



Citizenship and
Immigration Canada

Citoyenneté et
Immigration Canada

IP 3

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

Part 2 (Resettlement Assistance Program)

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Updates to chapter

Listing by date:

Date: 2010-04-30

Part 2 of the chapter IP 3 has been completely revised and expanded. Previous versions of this chapter should be deleted.

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14. Basic RAP Information

14.1. What is RAP?

The Resettlement Assistance Program (RAP) is a contribution program that operates within program terms and conditions and a program budget approved by the Treasury Board of Canada. The program has two main components: income support and a range of immediate essential services.

Income support, administered by CIC, can be provided for up to 12 months for Government-Assisted Refugees (GARs). In exceptional circumstances and for Joint Assistance Sponsorship (JAS) cases, income support can be provided for up to 24 months. In rare cases involving separated minors it can be provided for up to 36 months. Immediate and essential services are delivered by Service Provider Organizations (SPOs) generally within the first 4-6 weeks of a newcomer's arrival in Canada. Activities include:

- meeting newcomers at the airport/final destination in Canada
- providing temporary accommodation
- providing basic orientation to Canada, life skills training and financial orientation
- assistance finding permanent accommodation
- referrals to other settlement programs

Note: GARs are eligible for Interim Federal Health medical coverage. See IP 3, part 1, section 10.

More information on the immediate and essential services provided under RAP can be found in the RAP Delivery Handbook, which is available from Regional Program Advisors (RPA). Guidance provided in IP 3, Part 2 relates primarily to RAP income support.

14.2. Permanent resident categories eligible for income support

A person's immigrant category is identified in the

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

The following table shows the immigration categories that may qualify for income support and immediate essential services. For more information, see IRPA regulations for eligibility, R139(f)(ii) and R144-148.

Category	Description	Special Needs Cases
CR1	Government-Assisted Refugee	
CR5	Government-Assisted Refugee	Under joint assistance sponsorship

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RS1	Government-assisted member of Designated Humanitarian Class–Source Country	
RS5	Government-assisted member of Designated Humanitarian Class–Source Country	Under joint assistance sponsorship
RA5	Government-assisted member of Designated Humanitarian Class–Asylum Country	Under joint assistance sponsorship

Also eligible to receive income support and/or RAP services are permanent residents admitted to Canada who were granted permanent residence under section 25 of IRPA. The approval of RAP funding for these persons is restricted to Directors General.

14.3. Exceptions: Income support eligibility

Sponsorship Breakdown

Income support and RAP services may be provided to refugees who are admitted to Canada under the sponsorship of a Sponsorship Agreement Holder (SAH) or a Constituent Group (CG) when a sponsorship breakdown has been declared. For more information on sponsorship breakdown, see IP 3 Part 3 – **Section 46**. These cases are rare and may require the local CIC office to refer the refugee to a SPO for orientation on income support and financial responsibilities, if required.

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

The duration of income support is calculated based upon

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

For more information, please refer to Sponsorship Default, IP 3, Part 1, Section 7.52.

Cost Sharing Initiatives

The Department may enter into cost sharing initiatives where income support is provided for individual or group processed visa office referred (VOR) refugees under the PSR program. In exceptional circumstances cost sharing may be available for sponsor referred refugees. Income is not usually provided directly to the client but rather to the sponsor based on need. These differ from JAS cases as they do not meet the special needs criteria. Due to the potential impact on the RAP budget, all cost sharing initiatives must be negotiated with NHQ.

Cost sharing, sometimes referred to as blended initiatives, involves shared responsibility for the financial needs of the refugee, based on the demonstrated need of the sponsor.

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The terms of the cost sharing initiative are determined through negotiation between CIC and the sponsoring group.

An example would be that the federal government provides financial assistance for the initial start-up costs and monthly income support for a period of three (3) months, and the sponsoring group would provide financial assistance for the remaining nine (9) months as well as emotional assistance and mentoring for the full 12 months (e.g. cost-sharing for group processing initiatives– Karen Refugees in Thailand 2006-08). RAP services may also be provided.

The RAP Terms and Conditions currently allow only SAHs and CGs to participate in cost sharing sponsorship initiatives; cost sharing is not available for G5 or community sponsorship.

Separate instructions regarding implementation would be provided for any cost-sharing initiatives as they arise and receive departmental approval at the national level.

14.4. Basis of Income Support Rates

The delivery of income support is based on provincial/territorial and national standards. Monthly income support entitlements for shelter, food and incidentals are guided by the prevailing provincial/territorial social assistance rates, which vary in each province. A list of provincial RAP/social assistance rates must be compiled by the local and/or regional office and available in the form of income support charts at local CIC offices responsible for RAP delivery. Changes must be reviewed and approved by the Regional Office, and by NHQ if there is a budgetary impact.

Other entitlements, such as the staple allowance or maternity allowance, are based on standard national maximum rates that are part of RAP. These entitlement rates are outlined in this chapter.

For additional information, please refer to the RAP Terms and Conditions, IP 3, Appendix B, Annex 1.

Note: Income support rates are to be paid as maximums and should not be exceeded. In exceptional cases, approval must be obtained from NHQ, based on the recommendation of RHQ.

14.5. Qualifying for income support

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

Basic needs of life include:

- Food and incidentals
- Shelter
- Clothing
- Basic furniture (beds, table, chairs, etc.)
- Other essential household goods (linens, pots and pans, etc.)

14.6. Eligibility Period

Income support allowances are based on criteria that consider the client's ability to meet ongoing basic needs for the duration of their entitlement period.

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- Benefits for Principal Applicant (PA) or Head of Family (HOF) and accompanying dependants are normally provided for:
 - ◆ 12 months from the date of arrival in Canada; or
 - ◆ Until the client has sufficient income and resources available to provide for themselves - whichever comes first.
- The eligibility period for non-accompanying dependants is based upon their arrival date (not that of the PA or HOF) and ends up to 12 months later.

Extension of Eligibility Period

- In certain circumstances the period of income support eligibility may be extended for up to an additional 12 months. This includes situations of:
- Special needs where there is a joint assistance undertaking signed by CIC and a Sponsorship Agreement Holder (SAH).
- Exceptional circumstances determined on a case-by case basis in consultation with RHQ and NHQ. In these situations, the support of a private sponsor is not always required, however one may be recommended. An extension of this kind is rare.

14.7. National Program Advisor Responsibilities

National Program Advisors are responsible for:

- Providing coordinated functional guidance and support to the RPAs on the delivery of RAP, as required.
- Stakeholder engagement and communications, including managing, coordinating and administering the National RAP Working Group.
- Negotiating and managing contribution agreements with SPOs for national RAP B initiatives (i.e. projects, workshops or conferences which aim to improve the delivery of resettlement services).

14.8. Regional Program Advisor (RPA) Responsibilities

RPAs are responsible for:

- Advising local CIC offices on RAP program delivery and policy interpretation and any other federal or provincial policies that officers need to be aware of; and
- Consultation and communications with NHQ on program delivery and policy interpretation.

14.9. RAP Officer Responsibilities

Local CIC offices are responsible for:

- Ensuring that income support for food, shelter and basic allowance or incidentals are consistent with the current provincial social assistance (SA) rates;
- Ensuring that entitlements are in accord with established rates. A RAP rate may only be exceeded:
 - ◆ on an exceptional case-by-case basis; and
 - ◆ where prior authorization from the RHQ in consultation with NHQ is received.
- Calculating RAP overpayments and requesting the set up of accounts receivable.

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- Administering the One-Year Window (OYW) provision. For more information on OYW see section 24
- Maintaining case files and making changes to RAP income support, as required, based on change of client status.
- Monitoring the delivery of the program to determine the appropriateness of the range, level, and quality of immediate essential services.
- Monitoring clients to obtain information on the degree of settlement and support they are receiving.
- Negotiating and managing contribution agreements with SPOs for the delivery of RAP services.

14.10. Client Responsibilities

Client Responsibilities include:

- Working towards becoming self-sufficient as soon as possible
- Repaying all loans
- Ensuring income support is used to pay monthly expenses including rent and utilities
- Reporting to the CIC RAP officer any change of status. For more information see Section 20.
- Adults are expected to be engaged in activities that will lead to self-sufficiency, e.g.:
 - ◆ enrolled in programs *normally* outside of the public school system including language or job training programs or attending a post-secondary institution
 - ◆ seeking employment; and/or
 - ◆ employed
- Children as expected to be:
 - ◆ Enrolled in and attending classes through the education system

If a CIC officer becomes aware that clients are not actively seeking to become self-sufficient, the client should be referred to the relevant RAP SPO for counselling and interventions as appropriate. This may be particularly important for women with young children, seniors and special needs clients to ensure that they are receiving the appropriate supports to facilitate physical, psycho-social and emotional well-being and minimize isolation during their initial resettlement.

15. CIC Allowances (Basic and Conditional)

RAP income support is not an automatic benefit or entitlement. It can be refused, reduced or discontinued.

Income support allowances can be basic (provided to all GARs) or conditional (provided only under certain circumstances, e.g. maternity). Certain allowances are provided one-time only, while others are provided on an on-going monthly basis.

