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Via Email

Our File Number: LEX-500166425

January 17, 2025

Canadian Human Rights Tribunal
240 Sparks Street, 6th Floor West
Ottawa, Ontario K1A 1J4

Dear Members Marchildon and Lustig,

**Re: First Nations Child and Family Caring Society of Canada et al. v.
the Attorney General of Canada et al.
Tribunal File: T1340/7008**

We write on behalf of Indigenous Services Canada (**ISC**) with Canada's report to the Tribunal, as required by the November 21, 2024 Summary Ruling (**Summary Ruling**) and the December 18, 2024 Direction (**December 18 Direction**).

This report provides (1) an update of ISC's process on backlogged requests further to Canada's report, dated December 10, 2024 (**December 10 Report**); and (2) Canada's responses to questions from the Tribunal and Caring Society relating to the backlog following the December 18 Direction.

We thank the Tribunal for its understanding of the complex operational issues at play, and in particular for the Tribunal's willingness to extend deadlines set out in the Summary Ruling. The extension allowed ISC an opportunity to apply the clarifications in the Summary Ruling and file this further report. In the meantime, we are pleased to report that ISC's efforts to address the backlog continue and that the Tribunal-assisted mediation related to the Tribunal's consultation orders commenced on January 8, 2025, with full day sessions on January 9-10, a half-day session on January 17, and full day sessions scheduled for January 23-24.

Overall, ISC's work to address the backlog has been aided by the Tribunal's clarification and interim definition of urgent in the Summary Ruling. This is reflected in the work that has been done to date, as well as through the continued efforts by the parties during the Tribunal-assisted mediation.

These efforts are part of a concentrated approach to improving service delivery, as noted in Canada's December 10 Report, including strengthening practices and procedures around decision-making and reimbursement processes. This ensures the integrity of the products, services and arrangements that Jordan's Principle is supporting for First Nations children and their families.

(1) Update on ISC's progress to address the backlog

Since the Summary Ruling, ISC has implemented a number of operational changes to address the backlog of requests. Of note, ISC has updated its website that now provides the interim definition of urgent as set out in the Summary Ruling for interested parties and requestors.¹

The application of the interim definition

Operationally, requestors may continue to self-identify requests as urgent. However, ISC now reviews and re-assigns the request according to the interim definition if appropriate. This differs from the Back-to-Basics approach where a requestor could self-identify/declare a request as urgent and ISC would not re-assign the request, regardless of the circumstances.

ISC is applying the interim definition to the current backlog held within ISC's Jordan's Principle Case Management System and re-assigning requests where it is appropriate to do so. Incoming requests are being triaged and classified as they are received, using the interim definition, and entered in the Case Management System.

Concurrently, ISC is conducting an internal review of open requests that remain pending determination within the Case Management System. This includes data cleaning of the Case Management System to reduce duplicate records and improve the flagging of urgent requests within the system with the application of the interim definition. It is anticipated that further work on data cleaning will be completed by February 28, 2025 and will continue at regular times going forward.

ISC's internal review and data cleaning has so far resulted in approximately 15,000 requests being flagged as open requests which are pending determination once outstanding information is received. These are cases that have remained open but are in the backlog because one or more attempts have been made by ISC to contact the requestor for additional information which has not been received. Currently, ISC makes a maximum of three attempts to contact requestors and then makes decisions based on the information received.

Engagement with provinces and territories and First Nation partners

To date, ISC's efforts have focused on responding to requests with minimal engagement with provinces and territories. As noted in Canada's December 10 Report, the Jordan's Principle operational model is a complex federal-centric request driven model which has created challenges coordinating Jordan's Principle horizontally with sector-specific programs at community, provincial, territorial and federal levels.

However, it has been increasingly evident, for example in the increase of requests for educational services for children residing off-reserve, that there are opportunities to work more closely with provinces and territories in areas where they have the responsibility and jurisdiction to provide children with the same supports and services that they provide any other child who resides off-reserve. ISC is developing a jurisdiction by jurisdiction approach to share data on requests with

¹ <https://sac-isc.gc.ca/eng/1568396042341/1568396159824>

provincial and territorial counterparts and First Nation partners to begin discussions on ensuring access within existing programs and services.

Updated training for ISC staff

In the December 10 Report, Canada explained that ISC updated training materials and communication plans developed for ISC staff on how to manage urgent requests in the backlog and the interim definition of urgent. Since then, ISC has also held question and answer sessions for staff and continue to inform them on the reassignment and classification of urgent requests within the Case Management System in accordance with the interim definition. Additional sessions are held as needed or on an *ad hoc* basis to assist with retraining staff on the interim definition across Jordan's Principle front line staff.

