

Jordan's Principle July 2023 Compliance Report

Key Messages

- In July 2023, the Government of Canada's compliance rate for urgent individual requests is 27%, and for non-urgent is 33% (Table 1).
- In July 2023, the Government of Canada's compliance rate for urgent group requests is 25%, and for non-urgent is 63% (Table 1).
- From April 1 to July 31, 2023, the Government of Canada's compliance rate for urgent individual requests is 28%, and for non-urgent is 31% (Table 2).
- From April 1 to July 31, 2023, the Government of Canada's compliance rate for urgent group requests is 16%, and for non-urgent is 51% (Table 2).

Table 1: Jordan's Principle July 2023 Compliance

Region	Individual				Group			
	Urgent		Non-Urgent		Urgent		Non-Urgent	
	Requests	Compliance	Requests	Compliance	Requests	Compliance	Requests	Compliance
Alberta	94	71%	847	52%	2	0%	44	23%
Atlantic	50	40%	1,326	24%	2	0%	27	30%
British Columbia	193	48%	638	22%	0	NA	12	25%
Manitoba	409	23%	1,026	18%	0	NA	10	80%
Northern/Yukon	66	14%	235	34%	6	83%	16	81%
Ontario	670	23%	1,589	30%	8	13%	385	74%
Québec	11	82%	561	83%	1	100%	89	81%
Saskatchewan	187	33%	658	30%	0	NA	56	14%
National Office	180	2%	75	1%	9	0%	2	0%
Total	1,860	27%	6,955	33%	28	25%	641	63%

Notes: 1) Includes requests where submitted on date and time information allows the compliance rate to be calculated. As a result, the number of requests included in the compliance report does not represent the total number of requests received and processed in the Region; 2) Data validation activities are ongoing. Reconciliation may result in slight changes to figures presented in previous reports; 3) Excludes requests with incomplete information (e.g. date and time); 4) NA indicates that there were no requests available to calculate the compliance rate, either because the region did not receive any requests for products and services or the compliance rate could not be calculated due to incomplete information; 5) For individual products and services, urgent requests must be evaluated and determined within 12 hours and non-urgent requests within 48 hours. For group products and services, urgent requests must be evaluated and determined within 2 days and non-urgent requests within 7 days; 6) The number of requests ready for assessment at the National Office includes requests for products and services escalated by the Regions. As a result, the number of requests ready for assessment at the regional level does not represent the total number of requests processed by the Region.

Table 2: Cumulative Jordan's Principle Compliance (April 1 – July 31, 2023)

Region	Individual				Group			
	Urgent		Non-Urgent		Urgent		Non-Urgent	
	Requests	Compliance	Requests	Compliance	Requests	Compliance	Requests	Compliance
Alberta	273	74%	3,044	44%	15	40%	188	19%
Atlantic	247	49%	4,713	20%	3	0%	123	68%
British Columbia	475	61%	3,131	22%	0	NA	80	55%
Manitoba	1,220	15%	6,837	18%	2	100%	297	84%
Northern/Yukon	198	28%	1,074	37%	10	80%	145	54%
Ontario	2,533	25%	6,563	31%	31	35%	2,612	49%
Québec	74	53%	2,588	85%	10	90%	365	89%
Saskatchewan	711	30%	3,563	26%	2	50%	263	25%
National Office	732	11%	520	3%	157	0%	227	11%
Total	6,463	28%	32,033	31%	230	16%	4,300	51%

Notes: 1) Includes requests where submitted on date and time information allows the compliance rate to be calculated. As a result, the number of requests included in the compliance report does not represent the total number of requests received and processed in the Region; 2) Data validation activities are ongoing. Reconciliation may result in slight changes to figures presented in previous reports; 3) Excludes requests with incomplete information (e.g. date and time); 4) NA indicates that there were no requests available to calculate the compliance rate, either because the region did not receive any requests for products and services or the compliance rate could not be calculated due to incomplete information; 5) For individual products and services, urgent requests must be evaluated and determined within 12 hours and non-urgent requests within 48 hours. For group products and services, urgent requests must be evaluated and determined within 2 days and non-urgent requests within 7 days; 6) The number of requests ready for assessment at the National Office includes requests for products and services escalated by the Regions. As a result, the number of requests ready for assessment at the regional level does not represent the total number of requests processed by the Region.

