



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 (RAP)]

Canada

Updates to chapter	5
14 Basic Resettlement Assistance Program information	12
14.1 What is the Resettlement Assistance Program?	12
14.2 Permanent residence categories eligible for income support	12
14.3 Temporary categories eligible for income support	13
14.4 Exceptions: income support eligibility	13
14.5 Basis of income support rates	14
14.6 Qualifying for income support	14
14.7 Eligibility period	14
14.8 National Program Advisor responsibilities	15
14.9 Resettlement Assistance Program officer responsibilities	15
14.10 Resettlement Assistance Program National Operations Division responsibilities	15
14.11 Client responsibilities	16
15 Citizenship and Immigration Canada allowances (basic and conditional)	16
15.1 Pro-rating	16
15.2 Food and shelter allowances (G/L 59003)	17
15.3 Housing supplement	17
15.4 Shared housing	18
15.5 Staple allowance (G/L 59001)	18
15.6 Basic household needs allowance (G/L 59001)	19
15.7 Utility installation allowance (G/L 59001)	20
15.8 Clothing allowances (initial, winter, G/L 59001) (replacement after start-up, G/L 59007)	20
15.9 Transportation allowance (G/L 59003)	21
15.10 Dietary allowance (G/L 59007)	21
15.11 Maternity-related allowances	22
15.12 Newborn allowance (born in Canada) (G/L 59007)	22
15.13 School start-up allowance (G/L 59007)	22
15.14 Special allowance (G/L 59007)	22
15.15 Funeral or burial expenses (G/L 59007)	23
16 Managing income support	23
16.1 Financial commitments and forecasts	23
16.2 File preparation	23
17 Income support and personal assets	24
17.1 Income support and personal assets	24
17.2 Maximum allotment for personal assets	24

IP 3 – In Canada Processing of Convention Refugees Abroad and Members of the Humanitarian Protected Persons Abroad Classes – Part 2 [Resettlement Assistance Program (RAP)]

17.3 Example	25
17.4 Liquidation of personal assets	25
18 Calculating start-up cheque and monthly income support.....	25
18.1 Cheque timeline	25
18.2 Child benefits and child tax credits	28
19 Delivery of income support.....	28
19.1 Issuing a Resettlement Assistance Program cheque	29
19.2 Re-issuing the start-up cheque	29
19.3 Issuing Resettlement Assistance Program funds to a third party	29
19.4 Delivering the start-up cheque	30
19.5 Payment options	30
19.6 Stolen, lost or never-received cheques.....	31
19.7 Never-received direct deposit	32
20. Trusteeship	32
20.1 Informal <i>de facto</i> guardianship for property or trusteeship	32
20.2 Formal guardianship for property or trusteeship	32
21 Change of status	33
21.1 Reasons for reassessment	33
21.2 Further guidance on select status changes	34
22 Client monitoring	35
22.1 Purpose and delivery of client monitoring under the Resettlement Assistance Program	36
22.2 Reporting information	37
22.3 Resettlement Assistance Program Performance Measurement Framework (PMF).....	37
23 50% additional income incentive threshold.....	37
23.1 What is considered earned income?.....	38
23.2 What entitlements are considered monthly income support?	39
23.3 Determining net employment income	39
23.4 Child care expenses.....	39
23.5 Sample calculation	39
24 Overpayment and abuse of the Resettlement Assistance Program	40
24.1 Overpayment.....	40
24.2 Fraud	41
24.3 Courses of action	41
24.4 Referring the case to authorities	42
25 Government-assisted refugee One-Year Window of Opportunity Provision	42

IP 3 – In Canada Processing of Convention Refugees Abroad and Members of the Humanitarian Protected Persons Abroad Classes – Part 2 [Resettlement Assistance Program (RAP)]

25.1 Inland procedures for initial screening and processing.....	43
25.2 Procedures after visa office screening.....	44
25.3 One-Year Window of Opportunity and Resettlement Assistance Program income support	45
26 Secondary migration and self-destination.....	49
26.1 Secondary migration	49
26.2 Self-destination	50
27 Separated Minors.....	51

Updates to chapter

Listing by date:

2015-01-13

Parts 1, 2, 3 and 4 have been amended to remove references of RPA's in RHQ and advises to consult with either local supervisors/managers or NHQ (IPMB).

Section 14

- 14.2 Amended categories to add VOR (cost-sharing), public policy, etc.
- 14.5 Identified NHQ as the owner of RAP rates
- 14.10 Added RAP National Operations Division responsibilities

Section 15

- Changed wording from "GARs" to "RAP recipients"
- 15.1 Changed link to G&C Chart of Accounts, with updated codes; revised G/L codes on all allowances
- 15.3 Changed wording from "GAR client" to "RAP client"
- 15.8 Updated guidance on winter clothing reissuance
- 15.10 Updated guidance on the issuance of dietary allowance
- 15.12 Updated guidance on IFH eligibility, in accordance with new policy
- 15.13 Clarified guidance on when to issue first and second School start-up allowance

Section 16

- 16.2 Changed wording from "GAR client" to "RAP Client"; removed IMM 5292 and replaced with IMM 5688; Removed Single Journey Documents on file

Section 17

- 17.1 Form is no longer found in handbook; reference to IMM 5292 changed to IMM 5688; clarified that SPO is conducting intake interview in some cities, not CIC officer

Section 18

- 18.1 Remove assistance loan in start-up; update forms in appendix B ; Remove DBA reference and replace text with information on priority payments
- 18.2 Child Benefits and Child Tax Credits are no longer calculated as part of the RAP income support.

Section 19

- 19.1 Added new delegation of authority ; updated delegated instrument date ; Instructed to send 3102s to NPAS and not regional finance; Removed segregation of duties reference for section 32 and section 34 in RAP

19.3 Clarification on third party issuance

IP 3 – In Canada Processing of Convention Refugees Abroad and Members of the Humanitarian Protected Persons Abroad Classes – Part 2 [Resettlement Assistance Program (RAP)]

- 19.4 Included RAP SPO for intake interview only in cities without local CIC office.
- 19.5 Changed topic and guidance in this section from “DBA” to “Payment Options”

Section 20

- Added section on Trusteeship

Section 21

- 21.2 Clarified that the client should notify CIC collections of any change in contact info

Section 22

- Updated to reflect PMF and changes to monitoring frequency
- Added exit survey and consent form to appendices

Section 23

- Clarified guidance for when an inheritance of asset is acquired

Section 25

- Added GCMS (and keep CAIPS references)
- 25.3.3 Removed children under 6 from ongoing entitlements

Section 26

- Added GCMS in addition to FOSS
- 26.2 Updated guidance for cancelling and decommitting original cheque when new cheque is to be initiated by receiving office

Section 27

- Added CIC’s guardianship protocol link
- IPMB no longer needs to be copied on correspondence concerning Separated Minors