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15.1. Pro-Rating

RAP on-going monthly allowances are to be pro-rated whenever possible to ensure that RAP income support is provided for no longer than 12 months (or 24 months for JAS or exceptional circumstances) from the date of arrival in Canada. Pro-rating applies to both the first and last months of RAP unless otherwise specified (e.g. special diet allowance commences from date of medical note). The national standard formula for pro-rating RAP allowances is: $\text{RAP amount} \times 12 / 365 \text{ days}$. See example in Section 18.1.

The following sections describe the income support allowances under RAP.

A complete list of general ledger (G/L) codes can be found in the Financial Coding Manual, FC 2, on the CIC website.

<http://www.ci.gc.ca/cicexplore/english/guides/guides/fc/index.htm>

15.2. Food and Shelter Allowances

Basic Allowance (G/L 59003) includes monthly food allowance and incidentals (including food requirements, personal care products, etc.)

Shelter (G/L 59004) includes a monthly allowance for rent and utilities based on prevailing provincial social services shelter allowances and policies. In some provinces, allowances for utilities (i.e. water, heat, electricity) may also be available. Officers should consult with office managers/supervisors and RPAs to ensure that rates for shelter and utilities (if applicable) are consistent with corresponding provincial rates for shelter and/or utilities.

Authority to exceed the prevailing provincial social assistance rate for shelter may be considered on a case-by-case basis due to special circumstances; due to the impact on budgets, RHQ consultation and prior approval is required.

In some provinces where social services allowances for utilities are available, it will be necessary to confirm the actual cost of the utilities. Clients should be advised to consider equalized billing, wherever possible, to determine actual monthly costs.

In some provinces, there may be additional shelter (and/or basic) allowances or top-up available for clients with disabilities or other special needs, and/or seniors. Officers should consult with office managers/supervisors and RPAs to ensure that allowances for special needs and/or special categories (e.g. clients with disabilities, seniors) are consistent with corresponding social service rates in their respective province. RHQ/NHQ consultation and approval is required on a case-by-case basis due to budget impacts.

The shelter allowance (including housing supplement, section 15.3 below) should not exceed the actual cost for shelter and utilities.

Provincial social services policies and legislation are generally available on-line for reference purposes. For specific links, officers and/or supervisors should consult with the RPA.

15.3. Housing Supplement

A housing supplement may be provided to GAR clients who require financial assistance with their rental and utility costs over and above the applicable provincial shelter allowance rate. The RAP housing supplement is a national entitlement that serves as a substitute for the more comprehensive rental supplement and subsidized housing programs offered by provincial and municipal social assistance programs.

When a provincial housing supplement is available (e.g. for larger families) and the applicable provincial supplement exceeds the national RAP housing supplement, the provincial housing supplement may be utilized in lieu of the national RAP housing supplement. However, clients should not receive both.

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Determining Need for Housing Supplement

Officers must be satisfied that the housing supplement is needed before it can be issued. The officer will use discretion in determining need for the supplement and will take into consideration the actual cost of the client's rent and utilities as well as all current sources of household income (RAP, employment, provincial social assistance on One Year Window).

A common scenario where an individual or family may not require the supplement is a household where there is more than one RAP cheque (single and/or multiple person files) and total RAP shelter allowances could potentially exceed actual rental and utility costs.

Note: One Year Window (OYW) RAP clients who are residing with family members on social assistance are entitled to the housing supplement if a need is demonstrated (e.g., housing costs exceed shelter allowance).

Issuing Housing Supplement

The housing supplement rates are as below.

- Single supplement (one single adult on one RAP file): Up to a maximum **\$75** per month
- Family supplement (more than one person on a RAP file): Up to a maximum of **\$100** per month

Note: The housing supplement shall be pro-rated for partial months similar to other on-going monthly benefits.

15.4. Staple Allowance (G/L 59001)

A **one-time** staple allowance is provided to set up a household with basic food and cleaning supplies. Maximum rates for a staple allowance are as follows:

- **\$175** for a single individual; and
- **\$75 for each additional family member.**

The following table indicates the allowance rates for the staple allowance:

Category	Amount
Per single individual	\$175
Per Family Size 2	\$250
Per Family Size 3	\$325
Per Family Size 4	\$400
Per Family Size 5	\$475
Per Family Size 6	\$550
Per Family Size 7	\$625
Per Family Size 8	\$700

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Per Family Size 9	\$775
Per Family Size 10	\$850
Per Family Size 11	\$925
Per Family Size 12	\$1000

Note: There is no family maximum.

15.5. Basic household needs allowance (G/L 59001)

A **one-time** basic needs allowance is provided.

Suggested items include:

- beds, dresser
- sofa, loveseat and/or chair, table
- table and chairs
- bed linens
- basic window coverings
- common household products such as kitchen utensils, pots and pans, brooms and mops

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

- provided with funds directly to the eligible client in order to purchase the furniture;
- provided through a standing offer with a supplier;
- provided through a contribution agreement with a SPO to provide the goods; or
- a combination of the above.

When the basic needs allowance is provided through a combination of funds to the refugee and an agreement with a supplier, clients are to receive funds only for the balance of goods not provided by the supplier. For example, the maximum amount for a single without dependants is \$1,330. Furniture provided through a supplier values \$800. Funds not exceeding \$530 are provided directly to the client for the purchase of remaining household goods.

No matter how the allowance is provided, it is important that clients receive all or as many as possible of the suggested goods and furniture items and that those items are of good quality, within the allowable rates.

The following table indicates the maximum allowance rates for one-time basic needs, which include all household items such as dishes, cutlery, pots and pans, all linens (bedding, towels), and furniture. The total cost of these items **should not** exceed the maximum allowable rates provided below. RHQ approval is required for exceptions based on special circumstances.

Category	Maximum
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	Rate
Per single without accompanying dependants	\$1330
Per single plus one dependant	\$2340
Per single plus two dependants	\$2665
Per couple without accompanying dependants	\$1960
Per couple plus one dependant	\$2455
Per couple plus two dependants	\$2945
Per couple plus three dependants	\$3515
For each additional dependant	\$350

15.6. Utility Installation Allowances (G/L 59001)

A **one-time** allowance, established in accordance with prevailing rates, to connect one telephone for each family unit will be approved. Other telephone costs and ongoing service costs are the client's responsibility and must be covered by the basic shelter and incidental allowance. Long distance telephone calls and phone plans other than basic service are not covered.

A **one-time** allowance may be approved if required for installation and/or hook-up of utilities (e.g. water, gas, electricity). This does not apply to cable installation or hook-up for televisions.

Assistance loans should be provided for refundable deposits. See OP 17.

15.7. Clothing Allowances (initial, winter, replacement) (G/L 59002)

Clothing allowances are provided for initial or regular clothing needs, winter clothing and replacement items. JAS clients and their dependants are eligible for initial or regular clothing allowance once for every 12 months of RAP coverage. A second issuance of winter clothing allowance may be authorized for JAS children under 18 (e.g., if clothing or boots from port of entry (POE) no longer fit or are worn out).

Allowance	Timing	Amount
Initial or Regular Clothing Allowance	included in start-up cheque 13 th month cheque for JAS clients	\$325 per adult (18 years and older) \$250 per dependent child under 18 years
Winter Clothing Allowance	April 15 th to October 15 th arrivals: August or September cheque October 16 th to April 14 th arrivals: Winter clothing is routinely issued by the POE SPO during cold weather months. Therefore, no winter allowance is given for arrivals during this period. However, if the officer believes that the POE may not have issued winter clothing or that winter clothing was inadequate, the winter clothing allowance can be included in the start-up cheque.	\$175 per adult (18 years and older) \$125 per dependent child under 18 years

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	13 th month check for JAS for children under 18 only.	
Replacement Clothing Allowance	May be issued in exceptional cases only, for example, in case of fire, flood, health (dramatic loss or weight gain due to health issues). Advise RHQ of issuance.	

15.8. Transportation Allowance (G/L 59006)

An allowance for transportation may be provided based upon the current cost of monthly public transportation. The transportation allowance is determined on a case-by-case basis depending on the needs of the client. For example, depending on where the client lives, they may require either a single or multi-zone pass.

Only those clients who are of the age of majority in the province/territory of residence are eligible to receive a transportation allowance.

In areas where public transportation is not available, a maximum rate of \$50 per month per eligible client can be used as the basis for calculating the allowance.

15.9. Dietary Allowance (G/L 59005)

An allowance should be provided to clients who submit a physician's letter outlining the type of special diet required due to a health condition. The maximum allowable is up to \$100 per month based on type of diet required and corresponding provincial allowances.

Provincial social service allowances are available on-line. Consultation with the RPA may be required to determine the applicable allowance.

Eligible diets include diabetic, low sodium, low cholesterol, high fibre, high calcium, high protein, high calorie, HIV/AIDS, Hepatitis C, lactose free, milk free, gluten free, renal failure, etc. Dietary allowance does not apply to maternity. See section 15.10.

Nutritional supplements are not eligible under the dietary allowance.

The dietary allowance should be pro-rated based on the date of receipt of the physician's letter and ends when RAP benefits end.

15.10. Maternity Related Allowances

Maternity Food Allowance (G/L 59005): Upon receipt of a doctor's letter confirming pregnancy, the CIC officer should approve a **\$75** monthly allowance to assist with special dietary needs. This monthly allowance is to be issued from date and/or receipt of a medical note attesting to the date of birth. It is not to be applied retroactively to the beginning of the pregnancy.

