

## Jaglal, Chandradat (IRCC/IRCC)

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**From:** Haber, Sue (IRCC/IRCC)  
**Sent:** October 9, 2024 11:35 AM  
**To:** IRCC.F AOD Kitchener Team / DOA Kitchener F.IRCC; IRCC.F AOD Ottawa Team / DOA Ottawa F.IRCC; Biyanwila, Visindu (IRCC/IRCC); Campos-Espinoza, Ingrid (IRCC/IRCC); Cane, John (IRCC/IRCC); Casey.Iyisha; Currelley, Melissa (IRCC/IRCC); Delfosse, Dwaine (IRCC/IRCC); Duguay, Kane (IRCC/IRCC) (he, him | il, lui); EtsibahTackie, SethKwei (IRCC/IRCC); Finch, Matt (IRCC/IRCC) (he they, him them, his theirs | il iel, le ellui, lui ellui); GutierrezEspinoza.Karina; Hatam, Hour (IRCC/IRCC) (she, her | elle, la); Kulendran.PrameshKevin; McGibbon.Sarah; Micallef, Tami (IRCC/IRCC); Sims.Brooke; Walker.Matthew; Zerebecki.Lindsay; Zhitija, Teuta (IRCC/IRCC)  
**Cc:** Goodridge.Kyle  
**Subject:** FW: Production Standards  
**Attachments:** AOD Intake Production Standard.pdf  
**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Good morning,

Attached are the Production Standards that have been set by management for AOD Intake. (English attached and French will be shared soon)

Meetings will be set up next week to review and answer any questions you may have, so please take a look at the document when you have a chance.

Thank you,  
Sue

### Sue Haber

A/Supervisor, Domestic Network | A/Superviseuse, Réseau National  
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**From:** Barkhouse.Andrea  
**Sent:** Thursday, September 26, 2024 11:44 AM  
**To:** IRCC.F DN AOD intake managers / Gestion réception DOA RN F.IRCC <[IRCC.DNAODintakemanagers-GestionreceptionDOARN.IRCC@050gc.onmicrosoft.com](mailto:IRCC.DNAODintakemanagers-GestionreceptionDOARN.IRCC@050gc.onmicrosoft.com)>  
**Cc:** Manasserian, Jennifer (IRCC/IRCC) (she, her | elle, la) <[Jennifer.Manasserian@cic.gc.ca](mailto:Jennifer.Manasserian@cic.gc.ca)>  
**Subject:** Production Standards

Please share with your teams/ svp partager avec vos équipes

*Le français suit...*

I'm excited to share that we have established new production standards! Our managers have worked diligently to ensure that all office tasks are captured and that the targets are attainable for everyone.

This document will be evergreen, meaning it will evolve as we discover new efficiencies. If you have any questions or feel you're struggling to meet these targets, please don't hesitate to reach out to your supervisor. We're here to support you and can discuss adjustments if needed.

Thank you for your hard work and commitment!

Thank You,

J'ai le plaisir de vous annoncer que nous avons établi de nouveaux standards de production ! Nos managers ont travaillé avec diligence pour s'assurer que toutes les tâches de bureau sont prises en compte et que les objectifs sont atteignables pour chacun.

Ce document sera évolutif, ce qui signifie qu'il évoluera au fur et à mesure que nous découvrirons de nouvelles efficacités. Si vous avez des questions ou si vous éprouvez des difficultés à atteindre ces objectifs, n'hésitez pas à contacter votre superviseur.

Nous sommes là pour vous soutenir et pouvons discuter des ajustements si nécessaire.

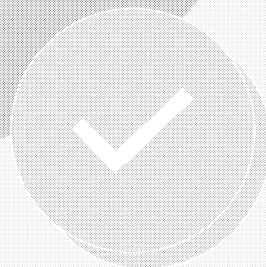
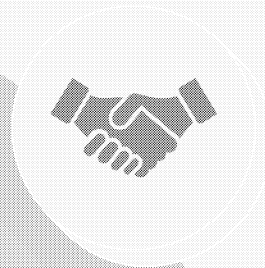
Merci pour votre travail acharné et votre engagement !

\*\*la version française sera envoyée au bureau de la traduction. Une fois reçu, il vous sera transmis.