Appendix B

- Annex 2 Updated to include private sponsor for Visa Office Referred receiving income support; updated delegation of authority
- Annex 5 Updated G/Ls
- Annex 8 Added Declaration for trusteeship cases
- Annex 9 Added Agreement for trusteeship cases
- Annex 10 Added information on RAP Performance Measurement Framework
- Annex 11 Added Agreement for guardianship of minors
- Annex 12 Added Client Exit Survey

2012-02-08

Section 7.28

2015-01-13

IP 3 – In Canada Processing of Convention Refugees Abroad and Members of the Humanitarian Protected Persons Abroad Classes – Part 2 [Resettlement Assistance Program (RAP)]

- Updated IFH provider to Medavie BlueCross

Section 7.31

- Changed “Operational Management and Coordination (OMC)” to “Integration Program Management Branch (IPMB)”

Section 7.32

- Minor text correction removing “at the start of each year” from guidance on notification of arrival transmission

Section 7.41

- Revised definition of self-supporting refugees

Section 8.4

- Changed “Operational Management and Coordination (OMC)” to “Integration Program Management Branch (IPMB)”

Section 9.2

- Added reference to OB 290 regarding travel documents

Section 10.8

- Added waiving fee if CIC is responsible for need to replace lost certificates

Section 10.9

- Updated IFH provider to Medavie BlueCross

Section 12.2

- Clarifying UNCHR role in travel costs for voluntary repatriation

Section 14.3

- Added temporary categories eligible for income support

Section 15.2

- Added telephone as an example of a utility allowance

Section 15.4

- Moved shared housing content from the chapter on calculating start-up cheque and monthly income support to the chapter on CIC allowances

IP 3 – In Canada Processing of Convention Refugees Abroad and Members of the Humanitarian Protected Persons Abroad Classes – Part 2 [Resettlement Assistance Program (RAP)]

Section 15.8

- Added winter clothing cost estimates

Section 15.10

- Added nurse practitioner's letter to dietary allowance

Section 15.12

- Added copy of birth certificate on file for newborn allowance

Section 15.13

- Added exceptional cases of young adults over 21 to school start-up allowance
- Removed children under six allowances and monthly school allowance

Section 16.2

- Added original single journey documents on file

Section 18

- Removed instructions for NCBS claw back from RAP funds

Section 18.1

- Amended the dates in month 2 example of pro-rated cheque scenario

Section 19.2

- Added RHQ/NHQ approval for reissuing start-up cheque

Section 19.3

- Added issuing cheques to third parties

Section 20.2

- Added notifying CIC Collection Services of address and/or telephone number changes

Section 20.2.7

- Added definition of prolonged period of time to hospitalization

Section 22

- Removed instructions for NCBS claw back from RAP funds

Section 24

IP 3 – In Canada Processing of Convention Refugees Abroad and Members of the Humanitarian Protected Persons Abroad Classes – Part 2 [Resettlement Assistance Program (RAP)]

- Added clarifications to OYW guidance

Section 48

- Amended eligibility for a JAS

Section 51.1

- Clarified that G5s and community sponsors cannot sponsor a JAS case

Section 51.2

- Amended step 2, matching centre role when processing a JAS case

Section 51.2

- Amended step 4, sponsor/local CIC action when processing a JAS

Section 52.4

- Added “approximately” 7 months after arrival for monitoring interview

Section 54.1

- added consultation with “RHQ/NHQ” for requests to modify assistance

Appendix B, Annex 2

- Removed duplication of “language training classes” in the RAP Agreement for Income Support Recipients

Appendix D

- Added revised checklist for reception arrangements on the arrival and resettlement of joint assistance sponsorship (JAS) newcomer(s)

2011-10-07

Parts 1, 2, 3 and 4 have been amended to remove all references to Source Country Class.

2010-04-30

Parts 1, 2, 3 and 4 of the chapter IP 3 have been completely revised and expanded. Previous versions of this chapter should be deleted.

2003-11-14

The major changes that were made to this chapter include:

Part 1 – General

IP 3 – In Canada Processing of Convention Refugees Abroad and Members of the Humanitarian Protected Persons Abroad Classes – Part 2 [Resettlement Assistance Program (RAP)]

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

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

Simplified definition of “family member” in Section 6.17.

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

Repackaged “de facto dependant” information in Section 6.11.

Enhanced Section 7 on “Destining refugees”.

Removed duplicate information re: IFH administration in Section 10.

Part 2 – Resettlement Assistance Program (RAP)

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

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

Deleted section entitled “Assistance loans for lost cheques.”

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

Part 3 – Private Sponsorship of Refugees Program

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

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

Rewrote Section 31 “Sponsor Eligibility”.

Updated Section 33.3 “Necessary documentation”, Section 40.7 “Completing the Case Processing Support (CPS) Menu”, Section 40.11 “FOSS sponsor information”, Section 41 “One-year window of opportunity program (OYM)”, Section 34 “Sponsorship Agreement Holders (SAHs): Assessment of Undertakings”, Section 35 “Constituent Groups (CGs): Assessment of Undertakings”, Section 39.3 “Actions for approved sponsorship applications – sponsor-referred cases”, and Section 42.1 “Processing extended sponsorships”.

Part 4 – Joint Assistance Sponsorship Program (JAS)

IP 3 – In Canada Processing of Convention Refugees Abroad and Members of the Humanitarian Protected Persons Abroad Classes – Part 2 [Resettlement Assistance Program (RAP)]

Changed Section 52.1 “Unaccompanied minors”.

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

Part 5 – Appendices

Removed former Appendix A: Global Refugee Resettlement Targets.

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

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

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

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

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

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

14 Basic Resettlement Assistance Program information

14.1 What is the Resettlement Assistance Program?

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 the following:

- meeting newcomers at the airport or final destination in Canada;
- providing temporary accommodation;
- providing basic orientation to Canada, life skills training and financial orientation;
- assisting in finding permanent accommodation;
- referring 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 the RAP can be found in the RAP Delivery Handbook, which is available on the intranet. Guidance provided in IP 3, Part 2 relates primarily to the RAP income support.

14.2 Permanent residence categories eligible for income support

A person's immigrant category is identified in the

- Application details on the Confirmation of Permanent Residence (IMM 5688), 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 the *Immigration and Refugee Protection Act* (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
RA5	Government-assisted member of Designated Humanitarian Asylum Class Country	Under joint assistance sponsorship
CRS	Privately sponsored refugee admitted to Canada under cost-sharing/blended initiatives are also eligible to receive prescribed RAP income support based on specific initiatives set out by the Department. See section 14.4, Cost Sharing/Blended Initiatives	Must not be special needs case

Also eligible to receive income support 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 Temporary categories eligible for income support

Government Assisted Refugees (GARs) arriving on temporary resident permits (e.g., urgent protection cases) are considered to be part of the Protected Permanent Residence Class and are eligible for RAP income support and services upon arrival in Canada. For more information on the role of the visa office in the completion of admissibility assessments and of the Case Processing Centre in Vegreville (CPC-V) in the application for permanent resident status, see Procedures for processing urgent protection cases: TRPs and PR status in the OP5 online manual.