Maternity Clothing Allowance (G/L 59002): Upon receipt of a doctor's letter confirming pregnancy, the CIC officer should approve a **one-time \$200** allowance to assist with the purchase of maternity clothing.

15.11. Newborn Allowance (born in Canada) (G/L 59011)

Upon receipt of a doctor's letter confirming pregnancy and due date, the CIC officer should approve a **one-time \$750** allowance to purchase items for the baby, such as clothing and furniture.

This allowance should be administered 2 months prior to the due date of the child.

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Those also eligible for the newborn allowance include:

- Births up to 3 weeks after RAP ends. This amount should be added to the final RAP cheque.

If furniture is provided for the newborn baby, this cost should be deducted from the \$750 allowance.

15.12. Children under 6 years of age Allowance (G/L 59010)

Refugees are entitled to an additional allowance of \$50 per month per child under six years of age and not attending school, in addition to their normal food, shelter and incidental rate if:

- they are arriving with children who are under 6 years of age on the arrival date and are not yet attending school; or
- they have a baby in Canada within their RAP eligibility period.

The additional allowance is to assist with the cost of:

- infant needs (diapers, formula, etc.)
- pre-school needs

Note: This allowance should be given only in provinces that claw back National Child Benefit Supplement (NCBS). For more information on NCBS clawback see section 18.3

Note: Eligible RAP clients should receive either the children under 6 allowance or the monthly school allowance, not both.

15.13. School Allowances (Start-Up and Monthly) (G/L 59011)

School Start-Up Allowance: An allowance of \$150 for school-age children and young adults attending provincial educational institutions (K-12), between the ages of 4-21 inclusive, will be provided to defray costs for school supplies, gym clothing, etc. This allowance does not apply to those in LINC or ESL-related classes.

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

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

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

Monthly School Allowance: A monthly school allowance of \$20 for school-age children and young adults attending provincial educational institutions (K-12), between the ages of 4-21 inclusive, will be provided to defray ongoing expenses for education-related costs throughout the year such as school and activity fees. This allowance will be issued on a monthly basis for the full period of time that the client is receiving RAP income support.

The monthly school allowance is to be provided during the summer months to assist with costs associated with summer school attendance or participation in other organized educational or recreational activities.

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Note: This allowance should be given only in provinces that claw back National Child Benefit Supplement (NCBS). For more information on NCBS clawback see section [18.3](#)

Note: Eligible RAP clients should receive either the children under 6 allowance or the monthly school allowance, not both.

15.14. Special Allowance (G/L 59005)

This allowance is to be used on a case-by-case basis when client incurs costs that are not covered by other income supports. Consultation with RHQ is required, including recommendation to NHQ for authorization.

15.15. Funeral/Burial expenses (G/L 59007)

Should a newcomer or the dependant of a newcomer die while in transit to Canada or already in Canada and in receipt of income support under RAP, the CIC RAP officers will first explore the potential sources of revenue for funeral expenses, such as the individual's assets, life insurance and family members.

If arrangements cannot be made to cover funeral expenses through other sources, the costs may be covered under RAP. Complete details must be provided on file and provided to RHQ.

Funeral expenses (including cremation) should not exceed the established provincial/territorial social assistance rates available to social assistance recipients and would not normally cover the cost to transport a body outside of the area of residence. However, CIC RAP officers should notify RHQ and take necessary steps to ensure that arrangements for burial are carried out quickly and with dignity, and in a manner that respects cultural sensitivity.

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16. Managing Income Support

16.1. Financial Commitments and Forecasts

Up-to-date information on RAP must be maintained by the local and/or regional office concerning commitment expenditures and forecasts. This allows CIC NHQ to determine if the funds allocated to this program are sufficient and if additional funds must be found.

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

RAP officers and supervisors should avoid:

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

Budget forecasts should be maintained by regions and provided to NHQ as required.

16.2. File Preparation

Local CIC officers must ensure that all client requests for income support are properly processed and documented.

A file for each RAP client must be created for audit purposes. The following items should be contained in the file:

Copy of:

- ◆ Signed RAP Agreement for Income Support (Appendix B, Annex 2)
- ◆ IMM 5292B Confirmation of Permanent Residence
- ◆ IFH Eligibility Certificate. See IP 3, Part I, Section 10.
- ◆ Temporary Resident Permit, if applicable
- Completed RAP Cheque Request Form, along with copies of:
 - ◆ Budget calculations
 - ◆ Transportation Loan, if available
 - ◆ Assistance Loan Agreement, if applicable
- Any relevant additional information on subjects pertaining to:
 - ◆ Training
 - ◆ Employment
 - ◆ Medical services
 - ◆ Change to income support – reduction or increase of RAP
 - ◆ Termination of RAP
 - ◆ Change of Address
 - ◆ Declaration of funds and assets on arrival
 - ◆ Copy of single journey documents
 - ◆ Computer Assisted Immigration Processing System (CAIPS) notes

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- ◆ Notification of Arrival Transmission (NAT) from Matching Centre (MC)

It is important to ensure that any CIC RAP office that will receive a secondary-migrant GAR is notified of the contents of this file. More information on secondary migration and the RAP Client Relocation Form_(Appendix B, Annex 3) can be found in section [25](#).

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17. Income Support and Personal Assets

The level of start-up assistance and income support are determined by evaluating the personal assets (financial and monetary value) and financial needs of clients.

17.1. Income Support and Personal Assets

Personal assets are things that persons requiring financial assistance might possibly own before arriving in Canada, given their background and socio-economic status.

At the time of arrival in Canada, refugees are asked by Canadian Border Services Agency (CBSA) to declare funds in their possession. This information is handwritten on the Confirmation of Permanent Residence (IMM5292) and later entered into FOSS under the confirmation of permanent residence screen, next to the title, "Money in Possess".

During RAP orientation delivered by SPOs, clients must declare funds and assets either in their possession or that they expect to receive at a later date. This information is included in the *Declaration of Funds and Assets* form found in the SPO handbook.

At the client's initial interview with CIC, RAP officers should confirm that personal assets were declared.

17.2. Maximum Allotment for Personal Assets

Personal assets are taken into consideration when determining the level of income support the client needs.

The following table shows the maximum personal assets that refugees can retain without affecting the amount of income support they may receive. Any remaining assets will be factored in when determining the level of income support needed.

Family Composition	Maximum amount allotted of personal assets (Canadian dollars)
Single person	\$5,000
Couple	\$7,500
Single plus one dependant	\$7,500
Each additional dependant	\$2,500

17.3. Example

The following table is an example of how income support would be calculated for a single mother with one dependant arriving in Canada with \$8,000 in personal assets.

Resource Allocation	Amount (Canadian dollars)
Available personal funds upon arrival in Canada	\$8,000
Subtract: maximum allowable personal exemption	\$7,500
Amount in excess of the maximum allowable	\$500

In this example, the \$500 could be considered toward covering start-up costs such as non-refundable utility installation allowances, household furnishings or linens, etc..

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

17.4. Liquidation of Personal Assets

If the officer has received information that a RAP client has personal assets or other sources of income, the officer should consult with the RPA on the possible options listed below to determine personal assets in the client's possession.

CIC RAP officers can determine what personal assets people have with them by:

- Asking the client;
- Requesting from the SPO a copy of the Declaration of Funds and Assets Arrival form;
- Checking FOSS on the confirmation of permanent resident screen.
- Asking the client for a copy of the CBSA forms ([Immigrating or Settling in Canada](#)) completed upon arrival in Canada, if applicable.

Clients are not obligated to liquidate personal assets or gifts.

However, when a RAP officer decides that the assets owned by the client are beyond what is normally owned by people requiring income support, the income support can be:

- reduced or
- refused.

All such decisions must be documented on the client's file.

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18. Calculating Start-up Cheque and Monthly Income Support

18.1. Cheque Timeline

This section outlines income support payments on a month-by-month basis, including items to be considered when calculating each monthly income support cheque.

Reminder: RAP income support is provided for no longer than 12 months (or 24 months for JAS or exceptional circumstances) from the date of arrival in Canada, as per the RAP Terms and Conditions.

Month 1 (Start-up Cheque - Full Monthly Income Support plus Start-up Allowances)

This first cheque will be based on the information received in the Notification of Arrival Transmission (NAT). It is to be prepared upon receipt of the NAT prior to the arrival of the client and delivered to the client during the in-take interview with the CIC Officer.

The Start-up Cheque

The first cheque a client will receive from CIC will include their full monthly income support, start-up allowances, and assistance loan, if applicable.

Start-up allowances include:

- Clothing Allowances (including winter clothing allowance, if applicable)
- Basic Household Needs
- Utility Installation or Hook-up Charges
- School Start up (where applicable)
- Linens, staples and household goods (where applicable)

For more details on start-up allowances, refer to section [15](#).

For information on re-issuing a start-up cheque, refer to section [19.2](#).

Calculating the Start-up Cheque

The RAP Start-up Cheque Form, Appendix B, Annex 4, must be used to calculate the start-up cheque amount. Local Officers can develop their own Start-up Cheque Form; however, for each client certain elements must be included:

- Name and date of birth of each family member;
- Family size and configuration;
- Date of Arrival;
- NAT number;
- Breakdown of assistance loan amounts;
- Breakdown of start-up allowances;
- Breakdown of monthly allowances;
- Details of applicable move adjustments; and
- Total start-up cheque amount.

