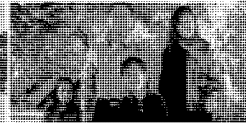


Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada

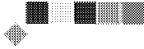


Immigration, Refugees and Citizenship Canada

TR CANDO
CASE PROCESSING
CENTER-OTTAWA
Excellence – Innovation – Service






Canada



What is CANDO?

- **CANDO** is a tool that uses Business Intelligence and the power of GCMS to triage and expedite processing of low risk TRV e-applications
- Key activities underpin successful CANDO processing:
 - **Preparatory analysis** – identifying criteria common to low risk applicant populations to isolate cases in GCMS
 - **Testing** – comparing group and individual processing results and making necessary adjustments to criteria
 - **Ongoing quality assurance** – ensuring risk criteria are regularly adjusted to align with shifts in processing trends
- We are currently exploring TR CANDO lessons learned to see if this process and tool can be applied in the PR processing context



 Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada  1

- Can-DO was developed in 2015 as a way of addressing growth in e-applications from low-risk populations without adding additional processing resources.

- The CAN DO approach builds on the CAN+ process introduced in Beijing in 2012 as a way of increasing efficiency while still risk managing the growing volume of TRV applications from

CAN+: Introduced by Beijing in 2012

Citizens of China with previous valid Canadian TRV or current valid US visas have defacto access to Canada

CAN-DO: Introduced by CPC-O in 2015

Extension of CAN+ model to citizens of China, Brazil, India or Mexico with legal US status.

Why use the CANDO process?

- CANDO facilitates a risk-managed approach to handling growing e-application volumes
 - e-applications comprise roughly 88% of TRV intake volumes at CPC-O
- Harnessing technology and leveraging application trends data allows CPC-O to manage workload efficiently while maintaining processing standards
 - Fast tracking low risk populations (e.g., citizens of China, Brazil, India or Mexico residing legally in the USA - 75% of our US-based TRV applicants)
 - Freeing up resources to concentrate on high risk, more complex cases

The growth of TRV e-applications at CPC-O prompted the need for an innovative approach in order to manage the increased workload while continuing to maintain the same high-quality processing service standards.

Global Case Management System (GCMS) data analysis demonstrates that the CANDO target population that have been identified as TR applicants holding citizenship from India, China, Brazil and Mexico and residing legally in the USA are a low risk population. This is evidenced by refusal percentage rate and the fact that adverse outcomes such as refugee claims are stable and extremely low.

E-application intake at the TRU in CPC-O is currently 88%. The current Country of Residence proportion of North American e-applications is evenly divided with Canada at 50.5% and the USA at 49.5%. Out of all TR applicants who reside in the USA, **75%** are from countries where facilitation programs already exist: China, India, Brazil and Mexico.



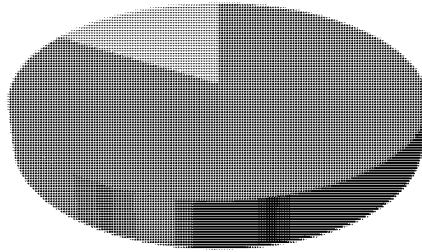
Current TR CANDO Population Criteria

- ✓ Country of residence: USA
- ✓ Country of citizenship and birth: China, Brazil, India, Mexico
- ✓ Application Counterfoil Category: V-1 and B-1
- ✓ Biometric and Info-Sharing activities: Both NRT
- ✓ Background questions: ALL negative
- ✓ Principal applicant: not in a group
- ✓ Minors: not included

For China, officers use dashboard tools to quickly remove e-applications that could present security concerns.

Quality Assurance

- Initial exercise conducted from **May 21 to June 19, 2015**
- 126 applications were removed due to FOSS and other concerns
- 16% of CAN-DO applications were reviewed



■ Total applications: 2,137

■ Applications for QA: 341

Margin of error: 5%



Strong QA Results

Of 341 applications (16%) QA'd:

- **96%** of CAN DO e-applications would have resulted in an approval had they been handled individually.
- The remaining **4%** would have been referred for likely refusal on the following grounds:
 - *Missing supporting document or US status on file*
 - *Limited/Unclear ties to the US*
 - *Status/visa in US expired or soon to expired*
 - *Likely refused (Refugee claimant in US)*

Results of ongoing QA serve to inform refinements to CANDO filtering criteria.



Conclusion

CANDO is a viable option to:

- finalize **more** e-applications
- in **less time**
- while maintaining **quality decisions**.

Continuous QA process to monitor decision-making and inform trend analysis.