14.4 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
- the time 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/Blended Initiatives

The Department may enter into cost sharing/blended initiatives where income support is provided for individual or group-processed refugees as part of the Blended Visa Office-Referral (BVOR) initiative under the Private Sponsorship of Refugees (PSR) program. In exceptional circumstances, cost-sharing may also be available for sponsor-referred refugees. Income is usually provided directly to the client (based on need) rather than to the sponsoring group; details will vary depending on the nature of the initiative. 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. The terms of the cost sharing initiative are determined through negotiation between CIC and the sponsoring group.

For example, the federal government may provide financial assistance for the initial start-up costs and monthly income support for a period of three (3) months if the sponsoring group provides 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.

14.5 Basis of income support rates

The delivery of income support is based on national and provincial or territorial standards.

Monthly income-support entitlements for shelter, food and incidentals are guided by the prevailing provincial or territorial social assistance rates, which vary in each province. A list of provincial RAP or social assistance rates must be compiled by the local office and forwarded to NHQ as periodic updates when provincial rates have changed. These rates are available in the form of income support charts at local CIC offices responsible for RAP delivery, and are embedded in the national 3102 calculation tool, which is maintained at NHQ. Changes must be reviewed and approved by the Integration Program Management Branch (IPMB) in 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 the local supervisor or manager.

14.6 Qualifying for income support

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

Basic needs of life include the following:

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

14.7 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.

- 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 SAH;
- exceptional circumstances determined on a case-by-case basis in consultation with a supervisor or manager 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.

14.8 National Program Advisor responsibilities

National Program Advisors (NPAs) are responsible for the following:

- providing coordinated functional guidance and support to the local office supervisors and managers 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).

14.9 Resettlement Assistance Program officer responsibilities

Local CIC offices are responsible for the following:

- 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 accordance with established rates. A RAP rate may only be exceeded
 - on an exceptional case-by-case basis, and
 - where prior authorization from the NHQ is received;
- calculating RAP overpayments and requesting the setup of accounts receivable;
- 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 a 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 Resettlement Assistance Program National Operations Division responsibilities

- Ensuring that income support for start-up, food, shelter and basic allowance or incidentals are in accordance with established rates
- Opening an electronic file for each Notification of Arrival Transmission (NAT) received and passing it onwards to the appropriate local office after the first cheque has been requested

14.11 Client responsibilities

Client Responsibilities include the following:

- 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 are expected to be
 - Enrolled in and attending classes through the education system

If a CIC officer becomes aware that a client is 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 support to facilitate physical, psycho-social and emotional well-being and minimize isolation during their initial resettlement.

15 Citizenship and Immigration Canada 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 RAP recipients) or conditional (provided only under certain circumstances, e.g. maternity). Certain allowances are provided one-time only, while others are provided on an ongoing monthly basis.

15.1 Pro-rating

RAP ongoing 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 $RAP\ amount \times 12 / 365\ days$. See Section 18.1 for an example.

The following sections describe the income support allowances under the RAP.

A complete list of general ledger (G/L) codes can be found in the Contribution Agreement Form G&C Chart of Accounts, found on the CIC intranet site.

15.2 Food and shelter allowances (G/L 59003)

The basic allowance includes monthly food allowance and incidentals (including food requirements, personal care products, etc.).

Shelter 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, telephone, heat, electricity) may also be available. Officers should consult with office managers or supervisors to ensure that rates for shelter and utilities (if applicable) are consistent with their corresponding provincial rates.

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

The shelter allowance (including the 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 or supervisors should consult with the provincial body in their area.

15.3 Housing supplement

A housing supplement may be provided to RAP 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.

Determining the 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 OYW).

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

15.4 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 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, that individual's earnings 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.

15.5 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
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.

15.6 Basic household needs allowance (G/L 59001)

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

Suggested items include the following:

- 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 through

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

When the basic needs allowance is provided to the refugee through a combination of funds and an agreement with a supplier, the client is 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 \$1330. If furniture provided through a supplier is valued at \$800, funds not exceeding \$530 are to be 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 be 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. NHQ approval is required for exceptions based on special circumstances.

Category	Maximum 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

15.7 Utility installation allowance (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 or hook-up of utilities (e.g. water, gas, electricity), or both. This does not apply to cable installation or hook-up for televisions.

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

15.8 Clothing allowances (initial, winter, G/L 59001) (replacement after start-up, G/L 59007)

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 per 12 months of RAP coverage. A second issuance of the winter clothing allowance may be authorized for JAS clients (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	\$325 per adult (18 years and older)
	13 th month cheque for JAS clients	\$250 per dependent child under 18 years
Winter clothing allowance	April 15 to October 15 arrivals: August or September cheque	\$175 per adult (18 years and older)
	October 16 to April 14 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 issued based on the officer's discretion. NHQ must be advised of any issuance of winter clothing allowance during cold weather months. 13 th month cheque for JAS for clients only if demonstrated need	\$125 per dependent child under 18 years
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). NHQ must be advised of issuance	

In the event of partial issuance of winter clothing (e.g. not all items were provided at the POE) or partial replacement (see table above for examples of replacement situations), the following cost estimates may serve as a guide when issuing income support funds for the purchase of required items.

	ADULTS	CHILDREN
Parkas/Jackets	\$90	\$65
Boots	\$50	\$30
Scarves	\$15	\$10
Hats	\$10	\$10
Gloves/Mittens	\$10	\$10
Total	\$175	\$125

15.9 Transportation allowance (G/L 59003)

An allowance for transportation may be provided based on 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 or 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.

15.10 Dietary allowance (G/L 59007)

An allowance should be provided to clients who submit a physician's or nurse practitioner's letter outlining the type of special diet required due to a health condition. The allowance issued should be based on what is appropriate and required for the type of special diet they require, as indicated on the physician's or nurse practitioner's note. The maximum allowable is \$100 per month based on the type of diet required and corresponding provincial allowances. When a client presents multiple illnesses which require a special diet, the higher value dietary option can be recommended.

Provincial social service allowances are available on-line. Consultation with NHQ 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. Nutritional supplements may also be eligible under the dietary allowance. For allowances related to maternity, see section 15.11.

The dietary allowance should not be applied retroactively. The allowance for this cost typically commences in the monthly cheque following the date of receipt of the physician's or nurse practitioner's letter and finishes when RAP benefits end, which may be a pro-rated amount in the last month.

Note: A letter from a Registered Nurse is not sufficient for this allowance. The client is responsible for providing CIC with any supporting documentation which may be requested at the discretion of the CIC officer.