Table 3: Quarterly Jordan's Principle Compliance (April 1 – July 31, 2023)

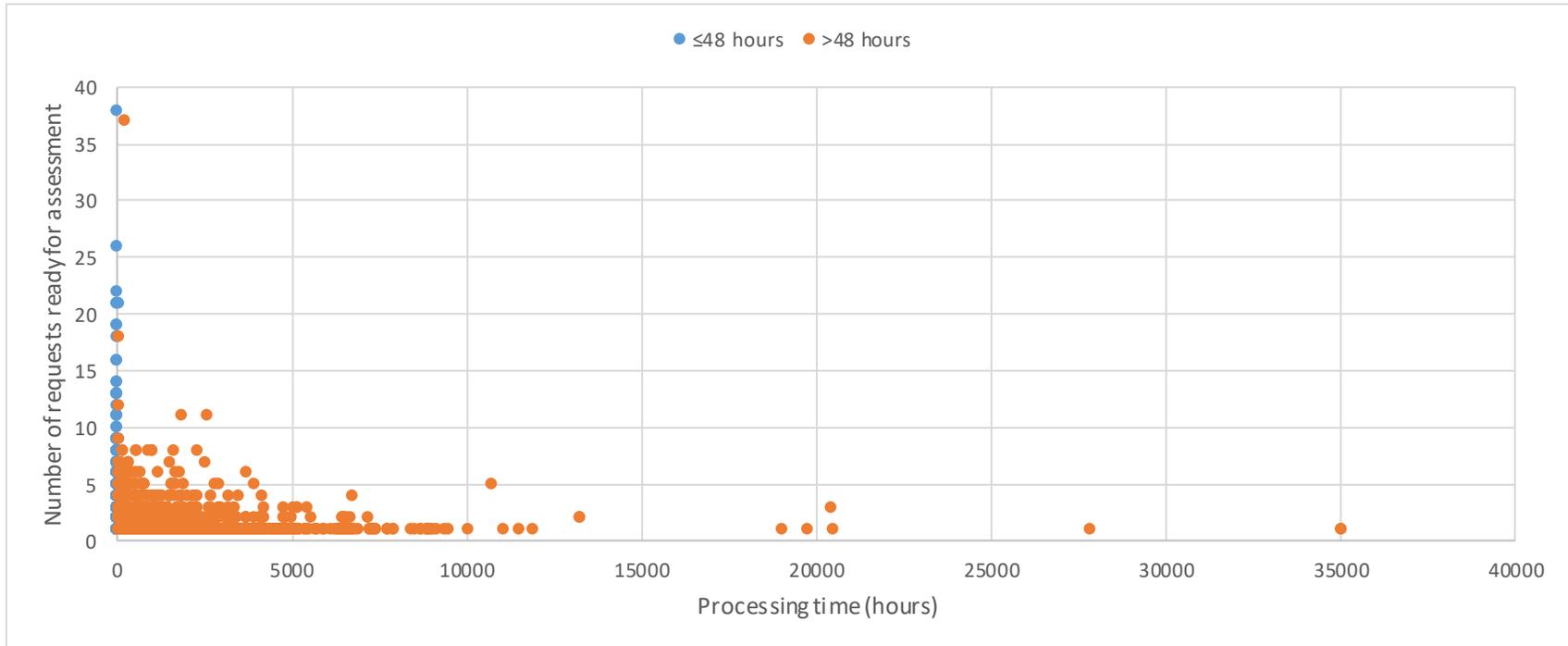
Fiscal year Quarter	Individual				Group			
	Urgent		Non-Urgent		Urgent		Non-Urgent	
	Requests	Compliance	Requests	Compliance	Requests	Compliance	Requests	Compliance
Q1	4,603	28%	25,078	30%	202	15%	3,659	49%
Q2	NA	NA	NA	NA	NA	NA	NA	NA
Q3	NA	NA	NA	NA	NA	NA	NA	NA
Q4	NA	NA	NA	NA	NA	NA	NA	NA
Total	4,603	28%	25,078	30%	202	15%	3,659	49%

Notes: 1) Includes requests where submitted on date and time information allows the compliance rate to be calculated. As a result, the number of requests included in the compliance report does not represent the total number of requests received and processed in the Region; 2) Data validation activities are ongoing. Reconciliation may result in slight changes to figures presented in previous reports; 3) Excludes requests with incomplete information (e.g. date and time); 4) NA indicates that there were no requests available to calculate the compliance rate, either because the region did not receive any requests for products and services or the compliance rate could not be calculated due to incomplete information; 5) For individual products and services, urgent requests must be evaluated and determined within 12 hours and non-urgent requests within 48 hours. For group products and services, urgent requests must be evaluated and determined within 2 days and non-urgent requests within 7 days; 6) The number of requests ready for assessment at the National Office includes requests for products and services escalated by the Regions. As a result, the number of requests ready for assessment at the regional level does not represent the total number of requests processed by the Region.