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Offices should not use Departmental Bank Account (DBA) cheques for all start-up allowances. For more information on DBA cheques, refer to section 19.4.

For more information on how to calculate relevant allowances, refer to section 15.

Note: Entitlements are based on age at date of arrival. However, for dependants that reach legal age during the eligibility period, income support changes may be applied based on their situation. See Section 20.2.3.

The Assistance Loan

The assistance loan provides financial assistance to foreign nationals, permanent residents, Convention refugees and members of the Humanitarian-protected persons abroad classes to cover the costs associated with the initial settlement of persons granted admission to Canada. For more information, refer to OP 17 section 11 and 18.

Under RAP, assistance loans may be authorized for damage deposits for such things as returnable utility deposits (e.g. hydro, telephone, heat) and rent. An assistance loan may also be issued to cover the last month's rent in regions where it is paid in lieu of a damage deposit at the same time as first month's rent. The amount of the assistance loan can be based on the actual rental/lease cost and not be restricted by the prescribed RAP shelter allowance rate.

Assistance loans can also cover certain labour market access costs such as the purchase of required tools and/or work clothing where a job is secured. They may also be approved to cover costs of licensing examinations where employment is offered, pending the successful outcomes of a licensing exam.

The remarks on the Immigrant Loans (Assistance Loans) form IMM 5355 should indicate the breakdown of the loan amount and must indicate how much is provided for;

- Rent deposit (e.g. security, first and last month rent)
- Utility deposits
- Telephone deposit
- Labour market access

If the client is taking out an assistance loan, they will be required to sign IMM 5355, Immigrant Loans (Assistance Loans) form when they collect their start-up cheque. The amount of the loan is added to the start-up cheque.

Month 2 (Pro-rated move adjustment cheque)

The food and shelter entitlements in the second month will be pro-rated based on the number of days in a permanent accommodation and will usually amount to less than a normal full-month total.

Example of the pro-rated cheque:

Scenario: RAP client arrives on June 8. They stay in temporary accommodation until moving to permanent accommodation on June 18. Therefore, the client was not eligible for any money on food or shelter prior to June 8 or from June 8 to June 18.

Calculations –

1. Determine shelter allowance per day.
Full month's shelter allowance is \$625 x 12

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Divide by 365
Equals \$20.55 per day

2. Determine food and incidental allowance per day.

Full month's food & incidentals is \$594 x 12

Divided by 365

Equals \$19.53 per day

3. For each allowance, multiply the per day amount calculated above by the number of days eligible/required.

Shelter - The landlord requires payment of rent from June 18 to the end of the month. This totals 13 days of shelter allowance. Therefore, 13 days x \$20.55 = \$267.15

Food and incidental allowance – Food and incidentals are paid for the number of days in permanent accommodation. In this scenario, June 18 to June 30 equals 13 days.

Therefore, 13 days x \$19.53 = \$253.89

Add the pro-rated amounts for each allowance together to determine the total pro-rated amount for food and shelter allowance. In this scenario, \$267.15 + 253.89 = \$521.04

The month 2 cheque may also include conditional allowances that were not provided on the initial start-up cheque due to insufficient information, such as the newborns not listed on the NAT.

For more information on how to apply allowances please refer to Section 15: CIC Allowances (Basic and Conditional).

Months 3 thru 11

Monthly cheques will include:

- Food/Shelter Entitlements
- National CIC Allowances
- Conditional Allowances and
- Deductions: Claw-back of the National Child Benefit Supplement (NCBS), if applicable. Refer to section 18.3 for information on calculating the NCBS clawback.

Note: Income support may need to be adjusted, based on receipt of a "Change of Status" form from the client. It is important to update financial commitments if the family situation changes.

Month 12

This cheque for food, shelter and incidentals must be pro-rated based on the date the refugee becomes ineligible for RAP (e.g. if the date of arrival was June 8th then eligibility for RAP allowances would end on June 7th the following year.)

Year 2 for Clients Receiving 24 Months of Income Support

- On the 13th month cheque for JAS clients with children under 18 only, additional winter clothing for children can be administered.

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18.2. Shared Housing

When multiple clients share housing, the CIC officer must complete an assessment of each client's need for certain allowances. These allowances may include furniture packages or loan amounts for utility deposits and/or the housing supplement.

In certain cases, when it is known that a client plans to move into a household which is already established, a partial start-up amount may be issued.

Multiple clients include singles sharing a residence, or multiple or extended families sharing the same dwelling. These persons should be considered as:

- Individuals in their own right; and
- Have their needs and assets assessed against their personal income support requirements.

Should a member of the unit become employed, earnings of that individual will be applied only against their need for continuing income support.

For more information on determining the need for a housing supplement, refer to section [15.3](#).

18.3. Child Benefits and Child Tax Credits

General Guidelines

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

To receive the CCTB, which can include the NCBS, a client must have dependants under 18 years of age and submit a CCTB application to the Canada Revenue Agency (CRA). The CRA will not make retroactive payments beyond 11 months before the date of application.

Clients should apply for the CCTB as soon as possible after their arrival in Canada once their SIN number has been received. As part of their initial services, the SPO will first assist the client to apply for a Social Insurance Number (SIN) and then for the CCTB.

Some provinces adjust the social assistance payments in accordance with the amount of the federal NCBS and reinvest these funds in programs and services for low-income families. It is CIC's policy to match the provincial adjustments in social assistance benefits by reducing RAP payments to client by an equivalent amount.

For more information please refer to the following website:

Canada Revenue Agency: Child and Family Benefits

<http://www.cra-arc.gc.ca/bnfts/menu-eng.html>

In addition, the following site enables benefit recipients to apply online for CCTB and any related provincial and territorial benefits, as well as to register their children for the Goods and Services Tax/Harmonized Sales Tax (GST/HST) credit.

www.nationalchildbenefit.ca

Calculating NCBS RAP adjustments

The following process is used when calculating the NCBS adjustment for clients receiving CCTB, and a monthly allowance under RAP.

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Stage	Description
1	The local CIC office determines the amount to be deducted from the monthly RAP allowance based on province and territory of residence.
2	<p>The CRA receives a CCTB application and has up to 3 months to:</p> <ul style="list-style-type: none"> Assess the claim; Contact the client for missing details; Determine the monthly CCTB and NCBS amounts; and Issue the Canada Child Tax Benefit cheque, including any retroactive payments to the HOF. <p>If there are delays in processing of the CCTB, clients are asked to provide proof of this from CRA to the local CIC officer,</p>
3	<p>Using the applicable provincial or territorial rule for the NCBS, CIC will:</p> <ul style="list-style-type: none"> Recover/claw-back NCBS funds retroactively from the client's RAP payments for the period the client received the CCTB. Readjusted monthly RAP cheques will take effect no earlier than the 3rd payment. <p>If applicable, no claw-back will be applied during months 1 and 2. The 3rd month cheque should include a claw-back for months 1 through 3.</p>
4	Regular deductions will continue throughout the client's RAP income support eligibility period.

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19. Delivery of Income Support

19.1. Issuing a RAP Cheque

The same *RAP Cheque Request Form* (3102), see Appendix B, Annex 5, should be used for subsequent payment periods throughout the client's eligibility. The RAP Cheque Request form is amended when additional or less financial assistance is approved.

Processing a RAP Cheque for Payment

Once the RAP Cheque Request Form (3102) has been filled out, the following process takes place.

Stage	Description
1	The RAP Cheque Request Form (3102) is filled out by a RAP officer or clerk. They must ensure that funds are committed and sufficient for the client prior to approval or expenditure (Section 32 – Financial Administration Act). The supervisor (manager who has responsibility for a budget) receives the RAP Cheque Request Form for approval (Section 34 - Financial Administration Act).
2	The delegated supervisor with budget authority (see directive Feb 27, 2007): Reviews and approves the form, and Returns it to the RAP officer or clerical staff.
3	The RAP officer or clerical staff forwards the original RAP Cheque Request Form to the responsible financial officer to have the cheque issued.

Note: If the funds are not available or insufficient, then the RAP officer or clerical staff will contact their supervisor to request additional funding.

Note: At no time should both Section 32 and Section 34 authorities be exercised by the same person.

19.2. Re-Issuing the Start-up Cheque

The Start-up allowances are usually only issued once. However, there are certain circumstances under which another cheque might be re-issued. These may include:

- **Loss or theft of items.** A police report is required to prove this. This should be done on a case-by-case basis.
- **Fire.** An official record is required to confirm the fire occurred.
- **Other** circumstances to be considered on a case-by-case basis (e.g marital separation).

Approval of RAP manager/supervisor is required in all instances.

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19.3. Delivering the Start-up Cheque

The start-up cheque is normally provided to the client during the intake interview within the client's first 3-7 days in Canada and after the client has received orientation from the RAP SPO.