15.11 Maternity-related allowances

Maternity food allowance (G/L 59007): Upon receipt of a doctor's letter confirming the pregnancy, the CIC officer should approve a **\$75** monthly allowance to assist with special dietary needs. This monthly allowance is to be issued from the date 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 59007): Upon receipt of a doctor's letter confirming the pregnancy, the CIC officer should approve a **one-time \$200** allowance to assist with the purchase of maternity clothing.

15.12 Newborn allowance (born in Canada) (G/L 59007)

Upon receipt of a doctor's letter confirming the 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.

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.

Note: A copy of the original provincial birth registration or certificate is the required proof of birth to adjust the RAP monthly allowance. This official legal document confirms the name and actual date of birth and the copy should be kept in the RAP file.

15.13 School start-up allowance (G/L 59007)

An allowance of \$150 will be provided for school-age children and young adults between the ages of 4 and 21 attending provincial educational institutions (K-12), to defray costs for school supplies, gym clothing, etc. This allowance does not apply to those in the Language Instruction for Newcomers to Canada (LINC) or English as a Second Language (ESL) related classes.

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

- the initial income-support cheque; or
- the 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. Families who arrive between September 1 and May 31 are eligible to receive the entitlement twice.

Young adults between the ages of 18 and 21 will receive a school-start-up allowance after a local RAP officer has verified that they will be attending a provincial educational institution. This allowance may be issued after the start-up cheque is received by the family.

Young adults over the age of 21 may be provided with school start-up if it has been determined to be in their best interest to stay in the high school environment. These must be decided on a case- by- case basis, in consultation with NHQ, and proof of enrolment must be provided.

15.14 Special allowance (G/L 59007)

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

15.15 Funeral or 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 to NHQ.

Funeral expenses (including cremation) should not exceed the established provincial or 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 NHQ 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.

16 Managing income support

16.1 Financial commitments and forecasts

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

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

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. A copy of each of the following items should be contained in the file:

- Signed RAP Agreement for Income Support (Appendix B, Annex 2)
- IMM 5688 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
 - Computer Assisted Immigration Processing System (CAIPS) notes
 - 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 be 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 26.

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, depending on their background and socio-economic status.

At the time of arrival in Canada, refugees are asked by the Canadian Border Services Agency (CBSA) to declare funds in their possession. This information is handwritten on the Confirmation of Permanent Residence (IMM 5688) and later entered into Field Operations Support System (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 which 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. RAP officers should confirm that all personal assets were declared either during the client’s initial interview with CIC, or with the RAP SPO.

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	\$5000
Couple	\$7500
Single plus one dependant	\$7500
Each additional dependant	\$2500

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 \$8000 in personal assets.

Resource Allocation	Amount (Canadian dollars)
Available personal funds upon arrival in Canada	\$8000
Subtract: maximum allowable personal exemption	\$7500
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.

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 their supervisor or manager 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 on Arrival form (Immigrating or Settling in Canada);
- 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 should be reduced or refused.

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

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 or RAP SPO (see section 19.1).

The start-up cheque

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

Start-up allowances include the following:

- 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 (or a similar form contained within the RAP calculation tool, or modified locally), must be used to calculate the start-up cheque amount. Information contained on the start-up cheque form includes the following:

- name and date of birth of each family member;
- family size and configuration;
- date of Arrival;
- NAT number;
- breakdown of start-up allowances;
- breakdown of monthly allowances;
- details of applicable move adjustments; and
- total start-up cheque amount.

In cases where an urgent cheque is required, a priority payment may be requested. For more information on priority payments, refer to section 19.5 .

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 who reach legal age during the eligibility period, income support changes may be applied based on their situation. See Section 21.2.3.

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 sections 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 or 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 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 the following:

- 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 an *Immigrant Loans (Assistance Loans)* form (IMM 5355) when they collect their start-up cheque. The amount of the loan is issued after their start-up cheque, either with their second monthly cheque or as a stand-alone payment.

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.

See below an example of the pro-rated cheque:

Scenario: RAP client arrives on June 8 and stays in temporary accommodation before 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 17 (the last full day in temporary accommodations).

Calculations

1. Determine shelter allowance per day.
Full month's shelter allowance is $\$625 \times 12$
Divide by 365
Equals $\$20.55$ per day
2. Determine food and incidental allowance per day.
Full month's food & incidentals is $\$594 \times 12$
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 or 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 \text{ days} \times \$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 \text{ days} \times \$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 to 11

Monthly cheques will include the following:

- food and shelter entitlements
- national CIC allowances
- conditional allowances

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 8, eligibility for RAP allowances ends on June 7 the following year.)

Year 2 for clients receiving 24 months of income support

On the 13th month cheque for JAS clients, additional winter clothing can be administered.

18.2 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.

In addition, the following site enables benefit recipients to apply online for the 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.

Note: Canada Child Tax Benefits are no longer calculated as part of the RAP income support, and must be applied for separately to the CRA.

19 Delivery of income support

19.1 Issuing a Resettlement Assistance Program 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 or if the client moved from one fund centre to another, each time requiring a signature from the delegated authority.

Processing a RAP cheque for payment

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

Stage	Description				
1	<p>The RAP Cheque Request Form (3102) is filled out by a RAP officer or clerk at NHQ or at a local office, depending on the case.</p> <p>They must ensure that funds are committed and sufficient for the client prior to approval or expenditure (Section 32 – <i>Financial Administration Act</i>).</p> <p>The supervisor (manager who has responsibility for a budget) receives the RAP Cheque Request Form for approval (Section 34 - <i>Financial Administration Act</i>).</p>				
2	<p>The delegated supervisor or manager with budget authority (see Delegation of Spending and Financial Authority Instrument, November 30, 2012):</p> <p>Reviews and approves the form, and Returns it to the RAP officer or clerical staff.</p>				
3	<p>The RAP officer or clerical staff forwards the original RAP Cheque Request Form to</p> <table border="1"> <tr> <td>If processed in the regions:</td> <td>If processed by RAP National Operations Division, NHQ:</td> </tr> <tr> <td>the responsible financial officer for SAP inputting</td> <td>NPAS for SAP inputting</td> </tr> </table> <p>It is then forwarded to the National Payment and Accounting Services (NPAS) team at NHQ to have the cheque issued.</p>	If processed in the regions:	If processed by RAP National Operations Division, NHQ:	the responsible financial officer for SAP inputting	NPAS for SAP inputting
If processed in the regions:	If processed by RAP National Operations Division, NHQ:				
the responsible financial officer for SAP inputting	NPAS for SAP inputting				

Note: If the funds are unavailable or insufficient, the RAP officer or clerical staff will contact their supervisor to request additional funding.

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 the following:

- **loss or theft of items (this should be treated on a case-by-case basis and requires a police report as proof);**
- **fire** (an official record is required to confirm the fire occurred);
- **other** circumstances (e.g., marital separation). (to be considered on a case-by-case basis).

Approval of NHQ is required in all instances.