Methods:

- Compliance evaluated using the time between last date of requestor submission and adjudication date.
- For individual requests, urgent requests must be evaluated and determined within 12 hours and non-urgent requests within 48 hours. For group requests, urgent requests must be evaluated and determined within 2 days and non-urgent requests within 7 days
- Compliance is reported based on the date request intake is completed. As a result, the number of requests included in the compliance report does not represent the total number of requests received and/or adjudicated in the Region
- Compliance is only evaluated for original adjudications. Appeals and re-reviews of past decisions are excluded.

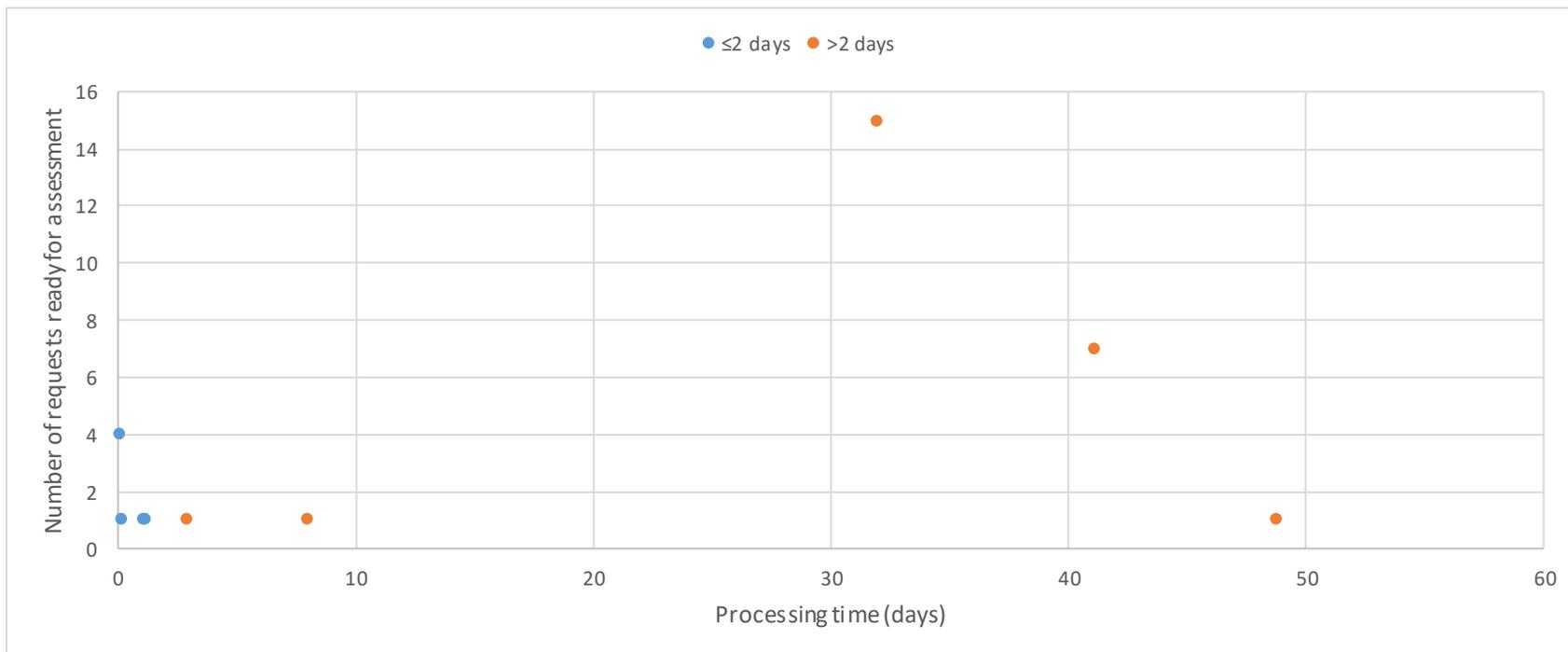
Figure 2: Processing time of non-urgent individual requests, July 2023



Processing time of non-urgent individual requests (hours)	Number of requests	(%)
≤ 48 hours	2,686	29%
> 48 hours	6,498	71%
Total	9,184	100%

Notes: 1) Analyses are by requests for products and services; 2) Excludes requests for Inuit children; 3) Excludes requests with incomplete information; 4) Based solely on requests collected through GCCase and may not align with other analyses; and, 5) The axes for the figures are not the same across figures. Care should be taken when visually comparing figures.

