising awareness of sustainable development within the Department and among client groups (newcomers, service provider organizations);</li> <li>• Inclusion of an environmental component in the Department's planning, policy and implementation processes;</li> <li>• Research;</li> <li>• Sociocultural sustainability in the Department and for its clients; and</li> <li>• Performance measurement and accountability.</li> </ul>



Points to Address	Departmental Input
<p>4. What is your progress (this includes outcomes achieved in relation to objectives and progress on targets) to date?</p>	<p>Two years into the implementation of its Sustainable Development Strategy, CIC has made progress towards achieving the majority of its objectives.</p> <p>The most significant progress was made towards improving the sustainability of the Department's operations. Initiatives completed in 2005-06 include:</p> <ul style="list-style-type: none"> <li>• Implementation of a retrofitting pilot at the National Headquarters (NHQ) to optimize the use of space and material resources. During these projects, existing materials were either reused or recycled and the floor's population was increased by as many as 20 workstations.</li> <li>• Installation of environmentally friendly carpeting at two buildings of the NHQ. The new carpet is made of tiles so that, when wear occurs, only the damaged sections must be replaced as opposed to the whole carpet. The installation was made in an environmentally friendly manner, the old carpet was recycled, and all adhesives used were water-based.</li> <li>• Improvement of the efficiency of CIC's fleet of vehicles through the implementation of national fleet management guidelines, which led to a 7.8% decrease in the number of vehicles. This was achieved through consideration of alternatives to purchasing, for instance, whenever possible existing cars can be transferred from one region to another to respond to operational needs.</li> <li>• Reduction of paper consumption by 14% through an increased accessibility to double-sided photocopiers and network printers, and a significant reduction in the number of personal printers.</li> </ul> <p>CIC continued to promote awareness of sustainable development principles and objectives among departmental staff, clients and stakeholders. This was achieved through Environment Week, CIC's Web and Intranet sites, and the inclusion of SD material in CIC's core publications, including those destined to new immigrants.</p> <p>To achieve the goal of sociocultural sustainability, CIC has supported its Youth Network, Diversity Network, and work on promoting equity. In addition, the Department has developed cost-sharing pilot programs for enhanced language training for adult immigrants and provided program and policy support to Official Language Minority Communities.</p>
<p>5. What adjustments have you made, if any? (To better set the context for this information, discuss how lessons learned have influenced your adjustments.)</p>	<p>No adjustments were made to the SD Strategy in the period covered by this report.</p>



## Table 15: Service Improvement

### 1. Client Satisfaction Measurement and Progress Toward Achieving Satisfaction Targets

In 2005-06 CIC measured Internet activity and performed a User Survey to assess satisfaction with the CIC main Web site. In 2005, the Canada International Gateway (the Government of Canada's primary Internet site for international audiences; it is administered by DFAIT) conducted focus groups and interviews with internationally trained professionals in Canada to assess site usability, ease of navigation, and site content. Client satisfaction surveys and needs research were also performed by other Government of Canada Web sites such as DFAIT.

CIC Internet activity results indicated that reliance on the departmental site is growing. CIC – with 28 million visits – is now the second most visited Government of Canada Web site. Although client satisfaction with the CIC site usability is declining, clients are generally satisfied with the information found on the Web site. Three out of four visitors indicated they would recommend the Web site to family, friends or work colleagues and would visit the site again. For a summary of results see [www.cic.gc.ca/english/department/cic](http://www.cic.gc.ca/english/department/cic).

Key findings from the Canada International Gateway indicate that immigrant information and service needs vary considerably as they move through the immigration process and immigrant expectations related to the job market do not match their experience once in Canada. However, overall reactions to the home page were positive and most liked the nature and use of graphics.

CIC is currently synthesizing findings from all of the aforementioned sources in order to identify client needs in terms of information, usability, and ease of navigation. The final report on findings will be used to redesign a new CIC Web site which will be complemented by a performance measurement regime and evaluation tools aimed at promoting continuous improvement.

In 2005-06, the CIC Call Centre conducted a User telephone survey to measure service quality and satisfaction. In terms of quality, the Call Centre client service representatives were generally found to be caring, helpful, polite and understanding. The Call Centre achieved a 63% rate of very satisfied clients with 61% of clients indicating they would definitely continue to use this service and 64% indicating they would recommend the service to others.

### 2. Service Standards for All Key Public Services

#### Legislated Standards

CIC is mandated to deliver the programs and services that will allow the Government to meet the immigration levels it sets every year to address its social, demographic, cultural, and economic needs. CIC's planned target range for 2005 was 220,000 to 245,000 permanent residents. CIC surpassed this target with 262,236 new permanent residents being admitted to Canada in 2005.

#### Call Centre Standards

CIC's Call Centre is the initial point of access for clients calling from within Canada to CIC programs and services. The Call Centre provides general information about CIC's programs and processes as well as case specific information. CIC has established a service target of an 80% response rate.