Update on backlog requests

Attached to this letter at Annex A is an updated status report on ISC's progress on backlogged requests. This updates the status report filed with Canada's December 10 Report (also Annex A). This updated status report provides information on the total number of backlogged Jordan's Principle requests at both the national and regional levels as of January 14, 2025. This includes backlogs on intake, requests in progress, appeals, and payment/reimbursement. The backlog volumes presented in this report are at the request level, not at the cases or requestor level. For example, it is possible that one requestor might have three cases, and each case might have three items requested. The backlog associated with this requestor would appear as 9 requests. The attached report also provides the monthly trends associated with the specific volumes of backlog, where data is available.

ISC is tracking the backlogs set out in Annex A. However, the complex nature of requests and the nature of tracking incoming and existing requests means that daily or weekly tracking with real-time monitoring is challenging. Therefore, trends are more accurately observed over longer periods of time, either monthly or after a period of months, which will more accurately reflect impacts of operational changes.

Current progress on the reduction of the backlog and next steps

The Tribunal's clarification in the Summary Ruling on a number of matters has greatly aided ISC in its engagement on a series of steps to address classification of urgent requests, triaging, and prioritization of those requests. Moreover, ISC is engaged in Tribunal-assisted mediation to advance the co-development on objective criteria, including on the definition of urgent, basic necessities, and other important matters.

As of January 12, 2025, there are approximately 17,000 urgent requests in the backlog (see table below). This total includes requests that remain as part of the approximate 26,000 urgent requests as reported in Canada's December 10 Report, as well as new self-declared urgent requests that have been received in the seven weeks since. Based on the Tribunal's clarifications and interim definition, ISC has conducted a review of the backlogged urgent requests and reclassified approximately 11,000 requests.

The following table provides the progress on urgent backlogged Jordan's Principle requests, as of January 12, 2025:

Urgent requests - backlog (as of Dec 4, 2024)	New self-declared urgent requests (from Dec 4, 2024 to Jan 12, 2025)	Reclassified - as non-urgent requests	Urgent requests Determined	Urgent requests – pending information	Remaining Backlog - urgent requests³
26,000	7,000	11,000	3,000	2,000	17,000

Note: Requests reclassified to non-urgent did not meet the interim definition of Urgent. Requests pending information require additional information from requestors who have been contacted. The backlog considers the total urgent requests (backlogged and new), minus those reclassified, determined and those contacted and pending information. Values rounded to nearest thousand.

ISC is working to clear the backlogged requests while triaging incoming requests, reducing duplication, and conducting reviews of new self-declared urgent requests using the interim definition. Currently, manual triage will continue as information is received in a manner that cannot be automated, or where the request contains information that requires review in the current operational model. ISC will implement a process to undertake spot checks of the information to ensure consistency and alignment with the interim definition.

ISC is making progress on addressing the backlog. However, it remains challenging for ISC to make decisions within 12 hours for urgent requests or 48 hours for non-urgent requests. The need to review each request on a case-by-case basis means that decisions cannot be made quickly or efficiently; adding human resources alone will not sustain the progress desired to eliminate the backlog. Further operation changes and improvements need to be made, including to further structure how requests are submitted by requestors.

Accelerating Decision-Making

Canada recognizes that the current two-tier decision-making system for Jordan's Principle requests, established as an internal operational measure to ensure denials are reviewed with a CHRT order-compliant lens, has contributed to delays and a growing backlog. While this approach was initially necessary to ensure high-quality decision-making, the experience gained over the years, combined with the significant increase in volume, now suggests that this system has become an impediment to timely processing.

To address this, Canada will remove the two-tiered approach to decision-making by delegating the authority for denials to regional offices. Given that regional teams already approve funding requests, they can be equipped, through targeted training, to make denial decisions without compromising the quality or compliance of their work. This change will reduce internal bureaucracy and allow the headquarters team to focus on expert guidance and providing surge support to regions. To mitigate risks, this shift will be implemented progressively, ensuring that staff are well-trained and capable of maintaining decision-making integrity. This will be initiated in early 2025.

Another area of improvement involves revising the current practice of keeping incomplete files open for extended periods. As described above, at present, ISC makes three attempts to contact requestors for additional information before a decision is made based on the information received. While this approach prioritizes engagement, it has inadvertently contributed to delays. To streamline processing, Canada proposes retraining staff and updating communications to clarify that incomplete requests will be determined with available information after one contact attempt if no response is received within one week. This change will encourage faster submission of complete requests and ensure quicker resolutions. This will also be initiated in early 2025.

Additionally, addressing the backlog requires immediate action to reinforce the importance of receiving complete documentation with requests and reviewing and denying requests that lack proper documentation. This approach will also be applied to the invoice process to ensure the integrity of decision-making and payments processing.

Providing quicker decisions, even if they result in denials, offers clarity to requestors, enabling them to understand their situations and determine next steps without prolonged uncertainty. Clear and timely decisions, even when unfavorable, are ultimately more supportive of families than delayed responses.