When the CIC RAP officer issues a start-up cheque, the following documentation should be taken to the client intake interview:

- The start-up cheque
- The completed RAP Start-up form
- Client budget form (if applicable)
- The *Agreement for Income Support Recipients*
- The completed *Immigrant Loans (Assistance Loan)* form (IMM 5355)
- A supply of *Change of Status* forms to be given to the client
- IFH documents

It is important for CIC RAP officers to advise clients that the cheque presented at intake is not only for basic immediate needs but also for first month rent, deposits, furniture and household goods. In some cases a portion of the furniture and or household goods will be supplied by a contractor and therefore a full dollar value may not be included in the start-up cheque.

Intake interviews are often administered with the assistance of an interpreter and can include multiple clients at a time, depending on the situation, e.g. large families with more than one file or multiple single clients.

19.4. DBA Cheques

If there is sufficient time (7-10 days) and information available on the RAP client prior to their arrival, a Receiver General (RG)/ Public Works Government Services Canada (PWGSC) cheque should be issued. The cheques would be mailed to the local CIC office or SPO and kept in a safe until the refugee arrives in Canada.

If there is insufficient time and information available to issue a RG/PWGSC cheque, then it would be appropriate to issue a DBA cheque. DBA cheques issued under the RAP are limited to the following:

- Contribution payments under the RAP to refugees either at the time of their arrival in Canada when they have not yet established a place of residence, or
- subsequently on an urgent basis, including replacement of a missing Receiver General cheque.

Please note:

- The maximum amount for which a DBA cheque can be issued is \$5,000;
- DBA cheques are to be given to the payee in person and are not to be mailed;
- A DBA cheque cannot be approved, issued and signed by the same person.

Additional information on the departmental policy, available at:

<http://www.ci.gc.ca/cicexplore/english/guides/guides/fa/fa14.htm>

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19.5. Stolen, Lost or Never Received Cheques

“Lost” or “never received” is not the same as “stolen”.

When a client claims their income support cheque was stolen, lost or never received, the CIC RAP officer:

- Reviews the circumstances of the case.
- If it is believed the cheque was stolen, request a police report number.
- Make sure the client signs an Undertaking and Indemnity, PWGSC-TPSGC 535 and forwards a copy to Regional Finance.
- Contacts the Regional Finance Office to initiate procedures for cheque tracing.
 - ◆ If the cheque is still in circulation,
 - RHQ Finance will issue a stop payment and authorize that a cheque to reissued.
 - ◆ If the cheque has been cashed,
 - Consultation with RHQ Finance must take place.
 - A copy of the cashed cheque should be requested from PWGSC.
 - In the interim, a replacement cheque (RG/PWGSC or DBA) may be issued as long as it is needed.
 - If it is found that the signature matches that of the client, any funds issued to the client as a result of the incident may later be collected by CIC through an accounts receivable. See section 23 on overpayments.

If the CIC RAP officer believes the possibility of fraud exists, refer to IP 3, part 2, section 23.

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20. Change of Status

A reassessment of a client's need for support is necessary every time there is a change in the situation of the client. The client should report any changes on a *Change of Status Form* found in Appendix B, Annex 6 and either forward it directly to the local CIC office or via the SPO to the local CIC office.

20.1. Reasons for Reassessment

Possible reasons for reassessment include:

- change of address
- change of telephone number
- name change
- employment or change of employment
- receipt of funds for training / school
- pregnancy/birth of a child
- dependant reaches age of majority
- arrival of dependants (e.g. OYW – One Year Window)
- marriage
- separation or divorce
- death
- incarceration
- hospitalization
- gifts from relatives
- travel outside of province of residence and/or Canada
- repatriation

The reassessment enables the RAP officer to determine if income support

- is still required;
- should be reduced;
- should be increased; or
- should be discontinued.

In all cases, the refusal, discontinuation or reduction of income support to a client should be carefully considered, reviewed, well documented and explained to the client.

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20.2. Further Guidance on Select Status Changes

20.2.1 Change of Address and/or Telephone Number

Local CIC office must update client address in FOSS, in SAP, on the cheque request form and in the physical file.

20.2.2 Change of Employment Status

A client who finds employment, changes employer or loses his/her job, must complete a Change of Status Form and return it to the local CIC office.

If the client's new income level is reduced or increased beyond the 50% employment incentive threshold, changes must be made to his/her income support.

For more information on how to apply the 50% employment incentive threshold please refer to Section [22](#).

20.2.3 Dependant Reaches Age of Majority

If a dependant reaches the age of majority as defined in the province/territory of residence while still on the RAP program, the local CIC Officer may choose to create a separate file or to leave the dependant on the HOF's file.

When determining whether or not to create a new file, factors to be considered include:

- HOF will no longer receive child benefits for this individual.
- Family wishes.
- Cultural considerations.

20.2.4 Separation/Divorce

When a RAP officer becomes aware that a marriage breakdown has occurred, clients should be interviewed separately. A declaration and *Change of Status Form* should be signed by the clients. If the police are involved, the police report number should be provided as well.

Income support may be given separately to both parties if they confirm in writing that a separation has occurred and that they are living in separate dwellings. Each client would need to sign their own *Agreement for Income Support Recipient* and *Employment Agreement* forms.

Household effects and furniture items from the original home should be divided between the separated partners, whenever possible.

An additional start-up cheque may be issued in situations where a client lacks the necessary furnishings and household goods following the division of assets.

20.2.5 Death of a Client

Family needs should be re-evaluated and adjusted on a case-by-case basis, within 90 days of the death of the HOF or a dependent family member.

If the client had an active loan, copies of the death certificate and the immigration loan warrant number should be sent to the Chief of Revenue Accounting, NHQ. Address listed on back of loans form (IMM 0500).

See section [15.15](#) for guidance on funeral/burial expenses.

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20.2.6 Incarceration

When a HOF or dependent family member is incarcerated, a reassessment of the remaining family member's income support needs may be required.

If a single client is to be incarcerated, RAP benefits are to be discontinued from the day that the individual is taken into custody.

If a client is released prior to the end of his/her RAP eligibility period, eligibility should be re-assessed.

20.2.7 Hospitalization

Clients entering hospital do not automatically become ineligible for assistance. However, for clients who must remain in hospital for a prolonged period of time, a reassessment of their shelter and income support needs may be required.

The RAP officer will determine whether or not the rate of assistance is to be affected, based on factors such as length of anticipated hospital stay, number of members in household, amount of assistance, etc. It is also possible to issue the cheque to the client "c/o" a third party, e.g. the landlord.

20.2.8 Travel Outside of Province of Residence and/or Canada

The intent of RAP is to provide support for clients as they settle into their new country/province. If the client notifies the officer of their intent to travel, an inquiry must be made as to where they will travel, for how long and their financial assets to travel. This inquiry is meant more for extended travel circumstances or those where the client is leaving Canada.

The *RAP Agreement for Income Support* explains the need for clients to report their planned absence to CIC. If it is found they have received assistance while they were not eligible due to their absence, that assistance could be deemed to be a repayable debt to CIC.

20.2.9 Voluntary Repatriation

IP 3, Part 1 contains the definition of voluntary repatriation and information on travel documents, travel costs, and policy.

In the context of RAP, clients who choose voluntary repatriation are no longer eligible for RAP income assistance or services.

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21. Client Monitoring

21.1. Purpose of monitoring

Client monitoring under RAP is designed for two basic purposes:

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

21.2. Client monitoring guidelines

The monitoring guidelines for the program recommend the following:

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

21.3. Sample reports

A sample client monitoring report is provided in Appendix B, Annex 7. Sections of the report can be arranged electronically to best suit the type of monitoring to be undertaken.

21.4. Analyzing the monitoring reports

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

Element	Questions
Participation	<ul style="list-style-type: none">• What is the level of participation in the range of services provided?
Trends	<ul style="list-style-type: none">• Are there trends that suggest a follow-up with RAP or other community-based SPOs is required?• Are there trends that indicate the need for a review of program policy or operations?
Services	<ul style="list-style-type: none">• Are there certain services of which clients do not usually avail themselves?• Is there any consistent reason provided for this pattern?

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	<ul style="list-style-type: none"> • What services are viewed to be the most beneficial? • What services are viewed as the least beneficial? • What service gaps are identified? • Are alternate service delivery methods suggested for specific services?
Referrals	<ul style="list-style-type: none"> • To which broader-based services are refugees most often referred? • Do refugees follow-up on the referrals made? • If not, is there a consistent reason that can be identified? • What is the experience of those refugees who follow-up on referrals?
Issues	<ul style="list-style-type: none"> • Are there settlement issues that are gender specific? • Are there health issues identified for any particular group from particular world areas? • Are there settlement issues specific to a particular refugee group?

21.5. Reporting information

Serious situations involving legal offences need to be referred to the CIC Manager/RHQ RAP Program Advisor for concurrence on a recommended approach to the situation. Fraud is covered in Section 23.

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

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22. The 50% Additional Income Incentive Threshold

RAP allows clients to earn up to 50% of their total monthly RAP income support payment before any deduction is made to the monthly income support entitlement. Once the additional source(s) of income for the individual or family has surpassed 50% of their monthly RAP entitlement, all RAP funds over that threshold are reduced on a dollar-for-dollar basis for each dollar earned over the incentive allowance amount.

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

Adjustments to RAP are effective every month in which the additional income is earned or received and is deducted from a following month's entitlement. Should repayment cause hardship, deductions may be staggered over a number of months.

