

Terms and Conditions

Program Name: **Settlement Program**

Category: **Contribution**

Department: **Citizenship and Immigration Canada**

Last Updated: **May 11, 2018**

Note: These Terms and Conditions apply to all agreements/arrangements signed for the fiscal year beginning April 1, 2013 and beyond. Any agreements signed prior to April 1, 2013 remain eligible under the previous Settlement Program Terms and Conditions until such time as those agreements expire.

1.0 Authority

1.1 The *Department of Citizenship and Immigration Act* establishes the Department of Citizenship and Immigration over which the Minister of Citizenship and Immigration presides. Section 4 of that Act sets out the powers, duties and functions of the Minister.

4. The powers, duties and functions of the Minister extend to and include all matters over which Parliament has jurisdiction relating to citizenship and immigration and that are not by law assigned to any other department, board or agency of the Government of Canada.

1.2 The authority for the Settlement Program is found in the *Immigration and Refugee Protection Act (IRPA)*. The CIC Settlement Program directly contributes to the following objective in *IRPA* (although other objectives are also supported):

3. (1) (e) to promote the successful integration of permanent residents into Canada, while recognizing that integration involves mutual obligations for new immigrants and Canadian society.

Approval Authority

1.3 The *Department of Citizenship and Immigration Act* provides the authority for the Minister of Citizenship and Immigration to enter into agreements and arrangements with the provinces and international organizations as follows:

Agreements

5. (1) The Minister, with the approval of the Governor in Council, may enter into agreements with any province or group of provinces or with any foreign government or international organization, for the purpose of facilitating the formulation, coordination and implementation — including the collection, use and disclosure of information — of policies and programs for which the Minister is responsible.

Arrangements

(2) The Minister may enter into arrangements with any province or group of provinces or with any foreign government or international organization, for the purpose of facilitating the formulation, coordination and implementation — including the collection, use and disclosure of information — of policies and programs for which the Minister is responsible.

These terms and conditions apply to both Arrangements and Agreements entered into by CIC under the Settlement Program.

2.0 Purpose and Objective

2.1 For Canada to realize the economic, social and cultural benefits of immigration, newcomers must integrate successfully into Canadian society. The CIC Settlement Program plays a major role by assisting immigrants and refugees to overcome barriers specific to the newcomer experience so that they can undertake their longer-term integration on a similar footing to other Canadians.

2.2 The CIC Settlement Program and related services aim to provide newcomers with the information required to make informed decisions, language skills adequate to their settlement and integration goals, and the support they need to build networks within their new communities. CIC funds the delivery of settlement programming across the country and outside Canada, and provides support for initiatives that contribute to the capacity enhancement of recipient organizations.

Expected Outcomes

2.3 Settlement refers to a short period of mutual adaptation between the newcomers and the host society, during which the government provides support and services to newcomers. Integration is a two-way process that involves commitment on the part of immigrants to adapt to life in Canada and on the part of Canada to welcome and adapt to new peoples and cultures.

2.4 CIC's Settlement Program assists immigrants and refugees to overcome barriers specific to the newcomer so that they can participate in social, cultural, civic and economic life in Canada.

2.5 The expected outcomes of the Settlement Program are articulated in the program Logic Model. These include outcomes at the immediate, intermediate, ultimate and strategic levels.

The immediate outcomes are the direct short-term programming results intended for eligible clients of the CIC-funded settlement services.

Projects and activities funded under the Settlement Program are expected to address and contribute to the immediate level of outcomes for eligible clients, which can have influence or impact on the broader outcomes. Note: this is the level projects will be accountable for achieving and reporting.

The intermediate outcomes are the eventual intended social and economic outcomes for eligible clients of the CIC Settlement Program to support longer term integration. These outcomes may be attributable to both CIC and to other programming and services (community and other non-CIC funded services).