On a broader level, Canada will work with regions to disaggregate data and develop region-specific action plans to address non-urgent backlog requests. By early 2025-26, trends, high-level data, and categories of requests will be brought to the regional partnership table with First Nations partners. This collaborative effort will aim to identify solutions that align with better coordination of existing programs and services, accelerating decision-making while respecting the unique regional contexts.

Finally, clarifying the parameters of Jordan's Principle and refining operational procedures will be key to ensuring sustainable progress. This will include developing tools such as updated policies, fee guides, and operational standards, as well as exploring options like income-testing and setting clear guidelines on the duration and frequency of approvals. This will be initiated in the Spring of 2025.

These measures, and the topics presently the object of mediation, will help manage the growing volume of requests, which reflects both the needs of families and the lack of clearly defined eligibility criteria for specific services. By providing requestors with more precise expectations, the Jordan's Principle initiative can be refocused on its original intent—addressing discrimination in public services and ensuring that support is directed to those who need it most. Importantly, these efforts will assist with the operational integrity and long-term sustainability of Jordan's Principle, safeguarding its ability to serve children effectively in the years to come.

(2) Responses to questions from the Tribunal and the parties

Following the December 18 Direction, Canada received questions from the Tribunal (received on January 13, 2025) and the Caring Society (received on January 3, 2025) relating to the backlog.

a. Responses to Tribunal questions on backlogged requests

On January 13, 2025, the Tribunal wrote to Canada asking for (1) clarification on ISC staffing resources for Jordan's Principle, and (2) information on timing to address backlogged requests.

Response to question 1

ISC has refocused regional resources on intake and to make decisions on new urgent requests. Because of a highly decentralized approach to receiving, intake, escalation, determination and notification of requests, a one-to-one number requests by individual full-time equivalent staff is not possible. In some instances, surge staff would be involved in a particular function such as clearing a large number of requests for intake, while more experienced staff can focus on deciding requests. Though what is known is that incremental increases of staff in a continued fashion will not be sufficient to resolve the backlogs and manage the current operational model.

As described in the Affidavit of Valerie Gideon (paragraphs 35-51, Jordan's Principle Operations Process), intake and triage of requests are done by different team members than the focus points or dedicated decision-makers involved in the determinations of urgent requests. Moreover, and as set out in Canada's December 10 Report, the redirection of a finite number of ISC staff from other essential services to address only backlogged requests could have unintended consequences on First Nations children, their families, and the delivery of those essential services to Indigenous communities across Canada.

Where possible, ISC is continuing to surge additional staff from short term to longer-term assignments. ISC is not able to provide reporting on staff activities on a daily basis. Of the approximately 476 federal staff, 392 (approximately 82%) are assigned to the operational implementation of Jordan's Principle. Of these: approximately 82 (21%) of staff are assigned to data entry, intake, and administrative support; 145 (37%) of staff are assigned to case review and adjudication; 54 (14%) to case review or supervision; 94 (24%) to staff assisting with processing payments; and 17 (4%) to management. Of note, the above percentages relating to staff are approximate and not static due to the reprioritization of activities to focus on reducing backlogs following the Summary Ruling and staff turnover. This does not include additional federal roles in administrative, business operations, legal, data teams, IT and training teams or Executives who support advancing the implementation of Jordan's Principle. This does not include additional short-term surge staff and does not reflect the additional contributions of service coordinators or external organizations who are involved in processing incoming requests or payments which are funded through ISC.

Response to question 2

As explained in Canada's December 10 Report, ISC is not currently in a position to provide a definitive date by which the backlogged urgent requests will be resolved. Based on the unpredictable volume of incoming requests, it is expected that the approach to reduce the backlog and prevent a reoccurrence will happen through gradual changes. That said, ISC is making operational changes through the application of the Tribunal's clarification and interim definition. ISC is also optimistic that the co-development of solutions through Tribunal-assisted mediation will further assist in advancing the progress made to date.

From an operational standpoint, ISC anticipates making steady progress on addressing backlogged urgent requests. As described, accurately observing impacts on operational changes takes time and may involve further operational changes as needed over the coming months. For example, a large volume of self-declared urgent requests continue to be received which require time and resources which requires intensive triaging; this work may decrease over time as awareness of the interim definition grows.

b. Response to the Caring Society

On January 3, 2025, the Caring Society wrote to Canada asking that ISC provide information on the escalations backlog, those being “cases not decided at the focal point level but instead sent on to other levels for decision-making.” In response, ISC has provided information on requests in progress backlog by urgency and work unit as of January 12, 2025 in Annex A. Specifically, of the backlogged requests, 5,972 urgent requests are with escalations and the remainder are with regions (see Annex A, Table 3).