If the individual is no longer in receipt of RAP, an accounts receivable overpayment account should be created through NHQ. See section 23.3 for more details.

Changes to employment status should be reported on the *Change of status form*, as per IP 3, part 2 section 20.

22.1. What is considered earned income?

When a member of the family...	Then...
Engages in full or part-time employment	Employment income is: <ul style="list-style-type: none"> considered to be earned income; and subject to the 50% rule after which earned income is deducted on a dollar per dollar basis.
Receives Employment Insurance and/or Workers' Compensation benefits	EI or Workers' Compensation income is: <ul style="list-style-type: none"> considered to be earned income; and subject to the 50% rule.
Receives a training allowance	Training allowances are: <ul style="list-style-type: none"> considered to be earned income; and subject to the 50% rule after which earned income is applied on a dollar per dollar basis.
	Note: Any special allowance for tuition, books, supplies or tools is not considered earned income and shall be exempt from the 50% rule.
Participates in a Paid Work Experience Program	Salary is considered earned income; 50% rule applies. Allowance for supplies and tools exempt from 50% rule.
Participates in Enhanced Language Training (ELT)	GARs are eligible to attend ELT and remain on RAP. Associated training allowances are treated as earned income, 50% rule applies.
Receives a Student Loan	Repayable student loans (including living allowance portion) are not to be considered earned income. 50% rule does not apply.

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Receives a Student Grant/Scholarship	May be considered taxable income - see program details. Only living allowance portion to be considered earned income, 50% rule applies. If grant documentation does not specify portion for living allowance, officer to assume grant is directed at tuition costs, 50% rule does not apply.
Receives a Student Bursary or Award	Not to be considered earned income where funds are credited against an existing Canada Student Loan / provincial loan or deposited directly with the academic institution of choice. 50% rule does not apply. If funds are provided directly to student, treat as grant/scholarship (50% rule only applies to funds clearly allocated for living expenses).
Inherits or otherwise receives other financial resources or assets	Must be reported within 30 days of receipt. Adjustments are effective on the date of receipt of such assets and calculated up to the end of the income support entitlement period.

22.2. What entitlements are considered monthly income support?

The following monthly entitlements should be considered as being monthly income support for the purposes of calculating the 50% incentive threshold:

- Shelter and basic living allowance amounts
- Housing supplement
- Monthly school allowances
- Dietary allowances

One-time allowances should not be included in the calculations.

In the case of the National Child Benefit Supplement, the calculation of the additional 50% incentive threshold takes place **before** income is adjusted downward.

22.3. Determining Net Employment Income

For the purposes of calculating the 50% incentive threshold, the officer is to determine the net employment income which is the gross employment income minus all mandatory tax and payroll deductions.

22.4. Child Care Expenses

Clients can claim a child care expense deduction against their net employment income of up to \$600/month per child under the age of 12 (receipts required).

22.5. Sample Calculation

Ahmed and Alima are parents of 3 children under the age of 12. Their monthly RAP income support entitlement is \$1,750. Both Ahmed and Alima work part-time outside the home. Their combined gross monthly income from employment is \$2,200. Total deductions amount to \$450. Their neighbour provides child care 3 days a week when Ahmed and Alima's shifts overlap for a total cost of \$400/month. The calculation below

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shows that Ahmed and Alima have earned \$475 above their 50% threshold limit. As a result their monthly RAP income support was adjusted downwards to \$1,275.

The following table details the calculations

Step	Calculation
<p>1: Determining 50% Threshold Amount</p> <p>Divide the client's monthly RAP income support amount in half to arrive at the 50% threshold amount. The monthly amount used should only include portions which are received on a monthly basis.</p> <p>All earned income received over this threshold minus the child care expenses, if applicable, will be deducted on a dollar-for-dollar basis from the monthly RAP amount.</p>	<p>Monthly RAP amount: \$1,750 50% of RAP amount: \$875</p>
<p>2: Determining Additional Net Income</p> <p>If the source of additional income is paid employment, determine the client's new employment income (e.g. total income from employment after mandatory payroll deductions are applied). For income sources that are other than paid employment (e.g. training allowances or student grant, etc.), only factor in the net amounts considered earned income and subject the 50% incentive threshold.</p>	<p>Gross Employment Income: \$2,200 Mandatory Payroll Deductions: -\$450 Net Income: \$1,750</p>
<p>3: Determining Chargeable Additional Income</p> <p>Where the income source is paid employment and where applicable, subtract the maximum allowable child care deductions from the total additional net income to arrive at the total chargeable income. Receipts for child care expenses must be supplied.</p>	<p>Net Income: \$1,750 Child Care Deduction: -\$400 Chargeable Income: \$1,350</p>
<p>4: Determining Earning Claw back</p> <p>Determine if recipient earned income over the threshold amount by subtracting the threshold amount from the chargeable amount. If the amount is positive, a reduction will be calculated in Step 5. If the amount is negative, no reduction is charged.</p>	<p>Chargeable Income: \$1,350 50% Threshold Amount: -\$875 Claw back Amount: \$475 (Note: The amount cannot be less than \$0)</p>
<p>5: Determining Adjusted Monthly RAP Amount</p> <p>To arrive at the adjusted RAP payment, subtract the claw back amount from the total monthly RAP income support amount.</p>	<p>Monthly RAP Amount: \$1,750 Claw back Amount: -\$475 Adjusted RAP Amount: \$1,275</p>

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23. Overpayment and Abuse of RAP

23.1. Overpayment

An overpayment occurs when a client receives income support to which he/she is not entitled. The cause may be an oversight by the CIC officer or a lack of understanding on the part of the client when providing information to determine eligibility under RAP.

Examples of Overpayment

- A calculation error occurs in processing either the start-up or monthly cheques
- One family member leaves Canada, but income support is still being collected on behalf of this person
- Additional assets are brought into the country after the client's initial arrival in Canada
- Delay in reporting amount of employment income (not by fraudulent intent). Refer to section 22.

23.2. Fraud

Cases of fraud are situations where a client has intentionally provided false or misleading information in order to obtain income support. Fraud exists if blatant misrepresentation of facts by the client led to the issuance of income support to which the client would not have normally been entitled. Where fraud is suspected, the officer should give the refugee the opportunity to explain the situation.

To minimize the possibility of fraud or abuse of the program, RAP officers must:

- Ensure the client understands the responsibilities under the RAP agreement for income support.
- Advise the client, at the outset, of their obligations to report, using the *Change of Status* form, any earnings and assets.
- Verify information provided by clients or other sources, such as the amount of employment earnings with the employers, or information received from other sources with regards to overpayment and/or fraud.

Examples of Fraud

- The client works full or part-time in continuing employment and purposely does not disclose this fact while in receipt of full income support.
- The client receives financial assistance in other cities under different names and addresses.
- The client falsely declares or fails to declare assets brought into the country upon entry to Canada.
- The client claims that a cheque was lost, stolen or never received and it was in fact cashed by them.
- Clients do not report a marriage in an attempt to receive more income support than they are entitled to.

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23.3. Courses of Action

The circumstances below must be taken into consideration and documented on the client's file when determining the possible action to be taken:

- The circumstances that led to the initial overpayment
- The potential hardship to the client during repayment
- The amount of the overpayment in relation to the client's total budget

Possible actions that can be taken to rectify an overpayment situation include:

- Negotiated deductions are made from future monthly income support cheques (only possible if the client is still on the RAP program) or
- The local RAP officer will complete an Account Receivable Establishment form (IMM FIN 0009) and send it to RHQ finance, who will in turn forward it to finance at NHQ.

RAP officers are required to send a letter to the client to outline the amount of overpayment and course of action to be taken. A copy of the letter should be placed on the client file.

Note: There is no time limit on recovering overpayment funds. Even if a client is off RAP, the overpayment must be collected. Only CIC NHQ can determine if a debt can be written off.

23.4. Referring the Case to Authorities

Since RAP is a federal program, serious allegations are to be referred to the RCMP.

When serious circumstances are identified that may require investigation by the RCMP, the RAP officer should provide the following information to RHQ.

- A description of the alleged offence
- Name of client(s) suspected
- Client ID #

With concurrence from RHQ, the CIC local manager should refer the case to the RCMP. The referral may be done by providing the RCMP with:

- the information submitted to RHQ;
- relevant documents; and
- a brief cover letter requesting RCMP assistance.

Reporting Requirements

Once an investigation has been initiated by either a local CIC office or RHQ, RHQ must immediately forward a report to NHQ. The report **must** contain all information available on the case and be classified as "Confidential".

When the case is concluded, the final RCMP report and court record should be forwarded to NHQ and shared with the local office with results noted on the client file.

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Misrepresentation

When information is received that clients in receipt of income support may have misrepresented who they are prior to arrival, the case should be referred to the RAP manager/supervisor for further investigation regarding misrepresentation and recommendations including possible vacation of refugee status. RPAs should be consulted as required.

It may be necessary to continue to provide RAP support subject to review of the client's situation and their ability to support themselves and/or their family.

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24. GAR One-Year Window of Opportunity Provision (OYW)

This section describes OYW processing procedures for government-assisted refugees (GARs).