The ultimate outcomes in the logic model relate to the overall integration of newcomers in Canada. While the CIC Settlement Program is intended to support newcomer settlement toward longer term integration, newcomer outcomes at this level are attributable to a variety of factors including social and economic trends in Canadian society.

On the whole, the Settlement Program supports CIC’s broader mission and is central to fulfilling one of the Department’s strategic objectives, namely that newcomers and citizens participate in fostering an integrated society.

Performance Measurement Strategy (PM Strategy)

2.6 The PM strategy is the principal accountability document for the performance measurement of the Settlement Program. It describes the purpose of the Settlement Program and the roles and responsibilities of CIC and other stakeholders for the provision of settlement services and the expected results for newcomers to Canada.

For the fiscal years 2013-2014 to 2017-2018, the PM strategy provides information on the Settlement Program (background, objectives, funding); the Settlement Program Logic Model (illustrating the Program theory including program components, related outputs and expected outcomes); the performance measurement framework for data collection and measurement; and the broader evaluation strategy, as well as related reporting requirements and schedules. Attributes of the PM Strategy include:

Expected Results	Indicators
<ul style="list-style-type: none"> • Clients receive appropriate information and services to address settlement needs; attain awareness of community and other resources to deal with settlement issues; gain knowledge about life in Canada; learn official languages; acquire knowledge and skills for adapting to life in Canada, and make connections related to community and employment • Clients make informed decisions about life in Canada, have/use official languages and participate in local labour markets, and broader communities and social networks 	<ul style="list-style-type: none"> • Client demographics, service usage and expenditures collected by CIC administrative data systems; • Program activities/services/costs and results reported by service providers/funding recipients; and, • Services and direct benefits collected from client-based surveys and program evaluations

N.B. The Department is refocusing its logic model, with refinements to program components and outcomes, and associated PM Strategy for the Settlement Program (2013-18). As part of the process, the program’s outcomes have been revised with ongoing development of related indicators. CIC has a Performance Measurement Framework (PMF), based on the Program Alignment Architecture (PAA). This PMF is revised and approved by Treasury Board on an annual basis.

3.0 Eligible Services/Initiatives/Projects

Program components

- 3.1 CIC funds direct and indirect settlement services both inside and outside Canada, which address the settlement-related needs of immigrants and refugees. The provision of settlement services across these broad components will enable CIC to achieve the long term results outlined in section 2.
- 3.2 To ensure that the mix of direct and indirect services aligns with CIC priorities as well as results for Canadians, CIC leads a national and regional planning and priorities exercise to harmonize the level and type of services offered to clients. This exercise ensures that there is a standard and consistent level of service in place for clients and that regional service needs are taken into account.

Direct Services

- 3.3 The vast majority of Settlement Program funds involve a direct programming intervention by a recipient (generally through in-person, group-based, or online programming) with an eligible newcomer client in order to advance their individual settlement outcomes. Direct services are comprised of five interlinked program components supported by Support Services to enable access to programming.

Support Services that Enable Clients to Access Services

CIC funds services that play an essential role in enabling clients to access the direct service components outlined below. Eligible support services include childcare, translation and interpretation services, crisis counselling, transportation assistance, and provisions for disabilities. These barrier-reducing services are always provided in conjunction with a direct service.

1.4.7.1 Needs assessment and referrals

Services that provide formal reviews of client needs across a broad spectrum of settlement areas and connect clients to settlement and community-based services.

Eligible services include needs assessments and reassessments, the development of personalized settlement plans, and referrals to CIC-funded and other settlement services.

2.4.7.1 Information and orientation

Services that provide clients with information about Canada and the community in which they intend to settle. They also help clients to develop the life skills they need to integrate into Canadian society.

Eligible services include port of entry services, dissemination of information products (electronic or print), orientation sessions, promotion and outreach, individual and family consultations or counselling, and information referral.

3.4.7.1 Language training

Services that support clients in developing official language skills required for the labour market and or navigating life outside work.