Merci,

**Andrea Barkhouse**

a/Assistant Director, Immigration | pi/Directrice adjointe Immigration  
Domestic Network | Réseau national  
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# Asylum Operations Division: Intake Production Standard

Task	Description	Production Standard
eApp File Verification	<ul style="list-style-type: none"> <li>Promoting prospective applications and matching claimants</li> <li>Info alert, Non-compliance under A99(3), Entry/Exit checks for STCA-AP, Diplomats, Existing medical results, A44 Data Entry</li> </ul>	<ul style="list-style-type: none"> <li>8.5 minutes per UCI</li> <li>46 UCI per day if working a standard 37.5 hour work-week</li> </ul>
eApp Completeness Check	<ul style="list-style-type: none"> <li>Issuance of Acknowledge of Claim (AoC) and Medical Report</li> <li>Includes sending request letters and sending 30 day reminder</li> </ul>	<ul style="list-style-type: none"> <li>22 minutes per UCI</li> <li>18 UCI per day if working a standard 37.5 hours work-week</li> </ul>
CPIC	<ul style="list-style-type: none"> <li>n/a</li> </ul>	<ul style="list-style-type: none"> <li>3.5 minutes per UCI</li> <li>110 UCI per day if working a standard 37.5 hours work-week</li> </ul>
A44	<ul style="list-style-type: none"> <li>Adding articles, batch processing and signing electronically</li> </ul>	<ul style="list-style-type: none"> <li>~4 minutes per UCI</li> <li>90 UCI per day if working a standard 37.5 hours work-week</li> </ul>
STCA	<ul style="list-style-type: none"> <li>Reviewing, interviewing and referral to CBSA, if applicable</li> </ul>	<ul style="list-style-type: none"> <li>60 minutes per UCI</li> <li>6.5 UCI per day if working a standard 37.5 hours work-week</li> </ul>
File Triage and Case Analysis	<ul style="list-style-type: none"> <li>Includes integrated search, reviewing statutory questions and verifying name</li> </ul>	<ul style="list-style-type: none"> <li><b>Straight-forward case:</b> 13 minutes per UCI</li> <li><b>Complex case:</b> 20 minutes per UCI</li> </ul>
Scheduling Appointments	<ul style="list-style-type: none"> <li>Creating events in GCMS, generating and sending appointment letters</li> </ul>	<ul style="list-style-type: none"> <li>2 minutes per UCI</li> <li>200 UCI per day if working a standard 37.5 hours work-week</li> </ul> <p><b>Note:</b>                      - Add 2 minutes if PFL is made                      - Due to GCMS issue, standard is adjusted to 4 minutes per UCI</p>
Scheduling Interpreters	<ul style="list-style-type: none"> <li>Contacting, locating, preparing contracts and invoice (pre and post appointment)</li> <li>Could include scheduling for CSIS interviews</li> </ul>	<ul style="list-style-type: none"> <li>40 minutes per interpreter (Based on 8-10 booking per day)</li> </ul>
Pre-referral (straight-forward case)	<ul style="list-style-type: none"> <li>Includes integrated search</li> <li>No review, GCMS steps and document creation</li> <li>Does not include preparing of departure order</li> </ul>	<ul style="list-style-type: none"> <li>6.5 minutes per UCI</li> <li>60 UCI per day if working a standard 37.5 hour work-week</li> </ul> <p><b>Note:</b>                      - 38 UCI per day if it includes 4 minutes of departure order</p>
Departure Order	<ul style="list-style-type: none"> <li>Generating departure order including exclusion order</li> <li>Includes signing and uploading</li> </ul>	<ul style="list-style-type: none"> <li>4 minutes per UCI</li> </ul>

Task	Description	Production Standard
Complex Files	<ul style="list-style-type: none"> <li>Includes integrated search, file review in GCMS, interviewing claimants, contacting external partners (CBSA, PRAIDA) and decision making</li> </ul> <p><b>Note:</b> -The above includes ineligibility</p>	<ul style="list-style-type: none"> <li>~70 minutes per UCI</li> <li>~5 UCI per day if working a standard 37.5 hour work-week</li> </ul> <p><b>Note:</b> - Number may vary depending on size of family and complexity - Does not include departure order, RPCD and work permit issuance</p>
Interpreter Verification	<ul style="list-style-type: none"> <li>2.5 minutes per verification</li> </ul>	
Form Prep	<ul style="list-style-type: none"> <li>Printing, organizing documents (Acknowledgement of Conditions, 44 report, departure order, interpreter declarations, RPD checklist, package for pre-referral) and "stuffing the envelope"</li> </ul>	<ul style="list-style-type: none"> <li>6.5 minutes per UCI</li> <li>60 UCI per day if working a standard 37.5 hour work-week</li> </ul> <p><b>Hummingbird:</b></p> <ul style="list-style-type: none"> <li>~1.5 minutes per UCI</li> <li>200 claimants for every 4 hours</li> </ul>
RPCD/Work Permit	<ul style="list-style-type: none"> <li>Includes signing out forms, printing and signing</li> </ul>	<ul style="list-style-type: none"> <li>5 minutes per UCI</li> </ul>
ATIP for IRB	<ul style="list-style-type: none"> <li>n/a</li> </ul>	<ul style="list-style-type: none"> <li>3 minutes per UCI</li> <li>78 UCI per day if working a standard 37.5 hour work-week</li> </ul>
Document Seizure	<ul style="list-style-type: none"> <li>Identity verification</li> <li>Prepping, printing and uploading Notice of Seizure (NoS)</li> </ul>	<ul style="list-style-type: none"> <li>3 minutes per UCI</li> <li>130 UCI per day if working a standard 37.5 hour work-week</li> </ul>
ID Photocopy	<ul style="list-style-type: none"> <li>Scanning, printing, certifying and uploading ID into GCMS</li> </ul>	<ul style="list-style-type: none"> <li>6 minutes per UCI</li> </ul>
Give Backs	<ul style="list-style-type: none"> <li>Includes collecting claimants' signatures on documents and making a copy</li> </ul>	<ul style="list-style-type: none"> <li>~8.5 minutes per UCI</li> <li>45 UCI per day if working a standard 37.5 hour work-week</li> </ul>
Post Appointment Scanning	<ul style="list-style-type: none"> <li>Scanning signed departure order, Acknowledgement of Conditions, interpreter declaration (if applicable) and checklist (if applicable)</li> </ul>	<ul style="list-style-type: none"> <li>2 minutes per UCI</li> <li>195 UCI per day if working a standard 37.5 hour work-week</li> </ul>
NGI	<ul style="list-style-type: none"> <li>Strictly NGI transmission in GCMS</li> <li>Excludes scanning</li> </ul>	<ul style="list-style-type: none"> <li>7 minutes per UCI</li> <li>56 UCI per day if working a standard 37.5 hour work-week</li> </ul>