For additional information on the following topics related to OYW please refer to IP 3, part 1:

- OYW definition
- policy context
- eligibility criteria
- requirements for OYW
- relevant OYW forms and guides

This section describes OYW processing procedure for GARs.

- For Privately Sponsored Refugees (PSR), please refer to IP 3, Part 3, Section 41.
- For Joint Assistance Sponsorships (JAS), please refer to IP 3, Part 4, Section 51.

Processing Non-accompanying Family Members (NAFs) for GARs

While visa officers overseas have the final say in determining if family members meet the requirements outlined in IP 3, part 1, section 13, local CIC offices are expected to perform initial screening.

The following describes the in-Canada and overseas procedures for processing NAFs. It should be noted that the procedures are different for government-sponsored refugees destined to Quebec. (See OP 5, [Section 26.4](#))

24.1. Inland procedures for initial screening and processing

1. The local CIC office receives a copy of the *Request to process following family members under the One-Year Window of Opportunity Provisions* [IMM5571] or asks the principal applicant to complete the form following an indication of intent to sponsor a non-accompanying family member (NAF).
2. The local CIC screens the identified family members for eligibility. Screening should include:
 - a. determining whether the identified person(s) meet the definition of family member as described in [R1\(3\)](#).
 - b. confirming that the family member was listed on the PA's original application for permanent residence [[IMM 0008](#)].

This confirmation may be done by reviewing notes in CAIPS. Where it is unclear in the CAIPS notes, the local CIC should contact the applicable visa office that issued the PA's permanent resident visa in order to confirm that the family member was listed on the IMM 0008. To ensure that the nature of the message is clearly indicated, all such requests should be titled "One-Year Window Case: Eligibility Query."

Visa offices are to respond to requests for confirmation within four weeks. In those instances where the visa office does not respond within this four-week period, or in instances where the deadline for the one-year window is fast approaching, the local CIC should forward the

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request form directly to the visa office without confirming eligibility. Where appropriate, the visa office will then ensure that the eligible family members are sent an IMM0008 application for permanent residence.

Note: NAFs may complete an application for permanent residence independently and apply to the visa office without knowledge of the PA or local CIC office in Canada. In this case, the [Request for Processing Family Members under the One-Year Window of Opportunity Provisions](#) form (IMM 5571) is not required. To verify if the NAFs have applied independently to the visa office, local CIC officers are encouraged to also consult FOSS to determine if an application has already been made.

- c. consulting FOSS, or the PA's permanent resident card, to establish the PA's date of confirmation of permanent residence in order to determine the qualifying one-year period applicable to the non-accompanying family member.

Note: There may be instances where it is difficult for the local CIC to determine eligibility or where it is believed circumstances may warrant an exception. In these instances, the local CIC should note their concerns in the "Comments" section at the bottom of the request form, for the attention of the visa officer.

24.1.1 Procedures for Ineligible Cases

In those cases where family members are found to not meet eligibility criteria, the local CIC should:

- a. send a correspondence (letter or email) to the PA explaining why particular family members listed on the request form were found to be ineligible and advise them that applications for permanent residence in Canada cannot be submitted for these individuals under the one-year window provision.
- b. forward both the completed request form and a copy of the correspondence sent to the PA to the responsible visa office. The visa office may take additional steps to process the identified family member under a different immigration class. The PA must submit a new application under a different class, such as a sponsorship under Family Class.

24.1.2 Procedures for Eligible Cases

In those cases where family members are found to meet eligibility criteria, the local CIC should:

- a. Send a correspondence (letter or email) to the PA indicating that their family member(s) have been found eligible and instruct them to make sure their eligible family members abroad obtain, complete and submit an application for permanent residence to the visa office serving them. If the application is not sent by the PA to their family member(s) or obtained online, the visa office will mail an application to the non-accompanying family member, if it is requested.

Using the IMM 0008 [application for permanent residence]: All non-accompanying family members must complete parts B, C, and D of the [IMM 0008 Schedule 2](#), Refugees Outside of Canada. Part A need not be completed, since family members derive status from the principal applicant. It is to be noted that this requirement applies to dependent children of any age applying under the OYW, including minors.

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- b. Forward both the completed request form and a copy of the correspondence sent to the PA to the responsible visa office. In addition, send email confirmation of the OYW application to the responsible visa office as soon as initial eligibility is determined. It is the PA's responsibility to ensure the completed IMM 0008(s) reaches the appropriate visa office. If available, additional documentation that may assist the visa office in processing the application (e.g. photos, marriage certificates, birth certificates) should also be included. On exception, the diplomatic bag may be used to forward the IMM 0008 to the responsible visa office.
- c. Inform the PA that their family members are not automatically eligible for financial assistance under the RAP. Rather, an eligibility assessment based on the total family income will be undertaken by the local CIC upon the family member's arrival in Canada, as per section 24.3.1.
- d. A Non-Computer Based (NCB) entry should be made in FOSS.

24.2. Procedures after Visa Office Screening

- a. The visa office informs the local CIC if NAFs are determined to be eligible under OYW. The local CIC office then informs the PA in Canada of the decision.
- b. The PA can request a transportation loan for the NAF(s). This is typical for minor children. The local CIC officer will follow procedures outlined in IP 3, Part 1, section 11 on Immigration Loans and Contributions.
- c. A Notification of Arrival (NAT) will be sent once the travel arrangements have been made.
 - In cases where IOM acted as a travel agent, IOM or the visa office will send a NAT to the local CIC with a copy to the MC with the date and time of arrival of the NAFs.
 - In cases where a travel agent other than IOM was used, the visa office will send a NAT to the local CIC with copy to the MC with the date and time of arrival of the NAFs.
 - The NAT will include clear identification that the case comes under the OYW program and will provide up-to-date family contact information.
- d. Upon confirmation of NAF arrival plans, the local CIC officer will:
 - Advise the PA of arrival details for OYW members and request information regarding the PA situation (e.g. on social assistance, working, family income, current living situation.)
 - Arrange appointment for PA and OYW members for start-up assistance based on need and calculate monthly assistance, if eligible.
 - In consultation with the SPO and based on the NAF need, determine RAP services to be provided to the NAF(s) upon arrival.

Note: Start-up allowances already provided to the PA, will not be replicated on the NAF's start-up Cheque.

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24.3. OYW and RAP Income Support

24.3.1 Guidelines for RAP Income Support Eligibility Assessment

OYW arrivals are not automatically eligible for financial assistance under RAP. Rather, an eligibility assessment based on the total family income/assets must be undertaken by the local CIC officer upon the family member's arrival in Canada.

The income situation of the family must be considered when determining RAP income support eligibility. For example, the HOF may be:

1. **Receiving RAP income support;**
2. **Receiving provincial/territorial social assistance and no longer receiving RAP income support; or**
3. **Employed and no longer receiving RAP income support.**

The intent in all three scenarios is to calculate eligible benefits for the non-accompanying family members as if they had arrived as a family with the HOF. The assumption is that they will reside with the HOF upon arrival in Canada. RAP benefits are, therefore, to be calculated at the new family unit rate (i.e. the HOF and the non-accompanying family members).

In the case of certain RAP allowances, such as start-up allowances, or where the HOF is no longer on RAP income support, the RAP benefits become the new family unit rate less RAP entitlements that had already been received by the HOF.

Note: References to HOF also include any dependent family members who accompanied the HOF initially.

Dependent children who have reached the age of majority at the time of arrival in Canada may be treated as individual RAP clients rather than as part of a family unit and their benefits may be calculated accordingly, using single rates.

24.3.2 Duration of RAP Eligibility

Non-accompanying family members remain eligible to receive RAP income support for up to a maximum of 12 months from their date of arrival in Canada.

In addition to income support, non-accompanying family members are entitled to all SPO services.

24.3.3 HOF Receiving RAP Income Support

The CIC RAP Officer will meet with the HOF and non-accompanying family members either at the SPO or local CIC office. The RAP Officer should follow the usual intake interview procedures as outlined in section 19.3, including the following:

- Update HOF file with non-accompanying family members' information
- Verify amount of RAP income support currently being received by the HOF
- Determine personal assets using RAP family rate as per section 17.
- Recalculate family benefits for RAP income support in accordance with instructions below.
- Issue the adjusted RAP income support cheque to the HOF

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Food, shelter and incidentals	Based on the family unit RAP rate for the HOF and non-accompanying family members.
Ongoing Entitlements (transportation allowance, children under 6, etc)	Each eligible non-accompanying family member is entitled.
Start-up Allowances	
Basic Household Needs Allowance	The entitlement will be the family unit rate less initial allocation paid to the HOF.
Staple Allowance	Each eligible non-accompanying family member is entitled to \$75
Clothing and School Start-up Allowances	Each eligible non-accompanying family member is entitled.
Special Allowances	
Maternity, Newborn and Special Diet Allowances, etc.	Each eligible non-accompanying family member is entitled.