19.3 Issuing Resettlement Assistance Program funds to a third party

With Management approval, RAP funds can be issued to recipients “in care of” a third party, such as a financial administrator, group home, community care facility or landlord in exceptional circumstances.

19.4 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 (or RAP SPO on CIC's behalf) issues a start-up cheque, the following documentation should be taken to the client intake interview:

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

It is important for CIC RAP officers or RAP SPO workers to advise clients that the cheque presented at intake is not only for basic immediate needs but also for first month rent, deposits, furniture (if applicable) 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.

19.5 Payment options

There are three methods of payment:

1. Receiver General cheques;
2. Direct deposit;
3. Priority cheques (in emergencies).

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

In instances where the use of Receiver General cheques or Direct Deposit is not possible, Priority Payments may be issued from NHQ, however justification must be provided regarding the urgency of the payment, as this process requires additional resources and time. Therefore all measures should be taken to issue Receiver General cheques or to set-up direct deposit before resorting to this alternative method.

Requesting a priority payment

National Payment and Accounting Services (NPAS) has the capacity to print Receiver General Cheques on-site for urgent payments. Regions who would like to use that service on an exceptional basis (taking into consideration urgency and materiality) should follow the required steps below.

Step	Description
1	The finance unit for the office involved must enter the payment in SAP using payment type "O". Only NPAS will complete the Payment Run approval on this payment method.
2	<p>The office involved must provide NPAS with the following documents:</p> <ul style="list-style-type: none"> • the 3102 (as applicable), showing the payment information and the Sec. 34 signature provided by the Manager • a copy of the Manager's "Acceptance of financial authorities letter" so that NPAS can visually validate the Sec. 34 signature appearing on the 3102 documentation • an original Priority Payment Request Form (FIN 0024), indicating the SAP document number (i.e., the 190XXXXXXX)
3	All of the above documents are then faxed to NPAS and an e-mail is sent advising NPAS that the above documents have been sent. The nature of urgency must be provided to NPAS.
4	NPAS will do the payment run approval to generate the corresponding KZ number and produce the physical cheque.
5	Once the physical cheque is generated, it will be sent by special courier to the office involved and the courier fees will be charged to the appropriate funds center.

19.6 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 does the following:

- reviews the circumstances of the case;
- if it is believed the cheque was stolen, requests a police report number;
- ensures 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 notify NPAS to issue a stop payment and authorize that a cheque be reissued. If it is still “Outstanding”, NPAS can then request a duplicate cheque in the Standard Payment System (SPS) and print the pre-populated legal document (Undertaking and Indemnity, PWGSC-TPSGC 535). NPAS certifies in SPS that the Undertaking and Indemnity form has been received. Afterwards, NPAS requests a duplicate cheque in SPS with the proper remittance address. If the original cheque can be found, it must be returned to PWGSC in Matane, QC, for physical cancellation;
 - 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 priority payment) 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 24 on overpayments),
 - if it is found that the signature does not match that of the client, an investigation should be initiated by the client with the police.

If the CIC RAP officer believes the possibility of fraud exists, they should refer to IP 3, part 2, section 24.

19.7 Never-received direct deposit

When a direct deposit is not received, the RAP officer can notify vendors to initiate investigation, or the Standard Payment System (SPS) will flag to NHQ finance the payments which have not gone through. An explanation may be found typically for the following reasons:

1. Any **first** payment made to a vendor, employee, RAP recipient, etc., over \$5000 requires that a test payment be performed to validate the bank account information. No further test payments are required, since the bank information is validated (unless there is a change in the bank account information). If that step is overlooked, and a payment over \$5000 is issued, SPS will block the payment. A cheque will then be issued to the recipient by NHQ finance.
2. Invalid bank account information was provided. The recipient should double-check banking information and confirm the correct information. NHQ finance will then make amendments to the recipient's account and re-issue payment via direct deposit in the correct bank account.
3. Closed bank account: Follow the same steps as 2.

20. Trusteeship

Some GARs who arrive in Canada are mentally incompetent adults who cannot manage their own RAP income support funds. The Department wishes to ensure that personal rights are respected and that mentally incompetent adult GARs are legally protected personally, financially and medically. If a case has been identified where a family member or friend of the mentally incompetent GAR is to be designated as a guardian of property or Trustee, the Department's policy on how to provide direct income support to mentally incompetent adult GARs must be consulted by contacting NHQ.

20.1 Informal *de facto* guardianship for property or trusteeship

A spouse, a friend, a religious organisation or a community agency can be appointed (for the purpose of administrating RAP income support) as an informal *orde facto* trustee. Priority consideration should be given to the immediate family of the beneficiary. When an informal or *de facto* guardianship for property or trusteeship has been established, that appointed person must sign a declaration form as the financial administrator on behalf of the mentally incompetent GAR. The declaration form, which can be found in Appendix B, Annex 8. A modified RAP Income Support Agreement ("The Agreement"), must also be signed by the financial administrator in order to receive the funds on behalf of the GAR. The guiding principle is that the financial administrator will apply these funds for the benefit of the beneficiary's support in a timely manner. See Appendix B, Annex 9.

All efforts should be made to obtain the incompetent beneficiary's co-operation and agreement before an informal or *de facto* trustee is appointed. The beneficiary should be informed of the reasons for the appointment, the appointment process and the impact that it will have on the RAP income support.

In addition, the beneficiary must be informed that the decision to appoint a trustee can be appealed. If the beneficiary is not satisfied with the appointment, they should be allowed to request that someone else act for them or make a submission as to why the appointment should not be made or, if already in place, discontinued. Any form of appeal should be accepted, including a simple phone call or written submission by the beneficiary, or a meeting in person with the RAP officer.

20.2 Formal guardianship for property or trusteeship

An informal or *de facto* guardianship for property or trusteeship for the purpose of administrating RAP income support is preferable. However, in the rare case that the mentally incompetent adult beneficiary has no one available or willing to act as their informal or *de facto* trustee, a formal guardianship for

property or trusteeship will have to be established through the courts and RAP may cover the costs associated with this process. These costs may include the following:

1. a medical assessment to determine mental incapacity of an adult;
2. provincial Court application fees for an application to act as Guardian of Property or Trustee for a mentally incompetent adult;
3. lawyer fees to submit the court application;
4. Monthly administration fees of the Trustee: Either the Office of the Public Trustee or a private trustee may be appointed to administer the income on behalf of the beneficiary.

Every effort should be made to minimize the costs of the court application. For example, if a medical practitioner is available to conduct the medical assessment for free, this option should be preferred. For the court application, the availability of legal aid or the possibility of the Crown waiving the fees of the court application should both be explored by the RAP officer. Finally, for the appointment of the Trustee, the least expensive option (for example, the Office of the Public Trustee or a welfare agency) should be considered.

21 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 or via the SPO to the local CIC office.