Eligible services include language assessment such as placement testing and referrals, formal language training classes, and informal language learning sessions. d)

Employment-related

Services that directly equip clients with employment-related skills and support in accessing the labour market. These services include preparation for the credential assessment process.

Eligible services include employment bridging initiatives, employment-related mentoring and networking, and employment and credential assessment counselling, skills development and training.

e) Community connections

Services that help to connect clients with the broader community, public institutions, and community organizations. These services also provide opportunities for partners, volunteers, and local community members to be actively engaged in settlement programming.

Eligible services include community activities, services connecting clients to public institutions and their communities, cross-cultural activities, and mentoring and networking.

Indirect services

3.4 While the vast majority of services funded by the Settlement Program are direct services to clients, CIC reserves a small amount of funds for indirect services. These services seek to enhance capacity in the CIC-funded settlement community to optimize client outcomes.

3.5 They also assist partners engaged in settlement (employers, community organizations, other levels of government and public institutions) to connect with newcomers, establish inclusive practices, and facilitate the contribution of newcomers to Canada.

3.6 These services help to ensure that service provision to clients is evidence-based, consistent, coordinated, innovative and effective. Eligible initiatives include:

- Development and sharing of materials, tools and best practices
- Development of pilot/demonstration projects for service delivery innovation
- Development, management and dissemination of service provider training content, standards and curricula to ensure comparable newcomer outcomes
- Community partnerships for local planning and coordination
- Support to local communities and employers to assist them in accessing foreign-trained newcomers
- Support to facilitate the credential assessment process for internationally trained individuals through projects with regulatory bodies, apprenticeship authorities and/or related partners, organizations or partnerships
- Applied research on unmet needs and best practices regarding settlement services

Eligible Clients

3.7 Only the following persons are eligible to receive settlement services:

- Permanent Residents of Canada.
- Protected Persons as defined in Section 95 of IRPA.
- Individuals who have been selected, inside or outside Canada, to become permanent residents (pending verifications) **and** who have been informed, by a letter from Citizenship and Immigration Canada;
- Convention refugees and protected persons outside Canada who have been selected for resettlement in Canada by Citizenship and Immigration Canada; and,
- Temporary foreign workers who hold or received approval of a work permit under section 112 of the Immigration and Refugee Protection Regulations (IRPR) or received initial approval for permanent residence under section 113 of the IRPR.

Notes

- Eligible persons include both the principal applicant and eligible dependants (spouse and children).

Restrictions

- To access language training, persons must be of legal school-leaving age within their applicable province or territory.
- Canadian citizens and non-permanent residents are **not** eligible persons. However, the Settlement Program provides opportunities for citizens and other residents of Canada to participate in settlement services to clients as volunteers.

Non-permanent residents and foreign nationals who have been selected by employers under the Atlantic Immigration Pilot Program (and their spouses and dependants) are deemed eligible persons for needs assessment and referrals and information and orientation program components [3.3 a) and b)], as authorized by Ministerial Instructions [14.1 IRPA] for the duration of the pilot.

4.0 Eligible Recipients

4.1 In order to fulfill CIC's objective of promoting the successful integration of permanent residents into Canada, contributions agreement may be signed with the following **eligible recipients** for settlement services:

- Provincial, territorial or municipal governments;
- International organizations
- Not for profit organizations including non-governmental organizations, non-profit corporations, community groups, umbrella organizations, and regulatory bodies and apprenticeship authorities;
- Businesses, including those that provide indirect services (e.g., employers hiring newcomers, private language schools, conference organizers, web or production firms for tool development);
- Educational institutions (including school boards, districts and divisions); and
- Individuals.

As long as the settlement service is within the eligible services/initiatives/projects defined in section 3, eligible recipients are responsible for the type of settlement services offered and to whom they will provide these services.