24.3.4 HOF No Longer Receiving RAP Income Support and Receiving Provincial/Territorial Social Assistance

The HOF must accompany the non-accompanying family members when meeting with the RAP officer to determine RAP benefits. The RAP officer should follow the usual intake interview procedures as outlined in section 19.3, including the following:

- Create file for non-accompanying family members or reopen the original HOF file and add the NAF.
- Determine personal assets of the HOF and non-accompanying family members using RAP family rate as per section 17
- Calculate income support for non-accompanying family members in accordance with instructions below
- Issue the RAP income support cheque to the non-accompanying family member as follows:
 - ◆ To the spouse/partner; or
 - ◆ If dependent children only, to the HOF when children are minors (note: the HOF should sign a customized assistance agreement acknowledging that they are receiving assistance on behalf of a dependant (minor) and that they agree to report any changes in their situation which would affect the RAP Income Support being received).
 - ◆ Dependent children who have reached the age of majority may be treated as individual RAP clients rather than as part of a family unit and their benefits may be calculated accordingly.

Food, shelter and incidentals	The entitlement for shelter, food and incidentals will be based on the family unit rate less the monthly RAP benefits the HOF received when he/she was on RAP income support. The RAP officer must provide a letter to the HOF identifying the amount of assistance being received by
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	non-accompanying family members under RAP and must counsel the HOF to present this letter to the provincial/territorial social assistance authorities.
Ongoing Entitlements (transportation allowance, children under 6, etc)	Each eligible non-accompanying family member is entitled.
Start-up Allowances	
Basic Household Needs Allowance	The entitlement will be the family unit rate less initial allocation paid to the HOF.
Staple Allowance	Each eligible non-accompanying family member is entitled to \$75
Clothing and School Start-up Allowances	Each eligible non-accompanying family member is entitled.
Special Allowances	
Maternity, Newborn and Special Diet Allowances, etc.	Each eligible non-accompanying family member is entitled.

24.3.5 HOF No Longer Receiving RAP Income Support and Has Employment

The HOF must accompany the non-accompanying family members to a meeting with the RAP officer to determine RAP benefits. The RAP officer should follow the usual intake interview procedures as outlined in section 19.3, including the following:

- Create file for non-accompanying family members or reopen the original HOF file and add the NAF.
- Verify amount of income currently being received by the HOF
- Determine personal assets of the HOF and non-accompanying family members using RAP family rate
- Calculate income support for non-accompanying family members in accordance with instructions below
- Issue the RAP income support cheque to the non-accompanying family member as follows:
 - ◆ To the spouse/partner; or
 - ◆ To the HOF if no (NAF) spouse and dependent children are minors (note: the HOF should sign a customized assistance agreement acknowledging that they are receiving assistance on behalf of a dependant (minor) and that they agree to report any changes in their situation which would affect the RAP benefits being received).
 - ◆ To dependent children who have reached the age of majority and can be treated as individual RAP clients rather than part of a family unit. Their benefits should be calculated accordingly.

Food, shelter and incidentals	The entitlement for shelter, food and incidentals will be based on the family unit less the HOF current income. The 50% rule will continue to apply (refer to Section 22).
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Ongoing Entitlements (transportation allowance, children under 6, etc)	Each eligible non-accompanying family member is entitled.
Start-up Allowances	
Basic Household Needs Allowance	The entitlement will be the family unit rate less the initial entitlement paid to HOF.
Staple Allowance	Each eligible non-accompanying family member is entitled to \$75.
Clothing and School Start-up Allowances	Each eligible non-accompanying family member is entitled.
Special Allowances	
Maternity, Newborn and Special Diet Allowances, etc.	Each eligible non-accompanying family member is entitled.

24.3.6 OYW Move Allowance

When an HOF is required to move to larger accommodation due to the arrival of non-accompanying family members, an allowance of up to a maximum of \$1,000 per family unit may be provided on a case-by-case and one-time basis only. This requires RPA approval. Costs may include the following:

- Penalty costs related to breaking of lease for initial accommodation (note: HOFs should be counselled to begin seeking larger accommodation as soon as they become aware that applications have been submitted by their non-accompanying family members abroad)
- Telephone installation costs
- Rental, security, telephone or utility deposits
- Moving costs

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25. Secondary Migration and Self-Destination

25.1. Secondary Migration

Secondary migration refers to a refugee-initiated change in destination (city or province) either shortly after arrival while still in temporary accommodation or within the first year. In a situation of secondary migration, information on which services and income support allowances have been provided needs to be verified between the current office and the receiving office. RAP allowances and services should not be duplicated. The Client Relocation Form (Appendix B, Annex 3) must be used to verify information between the current office and the receiving office.

25.1.1 Roles of Responsibilities Prior to Relocation

Once a client has indicated his/her intention to relocate, the CIC local office roles and responsibilities at the point of origin include:

1. Determine the reason for the move
2. Inform the client that:
 - temporary accommodation will not be provided once they arrive at their destination;
 - there will be no duplication of payments; and
 - the relocation may result in a temporary disruption of their income support.
3. Advise the regional finance administrator to de-commit the RAP funds for that client.
4. Use the *Client Relocation Form* to inform the receiving office of the recipient's future move to the area and indicate whether the client is on medical surveillance and what funds/benefits have already been issued.
5. Update FOSS client information, if available. Information may include;
 - Date moved,
 - New address,
 - Contact details,
 - SAP #.

25.1.2 Roles and Responsibilities During and After Relocation

The Receiving Office

The receiving CIC office will:

- Obtain documentation using the relocation form from originating CIC office and financial information from SAP
- Calculate income support and applicable allowances.
- Complete an intake interview with the client, review the RAP agreement with him/her, obtain new signatures, and direct the client to settlement SPOs in the area.
- Confirm client information is correct in FOSS. This includes confirming the new permanent address.

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Client Responsibilities

The client's list of general responsibilities can be found at section 14.10.

The *RAP Agreement* remains in effect. New signatures are required.

Note: If the client has been selected to have medical surveillance he/she is responsible for reporting to provincial or territorial health authorities as required

25.2. Self-Destination

Self-destination should not be confused with secondary migration. Self-destination occurs before or upon arrival in Canada, when a refugee or family chooses to move to an alternate destination than what was pre-selected overseas for them, either before they arrive or at the port of entry.

In the situation of self-destination, the receiving office will:

- Inform SPO of the unexpected arrival.
- Initiate intake interview and ensure services are delivered via the RAP SPO.
- Establish the reason for the self-destination.
- Verify the original destination and advise the regional finance administrator to de-commit the RAP funds for the client at the original destination.

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26. Separated Minors

Where the principal applicant is accompanied by a separated minor who is a *de facto* dependant, the visa officer will have confirmed that there is a bona fide *de facto* dependent relationship between the PA and the separated minor.

For both *de facto* dependants and consanguineous minors (see IP 3, part 1 for definition), the officer will note any concerns about the child's safety on the file.

For cases involving *de facto* dependants, the visa office will have the PA sign the **Acknowledgment of Responsible Adult Form [IMM 5590]** indicating that they understand their responsibilities as guardian of the minor.

The subject line of the PA file should be flagged to indicate that the case involves a *de facto* dependant or consanguineous minor. The case will be referred to the MC by the visa office. MC will refer the case to the RHQ. The RHQ will ensure that provincial requirements regarding guardianship are met.

Procedures for processing separated minors, including *de facto* dependants and consanguineous minors

Local CIC will:

1. Check the [CIC Intranet site](#) for information on CIC's guardianship protocol and legal guardianship process, including contact information for the authorities responsible for youth protection, in the province where the PA and minor will reside.
2. For a consanguineous minor, contact the relative to confirm that they understand their responsibilities as guardian of the child once in Canada. Make sure the relative understands that as guardian they will be responsible for the care and protection of the minor until the minor reaches the age of majority in the province in which they reside. Encourage them to secure legal guardianship, letting them know that the RAP officer will be in touch to provide information on how to initiate that process once the child arrives in Canada.
3. For a consanguineous minor, where necessary, have the relative sign the **Immigration Loan/Contribution form [IMM 0500E]**.
4. Inform the RAP SPO that a consanguineous minor or *de facto* dependant will be arriving in the province. Provide the RAP SPO with the necessary guardianship information for use during the orientation.
5. Inform the provincial director of child welfare that a separated minor who is a *de facto* dependant or who will be resettled with a family member in their province is arriving, making sure to specify if any concerns for the child's safety have been raised.
6. For a consanguineous minor, inform the MC and the visa office to proceed (cc Regional Headquarters) with the case.

Arrival of the minor – RAP SPO

Once the PA and the minor have arrived, the RAP SPO will:

7. Remind the PA or relative of their guardianship responsibilities until the minor reaches the age of majority in that province;

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8. Provide the necessary RAP and guardianship information and encourage them to start the legal guardianship process for that province;
9. If there is any suspicion about the safety of the child, the RAP SPO will inform child welfare authorities and the local CIC office immediately.

Monitoring/Tracking of Separated Minors – Local CIC

10. The local CIC will conduct a monitoring interview with 100% of the cases (as part of their regular monitoring requirements) 7 months after their arrival. This will include a reminder to the PA or relative of the importance in following through with the guardianship process. Where necessary, the local CIC will re-supply the PA or relative with the guardianship information and encourage the PA to start the process to obtain legal guardianship.
11. If there are any concerns regarding the safety of the child, the local CIC checks the Intranet for information on how to report abuse in that province.
12. The Settlement worker should be made aware of the guardianship issues related to the family and should reinforce the importance of initiating the guardianship process.
13. The local CIC updates the MC (cc Regional Headquarters) once the monitoring interview has been completed and the file is closed.