21.1 Reasons for reassessment

Possible reasons for reassessment include the following:

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

21.2 Further guidance on select status changes

21.2.1 Change of address or telephone number

Local CIC office must update client address in FOSS, in SAP, on the cheque request form and in the physical file. It is the responsibility of the loan recipient to advise Collection Services by phone or in writing within 10 days of any change of address. The local CIC office should also notify CIC Collection Services by e-mail or by telephone once advised of the client's change in contact information.

21.2.2 Change of employment status

A client who finds employment, changes employer or loses their 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 their income support.

For more information on how to apply the 50% employment incentive threshold please refer to Section 23.

21.2.3 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 the following:

- HOF will no longer receive child benefits for this individual
- family wishes
- cultural considerations

21.2.4 Separation or 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.

21.2.5 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. The address is listed on the back of the loans form (IMM 0500).

See section 15.15 for guidance on funeral or burial expenses.

21.2.6 Incarceration

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

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

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

21.2.7 Hospitalization

Clients entering a hospital do not automatically become ineligible for assistance. However, for clients who must remain in a hospital for a prolonged period of time (two weeks or longer), a reassessment of 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 the length of the anticipated hospital stay, the number of members in household, the amount of assistance, etc.

21.2.8 Travel outside of province of residence or Canada

The intent of RAP is to provide support for clients as they settle into their new country or 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.

21.2.9 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.

22 Client monitoring

22.1 Purpose and delivery of client monitoring under the Resettlement Assistance Program

The collection of information through a client monitoring strategy under RAP is facilitated mainly through three channels:

- the Immigration Contribution Agreement Reporting Environment (iCARE), which targets information on the range, level and quality of immediate essential services and is collected on a regular basis by the SPO;
- the RAP Performance Measurement Framework (PMF), which is a strategy to assist CIC in monitoring and assessing the program’s outcomes on an ongoing basis;
- client monitoring reports, in which the clients’ extent of knowledge of and compliance with financial and other responsibilities are captured in this review.

Note: More information on the RAP Performance Measurement Framework can be found below, in Section 22.3, *The RAP Performance Measurement Framework*.

If a RAP officer finds it necessary to follow up with a client after a reported incident or allegation, or where additional settlement needs above-and-beyond the typical suite of RAP services are necessary, the officer may wish to complete a client monitoring report to identify where possible courses of action could benefit the situation.

For instance, the client monitoring report can be used as a tool to determine whether a second year of support for JAS cases is recommended.

A sample of the client monitoring report can be found in Appendix B, Annex 7.

The below chart identifies sections on the client monitoring report that can be removed or added to cultivate the information required to facilitate a recommended course of action on the case.

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 are 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? • What services are viewed as 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

	<p>areas?</p> <ul style="list-style-type: none">• Are there settlement issues specific to a particular refugee group?
--	---

22.2 Reporting information

Serious situations involving legal offences need to be referred to the CIC Manager and NHQ for concurrence on a recommended approach to the situation. Fraud is covered in Section 24.

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

22.3 Resettlement Assistance Program Performance Measurement Framework (PMF)

The RAP PMF is comprised of three survey tools:

- A client exit survey will be sent from CIC NHQ directly to 20% of client households three months after their arrival in Canada, with consent forms being administered by RAP officers at the RAP income support start-up meeting. This survey will provide CIC with personal assessments by clients of how well RAP services met their needs.
- A survey of SPO executive and front-line staff will be conducted annually to gain the SPO perspective on how well RAP is working.
- A survey of all CIC staff involved in RAP will be conducted annually to record the perspective of staff on the progress of RAP towards its program objectives.

Both the SPO and the CIC staff survey will be completed on-line and are due by the end of March each year.

Note: In an effort to further harmonize its Settlement and Resettlement Assistance Programs, as well as to ease reporting requirements on affected SPOs, CIC is currently considering changes to the performance measurement tools and processes associated with these two programs. These changes may eventually include 1) adapting the RAP client exit survey to collect data from clients served by both programs; and 2) replacing the current SPO survey with a SPO module in iCARE (to be developed).

Note: More information on the RAP PMF can be found in Appendix B, Annex 10.

23 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.

IP 3 – In Canada Processing of Convention Refugees Abroad and Members of the Humanitarian Protected Persons Abroad Classes – Part 2 [Resettlement Assistance Program (RAP)]

If the individual is no longer in receipt of RAP, an accounts receivable overpayment account should be created through NHQ. See section 24.3 for more details.

Changes to employment status should be reported on the *Change of status form*, as per IP 3, part 2 section 21.

23.1 What is considered earned income?

When a member of the family	Then...
Engages in full or part-time employment	<p>Employment income is</p> <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 or Workers' Compensation benefits, or both	<p>EI or Workers' Compensation income is</p> <ul style="list-style-type: none"> considered to be earned income; and subject to the 50% rule.
Receives a training allowance	<p>Training allowances are</p> <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. <p>Note: Any special allowance for tuition, books, supplies or tools is not considered earned income and shall be exempt from the 50% rule.</p>
Participates in a Paid Work Experience Program	Salary is considered earned income. The 50% rule applies. Allowance for supplies and tools is exempt from the 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. The 50% rule applies.
Receives a Student Loan	Repayable student loans (including the living allowance portion) are not to be considered earned income. The 50% rule does not apply.
Receives a Student Grant or Scholarship	Student grants and scholarships may be considered taxable income - see program details. Only the living allowance portion is to be considered earned income. The 50% rule applies. If the grant documentation does not specify the portion for living allowance, the officer is to assume that the grant is directed at tuition costs. The 50% rule does not apply.
Receives a Student Bursary or Award	Student bursaries and awards are not to be considered earned income where funds are credited against an existing Canada Student Loan or provincial loan or deposited directly with the academic institution of choice. The 50% rule does not apply. If the funds are provided directly to the student, treat them as a grant or scholarship (50% rule only applies to funds clearly allocated for living expenses).
Inherits or otherwise receives other financial resources or assets	<p>Inherited or otherwise-received financial resources and assets must be reported within 30 days of receipt.</p> <p>Adjustments are effective on the date of receipt of such assets and calculated</p>

	<p>up to the end of the income support entitlement period.</p> <p>The RAP officer will first calculate the maximum personal assets that refugees can retain without affecting their level of income support by using the Maximum Allotment for Personal Assets table in section 17.2. Any remaining assets will be factored into determining how much of their outstanding RAP allowance will be adjusted. If there are remaining assets above the maximum allowable for personal assets, the refugee can then be given the option to apply the funds against the balance of their immigration loan before determination of whether the RAP allowance should be discontinued, or when monthly entitlements should resume.</p>
--	---

23.2 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.

23.3 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.

23.4 Child care expenses

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

23.5 Sample calculation

Ahmed and Alima are parents of 3 children under the age of 12. Their monthly RAP income support entitlement is \$1750. Both Ahmed and Alima work part-time outside the home. Their combined gross monthly income from employment is \$2200. 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 per month. The calculation below shows that Ahmed and Alima have earned \$475 above their 50% threshold limit. As a result, their monthly RAP income support must be adjusted downwards to \$1275.