Restriction

- Unless specifically allowed in the contribution agreement, no user fees can be charged to clients for services funded by Citizenship and Immigration Canada.
- For-profit organizations may be eligible for funding provided that the nature and the intent of the activity is non-commercial, not intended to generate profit, and supports program priorities and objectives.

5.0 Eligible Expenditures

Eligible Expenditures

5.1 Contribution agreements may be made towards activities related to eligible services and could encompass the following expenditures that are determined to be reasonable and essential:

- Gross salaries, wages and related benefits
- Training and professional development
- Travel (restricted to economy class), accommodation and other related costs considered essential, necessary and reasonable. Alternatives to travel must be first considered
- Delivery assistance tools and other associated costs, such as textbooks and other instructional materials, to support direct service delivery to clients
- Costs related to research

- Costs related to conferences, workshops
- Publicity costs
- Professional and consultancy fees
- Copyright fees
- Capital expenditures up to 15% of the total value of the direct program delivery. (capital expenditures cannot exceed 50% of the total direct program delivery in any given fiscal year)
- Costs related to Support Services that enable clients to access services
- Costs associated with administration
- Overhead costs (i.e. other non-salary program delivery costs)
- Costs associated with compliance audit
- GST/HST

5.2 Where the recipient further distributes contribution funding to a third party organization to carry out project activities, payments by the recipient to reimburse the third party for the types of expenditures incurred listed above by the third party are also eligible expenditures.

Restrictions

- No financial assistance (except transportation and child care costs) will be paid directly to eligible clients
- Costs associated with validation of individuals' professional credentials are not eligible
- Profit is neither a "cost" nor an "expense" and therefore may not be included in the eligible costs.

6.0 Determination of Contribution Amount

6.1 The Department will ensure that the amount of the contribution is at a minimal level required to attain the objectives of the program clearly defined in Section 2. And the results expected by the recipient. . The other sources of funds will also be considered to ensure that the amount is appropriate. The following other factors will also be considered:

- Level of funds available;
- Stacking limit.

6.2 The Department has the capacity to manage its Settlement Program under existing reference levels.

6.3 In the case where the contribution recipient is carrying out a small-scale project to test leveraging, pay-for-performance and elements of social finance, funding will be sourced from the National Fund of the Settlement Program under existing reference levels.

6.4 For a limited number of small-scale projects, pre-determined performance expectations payments will be linked to client results at specific milestones (such as attainment and maintenance of language levels or employment) at a rate of pay as set out in the agreement.

7.0 Maximum Amount Payable

7.1 For the Settlement Program, the maximum contribution for any agreement by type of eligible recipient shall not exceed the per year limits indicated below.

Eligible recipients	Maximum Payable
Provincial, territorial or municipal governments	\$20 Million
Not for profit organizations including non-governmental organizations, non-profit corporations, community groups, umbrella organizations, and regulatory bodies and apprenticeship authorities	\$10 Million
Businesses	\$10 Million
Educational institutions (including school boards, districts and divisions)	\$20 Million
Individuals	\$250,000

8.0 Basis of Payment

8.1 Payments of contributions will normally be made as reimbursements of eligible costs incurred or expenditures made by the contribution recipient and will be based on the presentation of acceptable claims and progress reports, in accordance with the terms of the contribution agreement.

8.2 Administrative cost category will be kept to a minimum in relation to program delivery.

8.3 Agreements may be up to five years in duration.

8.4 At the time of claiming final payment, or at the end of each year in the case of a multi-year agreement, the recipient must provide an accounting statement and a final detailed report on the achievement of the objectives outlined in the agreement.

8.5 Advance payments and holdbacks will also be used in the payment of contributions.

8.6 In support of Canada's involvement in urgent initiatives related to refugees, reimbursements may be made for costs incurred prior to the signature/start date of the agreement only in cases where there is a provision in the agreement. In these circumstances, costs will be eligible for reimbursement as of the date Canada announces its involvement in the urgent initiative, for a maximum funding of the contribution agreement value.