Task	Description	Production Standard
<b>Physical File</b>	<ul style="list-style-type: none"> <li>Creating physical file, PA'ing and file movement</li> </ul>	<ul style="list-style-type: none"> <li>5 minutes per UCI</li> <li>195 UCI per day if working a standard 37.5 hour work-week</li> </ul>
<b>Archiving</b>	<ul style="list-style-type: none"> <li>Reviewing of files for archiving</li> <li>Boxing of files for storage</li> </ul>	<ul style="list-style-type: none"> <li>10 minutes per UCI</li> <li>39 UCI per day if working a standard 37.5 hour work-week</li> <li>10 minutes per UCI</li> <li>39 UCI per day if working a standard 37.5 hour work-week</li> </ul>
<b>Issuance of Restricted Work Permit</b>	<ul style="list-style-type: none"> <li>Includes data entry, decision and printing</li> </ul>	<ul style="list-style-type: none"> <li>3.5 minutes per UCI</li> </ul>
<b>ID Return</b>	<ul style="list-style-type: none"> <li>Scheduling and locating ID</li> <li>Returning ID to claimant</li> </ul>	<ul style="list-style-type: none"> <li>10 minutes per UCI</li> <li>15 minutes per UCI</li> </ul>
<b>IFH</b>	<ul style="list-style-type: none"> <li>15 minutes per UCI</li> </ul>	
<b>CKFITS</b>	<ul style="list-style-type: none"> <li>Includes ordering and receiving boxes, logging packages, entering voids or cancels and completing quarterly report</li> </ul>	<ul style="list-style-type: none"> <li>30 minutes per package (200)</li> </ul>
<b>Traffic Control</b>	<ul style="list-style-type: none"> <li>Misc. tasks including receiving and action'ing emails from external partners (ICAC, CBSA and IRB)</li> <li>Additional data entry (if applicable)</li> </ul>	<ul style="list-style-type: none"> <li>~5 minutes per UCI</li> </ul>
<b>General Email Box Review (external)</b> (Total # of emails actioned)	<ul style="list-style-type: none"> <li>2 minutes per email</li> </ul>	
<b>General Faxes</b> (Total # of faxes actioned)	<ul style="list-style-type: none"> <li>2 minutes per fax</li> </ul>	
<b>Tier 3 Requests</b>	<ul style="list-style-type: none"> <li>5 minutes per UCI</li> </ul>	

## Task Production Standard

<b>RPCD Renewal – Decisions</b>	<ul style="list-style-type: none"> <li>• 9 minutes per UCI</li> <li>• 44 UCI per day if working on a standard 37.5 hour work-week</li> </ul> <p><b>Note:</b> - Weekly output of 550</p>	
<b>Walk-in Work Permit</b>	<ul style="list-style-type: none"> <li>• Includes data entry, decision and printing</li> </ul>	<ul style="list-style-type: none"> <li>• 2 minutes per UCI</li> </ul>

## Requests from External Partners (ATIP and Litigation)

<b>ATIP Requests</b>	<ul style="list-style-type: none"> <li>• 20 minutes per request</li> </ul>	
<b>Litigation: Rule 9 + Rule 17</b>	<ul style="list-style-type: none"> <li>• ~30 minutes per notice</li> </ul> <p><b>Note:</b> - Time will vary based on size and complexity of request</p>	
<b>Litigation: Status Update</b>	<ul style="list-style-type: none"> <li>• 5 minutes per claimant</li> </ul>	