#### Processing Standards

In 2005-06, CIC posted statistical information on the estimated length of time required to finalize applications in Canada and at visa offices around the world. Statistics are broken down by application category. See [www.cic.gc.ca/english/department/times-int/index.html](http://www.cic.gc.ca/english/department/times-int/index.html) and [www.cic.gc.ca/english/department/times/process-in.html](http://www.cic.gc.ca/english/department/times/process-in.html).

For citizenship applications, CIC posted general processing times for routine applications. A routine application is defined and posted with the processing times. See [www.cic.gc.ca/english/department/times/cit-processing.html](http://www.cic.gc.ca/english/department/times/cit-processing.html).

CIC is committed to processing all applications as quickly as feasible while meeting policy objectives and respecting the priority given to certain applications such as the reunification of close family members. Others may take longer as immigration level commitment to parliament is outweighed by demand and intake.

### **3. Main Achievements in Improving Service from a Client-Centred Perspective**

#### **Call Centre**

In 2005-06, CIC increased the number of Call Centre client service representatives. This increased capacity allowed CIC to respond to 180,000 calls per month. In March 2006, the Call Centre responded to 93% of all calls thus surpassing the industry standard of 85%. This enhanced service means fewer busy signals for CIC clients, reduced waiting times, and additional clients getting the information they need about CIC programs and services.

#### **Processing**

- In 2005-06, CIC improved services by reducing processing times and inventories for grants of citizenship from 15-18 months to 12-15 months, and for proof of citizenship from five (5) - seven (7) months to three (3). In 2005-06, over 222,000 individuals became Canadian citizens.
- In the last few years, CIC has consistently improved processing times for the applications of spouses and minor children being processed overseas. In 2005, 62% were processed in six (6) months or less compared to processing times of nine (9) months in 2003. In critical locations like India, 80% are currently processed in three (3) months or less and 94% are processed in six (6) months or less.
- In April 2005, for the reunification of family members, CIC increased planned admissions for parents and grandparents from 6,000 to 18,000 per year. CIC succeeded in tripling the planned number of visas by issuing 17,495 visas with 12,471 of those admitted as permanent residents in 2005. CIC accomplished this without any other visa class suffering.
- Despite a 41% increase in the number of Temporary Resident applications received at visa offices over the last three years, CIC continued to improve service in 2005 by maintaining processing times at 48 hours or less for over two thirds of the applications for temporary residence. In 2005-06, CIC issued a record 744, 558 Temporary Resident Visas.
- CIC took steps to ensure that those who apply for refugee status in Canada are truly in need of protection. These measures allow CIC to focus resources on those more likely to need Canada's protection. CIC extended permanent residence status to 19,000 approved refugees in 2005. At the same time, the Immigration Refugee Board cut the number of claims pending from 52,000 in 2003 to 22,000 in March 2006.

#### **Students**

- On May 16, 2005, CIC introduced measures to allow foreign students graduating from Canadian colleges and universities outside of Montreal, Toronto and Vancouver to work in their field of studies for two years, rather than one year.
- In April 2005, CIC made adjustments to its international study program and introduced measures to allow international students at public post-secondary institutions to work off-campus while completing their studies. As a result of this initiative, in April 2006, the Minister expanded the program to allow international students across Canada to apply for off-campus work permits.<sup>22</sup>
- In the last five (5) years, CIC has consistently improved the processing of the overseas applications of foreign students. In 2005, 75% were processed in 28 days or less compared to 69% in 2003. In one of CIC's main student source locations, Seoul, 91% were processed in 28 days or less.

<sup>22</sup> For more information on the international students work permits, see [www.cic.gc.ca/english/press/06/0601-e.html](http://www.cic.gc.ca/english/press/06/0601-e.html).



### On-Line Services

CIC recognizes that many people want electronic access to information about CIC services and programs, and the status of their applications.

- CIC clients can now pay their fees using major Canadian credit cards on-line, from anywhere in Canada.
- CIC improved the quality of information available on the Going to Canada Immigration Portal. It now includes links to labour market information and provincial and territorial sites. Site navigation has also been improved.
- A new electronic service was introduced at visa offices abroad that allows prospective immigrants, refugees and visitors to Canada to inquire about the status of their visa application by e-mail from anywhere in the world.
- CIC completed the development and design work required to improve messaging and add other citizenship services to its Electronic Case Application Status system (e-CAS) and its Electronic Change of Address tool (e-COA). As a result, e-CAS and e-COA are now available to all citizenship clients and e-CAS messaging provides enhanced information and help features.

### Table 16: Travel Policies

Citizenship and Immigration Canada adheres to the Treasury Board Secretariat Special Travel Authorities and the TBS Travel Directive, including rates and allowances.