8.7 In the case where the contribution recipient is carrying out a small-scale project to test the Settlement Program's elements of pay-for-performance or social finance, certain

progress and final payments to the recipient will be tied to the achievement of predetermined performance expectations.

For example, pre-determined performance expectations can be described as attainment of sustained employment, or demonstrated improvement in language level or improved mentoring and network capability as certified by an independent organization (ex. employer, certified language assessor, third-party evaluator). Additional types of pre-determined outcomes can also be negotiated as long as they are directly linked to Settlement Program expected outcomes.

The exact amount paid for each performance expectation achieved will be based on a pre-determined rate, percentage or amount which will be researched, developed and negotiated as part of the funding agreement. In the pilot project, payments may be based on one or more of the performance expectations mentioned above.

In all cases, performance-based payments will reimburse recipients for eligible expenditures and the total amount of the contribution will not exceed eligible expenditures actually incurred. Performance-based payments will cover costs incurred to achieve expected outcomes and will not constitute a "bonus".

The full cost of the contribution will only be paid to the recipient if 100% of the predetermined performance expectations are achieved. Contribution agreements will be of sufficient duration to include all performance expectations and allow for 100% recipient reimbursement.

9.0 Required Information from Applicant and Assessment Criteria

Application Requirements

9.1 The Department requires that an applicant requesting funding as an eligible recipient through its Settlement Program submit the following:

- A fully completed *Application for Funding* form with information including, but not limited to, the following: a description of planned activities; how these activities will contribute to the expected program results and needs that the project will address; an implementation plan demonstrating the capacity to deliver the proposed services; a reporting strategy; an evaluation plan; and a project budget which must contain information about all costs and funding for the project, including for individual years; and, information about funding partners, if applicable.
- The applicant's proposed budget will include details about funding from other sources for the same activities or eligible costs associated with what is being asked of CIC and, in the case of projects involving financial partners, letters confirming their contributions to the project
- The applicant's latest annual report, if applicable
- The applicant's recent financial statements (annual audited statements preferred)
- Documents (such as constitution, by-laws or articles of incorporation) demonstrating the applicant's legal constitution or status (if applicable)

- Disclosure of the names of persons on the organization's Board of Directors and of any former public servants associated with the proposal
- Any information deemed necessary to monitor and evaluate the proposal.

Note: Applicants must provide assurance that any person lobbying on their behalf is registered pursuant to the *Lobbying Act*.

Working in the public interest, Departmental officials may sit, as observers, on the boards or committees of recipient organizations to which the Department provides funding. The intent of this role would be to ensure that the recipient organization develops efficient and effective programs and policies consistent with the Government of Canada's priorities. Departmental officials will not exercise control over the boards or committees, nor will they exercise influence on their use of funds or receive supplementary remuneration for such activities. Departmental officials must respect and comply with the Conflict of Interest and Post-Employment Code for Public Office Holders and the Conflict of Interest and Post-Employment Code for the Public Service.

10.0 Reporting Requirements

10.1 Recipients are required to report back to the Department, as indicated in their Contribution Agreement(s). Reporting may include submissions of claims for eligible costs, the submission of progress reports, and the completion of annual reports containing statistical and narrative information about results achieved against the Settlement Program objectives and outcomes.

Reporting by recipients may also involve the input of electronic data on clients and services delivered under the Settlement Program into a national database.

Recipients are to comply with instructions by the Department relating to performance measurement, research, evaluation, monitoring, and policy analysis of the Settlement Program, and facilitate access to their premises, program files and systems, as well as client contact information.

All reporting by recipients in support of the Department's requirements with respect to performance measurement, research, evaluation, monitoring, and policy analysis must be satisfactory to the Department in terms of scope, detail, format and frequency in order to support the Performance Measurement Strategy and eventual evaluation for the Settlement Program.