The following table details the calculations.

Step	Calculation
1: Determining the 50% Threshold Amount	Monthly RAP amount: \$1750
Divide the client's monthly RAP income support amount in half to arrive at the 50% threshold amount. The monthly	50% of RAP amount: \$875

amount used should only include portions which are received on a monthly basis.	
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.	
2: Determining Additional Net Income	Gross Employment Income: \$2200 Mandatory Payroll Deductions: -\$450 Net Income: \$1750
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 other than paid employment (e.g., training allowances or student grants, etc.), only factor in the net amounts considered earned income and subject the 50% incentive threshold.	
3: Determining Chargeable Additional Income	Net Income: \$1750 Child Care Deduction: -\$400 Chargeable Income: \$1350
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.	
4: Determining Earning Clawback	Chargeable Income: \$1350 50% Threshold Amount: -\$875 Clawback Amount: \$475 (Note: The amount cannot be less than \$0)
Determine if the 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.	
5: Determining Adjusted Monthly RAP Amount	Monthly RAP Amount: \$1750 Clawback Amount: -\$475 Adjusted RAP Amount: \$1275
To arrive at the adjusted RAP payment, subtract the clawback amount from the total monthly RAP income support amount.	

24 Overpayment and abuse of the Resettlement Assistance Program

24.1 Overpayment

An overpayment occurs when a client receives income support to which they are 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 the 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.

- There is a delay in reporting the amount of employment income (not by fraudulent intent). Refer to section 23.

24.2 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 has 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 do the following:

- 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 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.

24.3 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:

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

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

- negotiating deductions made from future monthly income support cheques (only possible if the client is still on the RAP program); or
- filling out an Account Receivable Establishment form (IMM FIN 0009) (by the local RAP officer) and sending 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.

24.4 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 NHQ:

- a description of the alleged offence
- the name of the client(s) suspected
- the client identification number.

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

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

Reporting requirements

Once an investigation has been initiated by a local CIC office, the latter 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.

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 or supervisor for further investigation regarding misrepresentation and recommendations including possible vacation of refugee status. The NHQ should be consulted.

It may be necessary to continue to provide RAP support, subject to a review of the client’s situation and their ability to support themselves and their family.

25 Government-assisted refugee One-Year Window of Opportunity Provision

This section describes the One-Year Window of Opportunity Provision (OYW) processing procedures for government-assisted refugees (GARs).

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

- OYW definition
- policy context
- eligibility criteria

- requirements for OYW
- relevant OYW forms and guides

This section describes the 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 non-accompanying family members. It should be noted that the procedures are different for government-sponsored refugees destined to Quebec (See Quebec cases).

25.1 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* [IMM 5571] or asks the principal applicant to complete the form following an indication of intent to sponsor a non-accompanying family member.
2. The local CIC screens the identified family members for eligibility. Screening should include the following:
 - a. determining whether the identified person(s) correspond to 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 GCMS/CAIPS. Where it is unclear in the GCMS/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 request form directly to the visa office without confirming eligibility. Where appropriate, the visa office should then ensure that the eligible family members receive an IMM 0008 application for permanent residence.

Note: Non-accompanying family members 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 non-accompanying family members 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.

25.1.1 Procedures for ineligible cases

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

- a. send a correspondence (letter or e-mail) 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.

25.1.2 Procedures for eligible cases

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

- a. send a correspondence (letter or e-mail) to the PA indicating that their family member(s) has been found eligible and instruct them to ensure 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.

When 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.

- 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 e-mail 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.

25.2 Procedures after visa office screening

- a. The visa office informs the local CIC if the non-accompanying family members 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 non-accompanying family members. 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.
 - o 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 Matching Centre (MC) with the date and time of arrival of the non-accompanying family members.
 - o 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 non-accompanying family members.
 - o 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 non-accompanying family member arrival plans, the local CIC officer will do the following:
 - o 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).
 - o Arrange appointment for PA and OYW members for start-up assistance based on need and calculate monthly assistance, if eligible.
 - o In consultation with the SPO and based on the non-accompanying family member(s)' need, determine RAP services to be provided to the non-accompanying family member(s) upon arrival.

Note: Start-up allowances already provided to the PA, will not be replicated on the non-accompanying family member(s)' start-up cheque.

25.3 One-Year Window of Opportunity and Resettlement Assistance Program income support

25.3.1 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 and 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 or 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 member(s) 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 (including any dependent family members who accompanied the HOF initially).

Note: 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. This can be decided on a case-by-case basis, in consultation with a RAP supervisor or Regional Program Advisor.

Note: The age of majority is defined by statute in each province and territory and is either 18 or 19 years of age.

25.3.2 Duration of RAP eligibility

Non-accompanying family members remain eligible to receive RAP income support for 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.

25.3.3 HOF receiving RAP income support

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

- update the HOF file with non-accompanying family member(s)'s information;
- verify the amount of RAP income support currently being received by the HOF;
- determine personal assets using the RAP family rate as per section 17;
- recalculate family benefits for RAP income support in accordance with the instructions below;
- issue the adjusted RAP income support cheque to the HOF.

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.

25.3.4 HOF no longer receiving RAP income support and receiving provincial or territorial social assistance

The HOF must accompany the non-accompanying family member(s) 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 member(s) or reopen the original HOF file and add the non-accompanying family member(s);
- determine the personal assets of the HOF and non-accompanying family member(s) using the RAP family rate as per section 17;
- calculate the income support for non-accompanying family member(s) in accordance with instructions below;
- issue the RAP income support cheque to the non-accompanying family member(s) as follows:
 - to the spouse or partner,

IP 3 – In Canada Processing of Convention Refugees Abroad and Members of the Humanitarian Protected Persons Abroad Classes – Part 2 [Resettlement Assistance Program (RAP)]

- if dependent minor children only, to the HOF (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),
- to dependent children who have reached the age of majority and are being treated as individual RAP clients rather than as part of a family unit (see Note in 25.3.1).

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 they were on RAP income support. The RAP officer must provide a letter to the HOF identifying the amount of assistance being received by non-accompanying family member(s) under RAP and must counsel the HOF to present this letter to the provincial or territorial social assistance authorities.
Ongoing entitlements (transportation allowance)	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 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.

25.3.5 HOF no longer receiving RAP income support and has employment

The HOF must accompany the non-accompanying family member(s) to a meeting with the RAP officer to determine the RAP benefits. The RAP officer should follow the usual intake interview procedures as outlined in section 19, including the following:

- create a file for non-accompanying the family member(s) or reopen the original HOF file and add the non-accompanying family member(s);
- certify the amount of income currently being received by the HOF;
- determine the personal assets of the HOF and non-accompanying family member(s) using the RAP family rate;
- calculate the income support for the non-accompanying family member(s) in accordance with instructions below;
- issue the RAP income support cheque to the non-accompanying family member(s) as follows:
 - to the spouse or partner, or
 - if dependent minor children only, to the HOF (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 are being treated as individual RAP clients rather than part of a family unit (see Note 25.3.1).