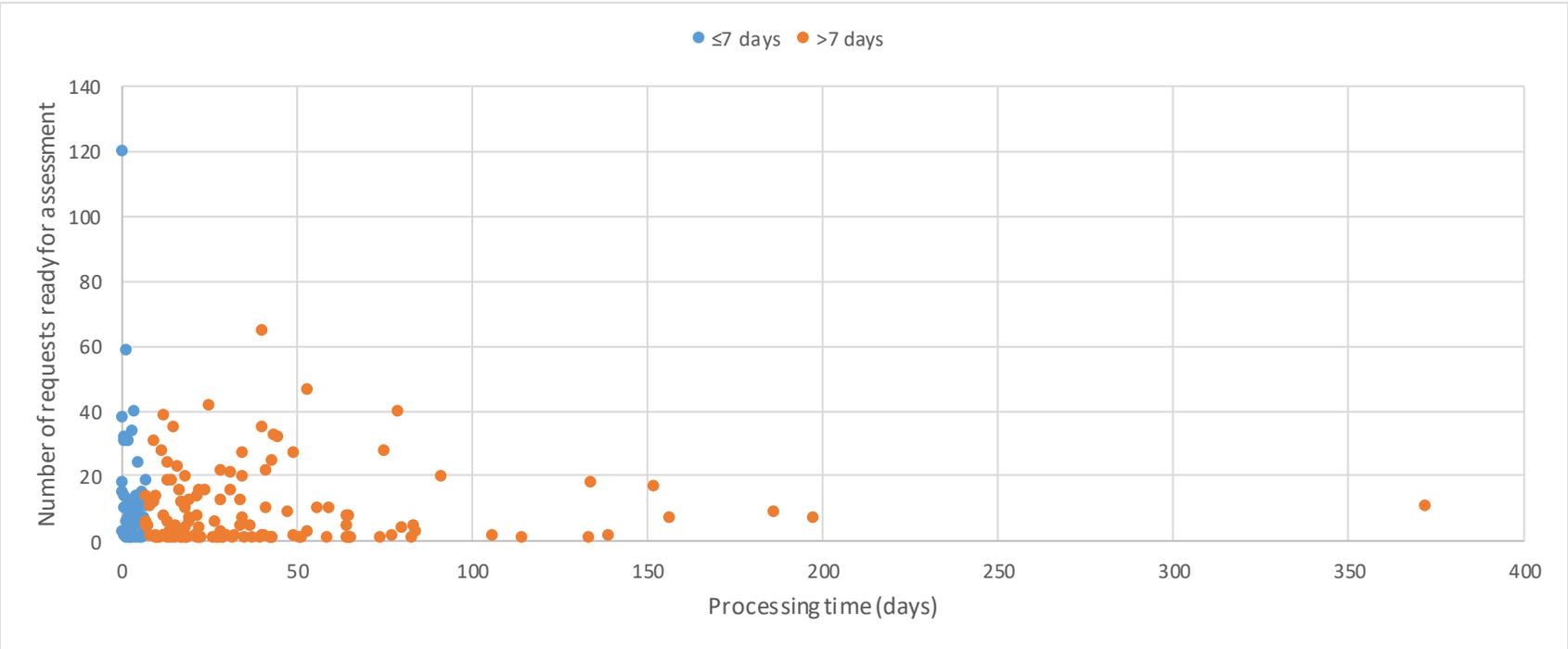
Figure 3: Processing time of urgent group requests, July 2023



Processing time of urgent group requests (days)	Number of requests	Percent (%)
≤ 2 days	7	22%
> 2 days	25	78%
Total	32	100%

Notes: 1) Analyses are by requests for products and services; 2) Excludes requests for Inuit children as well as requests from Nunavut; 3) Excludes requests with incomplete information; 4) Based solely on requests collected through GCCase and may not align with other analyses; and, 5) The axes for the figures are not the same across figures. Care should be taken when visually comparing figures.

Figure 4: Processing time of non-urgent group requests, July 2023



Processing time of non-urgent group requests (days)	Number of requests	Percent (%)
≤ 7 days	714	36%
> 7 days	1,254	64%
Total	1,968	100%

Notes: 1) Analyses are by requests for products and services; 2) Excludes requests for Inuit children as well as requests from Nunavut; 3) Excludes requests with incomplete information; 4) Based solely on requests collected through GCCase and may not align with other analyses; and, 5) The axes for the figures are not the same across figures. Care should be taken when visually comparing figures.