11.0 Stacking Limits

11.1 The Department requires that applicants disclose prior to the start of an agreement (and during the life cycle of an agreement, if applicable) all confirmed or potential sources of funding or in-kind participation for program activities and/or eligible costs when the Department's contribution is in excess of \$100,000. The Department may also request this disclosure when the Department's contribution is \$100,000 or less.

11.2 Total Government Assistance from all sources (i.e. federal, provincial, municipal) shall be a maximum of 100% of eligible costs. Total Government Assistance includes grants, contributions, and any other assistance (e.g. non-monetary/in-kind contributions). If actual assistance exceeds this limit, the repayment of any amount exceeding the Total Government Assistance will be calculated on a pro-rated basis (based on Total Government Assistance received towards eligible costs).

12.0 Official Languages

12.1 The Settlement Program takes into consideration Canada's commitment to official languages duality. As stated in *IRPA*, the Department is also committed to supporting and assisting the development of official language minority communities in Canada. Within the context of the Settlement Program, this commitment obliges the Department to ensure that substantive equality is achieved in the delivery of settlement services to official language minority communities where CIC has jurisdiction for settlement.

When necessary, the different characteristics and circumstances of official language minority communities are to be taken into account, and adapted content and/or different delivery methods employed, to ensure that the minority population receives services of equal quality to the majority.

13.0 Repayable Contributions

This program does not require contributions to be repayable, as the department does not intend to provide contributions for the purpose of generating profits or increasing the value of a business.

14.0 Redistribution of Contributions

In projects involving the further distribution of the contribution by the recipient to a third party organization, the agreement will make clear that the recipient has independence in the choice of those organizations, with minimal guidance from the Department, and will not be acting as the agent for the government in making the distributions. Third party organizations must be chosen in accordance with contribution agreement requirements and recipients must share third party agreements with the Department upon request.

**ANNEX TO THE TERMS AND CONDITIONS OF SETTLEMENT PROGRAM FOR BASE PAYMENT +
PREMIUM PAYMENT STRUCTURE**

This Annex has been added to the terms and conditions of the Settlement Program on May 11, 2018 and ending March 31, 2022. The provisions in this Annex supersede the corresponding, previously approved provisions of the Settlement Program terms and conditions only when the Base Payment + Premium Payment funding approach is used.

Timing & Basis of Payments:

- When Base Payment(s) and Premium Payment(s) are to be made:
 - Base Payments are payments made to the recipient on the basis of eligible costs incurred by the recipient in the course of undertaking a project, activity or initiative. Base Payments are issued as per the provisions in the main program terms and conditions.
 - Premium Payments are payments made to the recipient in excess of the Base Payment, contingent on the achievement of pre-determined outcomes.
 - Premium Payments will not exceed 15% of total eligible costs.
 - Premium Payments will be issued to a recipient no more than 30 days following departmental review and verification of evidence submitted by the recipient that demonstrates the achievement of results. Evidence that demonstrates the achievement of results should include performance data verified by an independent third party.
- Holdback
 - A holdback of 10% of the Base Payment will be retained by the department until a final accounting of all project activities and expenditures has been completed.

Settlement Program Terms and Conditions Exclusions:

- The following clauses of the existing Settlement terms and conditions will be excluded for use with all projects using base + premium payment structure:
 - Reimbursement of costs incurred prior to the signature/start date of an agreement is not allowed (clause 8.6).
 - Pay for performance as defined in the Settlement Program Terms and Conditions are not applicable under this annex (clause 8.7).
 - Redistribution of funding to a third party organization to carry out project activities is not allowed (clause 14.0).

Financial & Performance Reporting:

- Recipients must report on results achieved, no more than 90 days following the completion of the project.
- There is no requirement to report financial information as it relates to the Premium Payment.
- Potential recipient audits will be focused on performance or outcome information for the Premium Payments, and performance and expenditure information for audits related to the Base Payments.