Food, shelter and incidentals	Spouse or dependent minor children: The entitlement for shelter, food and incidentals will be based on the whole
--------------------------------------	---

family unit, less what was previously issued to the HOF.

The 50% additional household income incentive threshold will continue to apply (refer to Section 23) based on the would-be entitlement of the whole family unit, had they arrived together. Any deductions to be made, after the 50% additional household income incentive threshold has been calculated, are to be taken from the non-accompanying family member(s)' RAP income support amount.

The formula to be applied is the following:

(OYW entitlement) – (any employment earnings over 50% threshold)

“OYW entitlement” is calculated as (what the family would have received as a whole) – (what was previously issued to HOF).

For instance: If a GAR arrived previously (but has a spouse and child which are non-accompanying), is no longer on RAP and is currently employed (earning \$1000 per month), and the non-accompanying family members are now arriving, their income support entitlements should be calculated as follows:

Step 1: Calculate what the family as a whole would have received. (in this example, the family as a whole may have received \$1291.50 if they had arrived together).

Step 2: Deduct what was already paid to HOF (in this example, the HOF had previously received \$704.75 monthly). The non-accompanying family members' monthly RAP payments are therefore \$586.75 before any income deductions are calculated.

The “OYW entitlement” is therefore \$586.75

Step 3: Use the entire family unit amount (\$1291.50) to calculate the 50% additional household income threshold deductions (refer to section 23). In this scenario, the 50% additional income threshold is \$645.75.

Step 4: Apply the 50% rule to the household income earned. Any employment earnings over \$645.75 will be deducted dollar for dollar from the “OYW Entitlement” amount. If employment earnings are not over the 50% threshold (\$646.75), then there will be no deductions to the “OYW entitlement” amount.

In this scenario, the household income is \$1000. Therefore, the deductions are made dollar-for-dollar for every dollar earned exceeding \$645.75. The total amount of deductions is

	<p>\$354.25.</p> <p>The total amount paid to this family in this month is therefore \$232.50.</p> <p>Dependent adult children as individual RAP clients: The entitlement for food and incidentals should be calculated accordingly, using single rates. The entitlement for shelter will be based on actual cost to the maximum allowance and pro-rated based on family-unit sharing if the adult child resides with the HOF who is employed.</p> <p>The 50% additional income incentive threshold will apply to the dependent adult's RAP income support should they receive additional funds (e.g., start working) while on RAP. The HOF's employment income, if the file has been separated, is not considered for the purposes of the 50% additional income incentive threshold against the dependant adult's RAP income support.</p>
Ongoing entitlements (transportation allowance)	Each eligible non-accompanying family member is entitled (if applicable).
Start-up allowances	
Basic Household Needs allowance	The entitlement is 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.

25.3.6 OYW move Allowance

When a HOF is required to move to larger accommodation due to the arrival of a non-accompanying family member(s), an allowance of up to a maximum of \$500 per family unit may be provided on a case-by-case and one-time basis only. This requires NHQ 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 member(s) abroad);
- telephone installation costs;
- rental, security, telephone or utility deposits;
- moving costs.

26 Secondary migration and self-destination

26.1 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.

26.1.1 Roles and responsibilities prior to relocation

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

1. determining the reason for the move
2. informing the client that
 - temporary accommodation will not be provided once they arrive at their destination,
 - there will be no duplication of payments, and
 - relocation may result in a temporary disruption of their income support;
3. advising the regional finance administrator to de-commit the RAP funds for that client.
4. using 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 and benefits have already been issued;
5. updating FOSS/GCMS client information, if available. Information may include:
 - date moved
 - new address
 - contact details
 - SAP number

26.1.2 Roles and responsibilities during and after relocation

Receiving office

The receiving CIC office's responsibilities are the following:

- obtaining documentation using the relocation form from originating CIC office and financial information from SAP;
- calculating income support and applicable allowances.;
- completing an intake interview with the client, reviewing the RAP agreement with them, obtaining new signatures, and directing the client to settlement SPOs in the area; and
- confirming client information is correct in FOSS/GCMS, including confirming the new permanent address.

Client responsibilities

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

The *RAP Agreement* between CIC and the client remains in effect; however, new signatures are required.

Note: If the client has been selected to have medical surveillance, they are responsible for reporting to provincial or territorial health authorities as required.

26.2 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 do the following:

- inform the SPO of the unexpected arrival; verify the original destination and advise the RAP officer, so that the RAP officer at the original destination can take steps (or coordinate with the IPMB RAP-OPS unit), to cancel the start-up cheque if it was created and advise the regional finance administrator to de-commit the RAP funds for the client at the original destination (any funds committed out of NHQ which have been cancelled will also need to be de-committed — the receiving office will initiate a new start-up cheque to be administered at the intake interview in the receiving city);
- initiate the intake interview and ensure services are delivered via the RAP SPO; and
- establish the reason for the self-destination.

27 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 by the visa office to the MC, who will refer the case to the relevant local office. The supervisor or manager of the local office will ensure that provincial requirements regarding guardianship are met. RAP officers, in consultation with the supervisor or manager, should follow the procedures below when receiving separated minors, including *de facto* dependants and consanguineous minors.

If a minor is joining a blood relative already in Canada, the family member, as the designated guardian of the child, must also sign a modified RAP agreement (see Appendix B, Annex 11) to receive income support on their behalf.

Local CIC responsibilities

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]**.

IP 3 – In Canada Processing of Convention Refugees Abroad and Members of the Humanitarian Protected Persons Abroad Classes – Part 2 [Resettlement Assistance Program (RAP)]

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. For consanguineous minors, no assessment was made of this individual suitability as guardian for the child. Make 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 with the case.

Arrival of the minor – RAP SPO

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

7. remind the PA or relative of their guardianship responsibilities until the minor reaches the age of majority in that province;
8. provide the necessary RAP and guardianship information and encourage them to start the legal guardianship process for that province;

Monitoring or 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 should check 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.

Note: Separated minors and minors under the age of 10 accepted under the OYW provision are required to be in the care of a responsible adult in order to travel to Canada. In cases where minors under the age of 10 are traveling together with older minor siblings, the care of an adult is still required. There may be exceptions to this policy, determined on a case-by-case basis, to allow minors under the age of 10 to travel with an older sibling who is 17, for example.

The family member or relative in Canada also has the option of paying for an IOM escort to bring the minor from the point of origin to the final destination. The cost of arranging this escort will include a return ticket, meals and any other expenses including overnight accommodation where necessary, for the IOM representative. The family member or relative should be aware that this is the most expensive option.