Sincerely,



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Encls.

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Status Report on Operational Backlogs

Jordan's Principle

January 2025 Update



Indigenous Services
Canada

Services aux
Autochtones Canada

Canada

Scope

This report presents data on the status of the three operational backlogs associated with the implementation of Jordan's Principle. More specifically, it provides the total number of backlogged requests, nationally and in each region, including the intake pending backlog, requests in progress backlog and the appeal backlog. It also includes an update on the reimbursement payment times. It presents monthly trends associated with specific backlog volumes where data is available.

Definitions & Methodology

Overall Request Backlog (A + B)

Definition: The number of active requests (items) received by Jordan's Principle that do not have a decision, excluding requests where one or more contact attempts have been made to the requestor for additional information.

Methodology: The overall request backlog is comprised of two parts – **Intake pending (A)** and **Requests in Progress (B)**. (See Table 1)

Intake Pending (A)

Definition: The number of requests (items) received by Jordan's Principle that have not yet been entered into the CMS.

Methodology (A): The number of emails received by Jordan's Principle that contain one or more requests that have not yet been entered into the CMS. Email is the primary medium in which new requests are received by Jordan's Principle, accounting for ~85% of all initial communication. Therefore, it has been used as a proxy indicator for the intake pending backlog. The email count is restricted to specified inbox folder(s) used by regions to sort and triage emails pending intake into the CMS to minimize the risk of including emails not directly associated with new requests like follow-ups, invoices, and general inquiries. For the purposes of estimating backlogged requests it is assumed that each email represents one active request (See Table 2).

Requests in Progress (B)

Definition: The number of active requests (items) entered in the CMS that do not have a decision, excluding requests where one or more contact attempts have been made to the requestor for additional information.

Methodology: The number of active requests in the CMS that 1) are not appeals 2) do not have a decision, and 3) are not requests where one or more contact attempts have been made to the requestor. (See Table 4)

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Appeal Backlog

Definition: Appeal requests received by Jordan's Principle that do not yet have an appeal decision to uphold or overturn the original decision, excluding requests where one or more contact attempts have been made.

Methodology: The number of active requests in CMS that 1) are appeals 2) do not have a decision to uphold or overturn the original decision, and 3) are not requests where one or more contact attempts have been made to the requestor. (See Table 5)

Considerations

- The data within this report differs from backlog analyses submitted to the Canadian Human Rights Tribunal (CHRT) prior to December 10, 2024, in two ways:
 1. The previous methodology could not differentiate between backlogged Jordan's Principle and ICFI requests. This analysis excludes ICFI requests from the backlog data in the Request system (B).
 2. Earlier analyses presented backlog data as both high and low estimates. This analysis uses a methodology consistent with the high estimate approach.
- New requests are submitted to Jordan's Principle during backlog clearing efforts. The influx of these requests tempers the overall impact of ISC's efforts to clear the backlog.
- Data cleaning exercises performed during the week of January 5th, 2024 resulted in approximately 15,000 requests flagged as having had contact attempts made to the requestor for additional information. and excluded from backlog statistics. As such, the number of requests where one or more contact attempts have been made since the previous report may appear higher than expected.
- ISC is unable to determine if unopened emails contain Jordan's Principle requests or Inuit Child First Initiative requests, as such, data for unopened emails (A) is assumed be an *overestimate* of the emails associated with Jordan's Principle.
- The backlog volumes presented in this report are at the request level, not at the cases or requestor level. For example, it is possible that one requestor might have three cases, and each case might have three items requested. The backlog associated with this requestor would appear as 9 requests, not the 3 cases or 1 requestor.
- The definition of request backlog used for this report does not consider the compliance timelines or service standards. Thus, a proportion of the backlog may still meet the compliance service standards outlined by the CHRT.
- Due to the live nature of the CMS, backlogged requests are generally incomplete records, constantly evolving and are not readily available for reporting purposes
- The functionality enabling identification of dormant pending contact attempts was not implemented in the CMS until March 2021. Prior to this functionality, dormant requests would remain as pending or in progress and have not been updated since, and thus still appear in the backlog figures provided in this report. Moreover, not all system users update the status of requests in the system when a contact attempt is made to the requester. As a result, these dormant requests are included in the backlog figures provided in this report.

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Summary

Request Backlog

- As of January 12, 2025, it is estimated that Jordan's Principle has nearly 129,000 backlogged requests (Table 1); a decrease from nearly 140,000 in December 2024.
 - Nearly 12,000 backlogged requests are pending intake based on email volumes (Table 1)
 - The remaining roughly 117,000 backlogged requests are in progress, of which nearly 17,000 are urgent based on the self-declaration of requesters (Table 2).
- Since the previous report (December 10, 2024) and as of January 12, 2025 in the "In progress backlog":
 - Approximately 22,000 new requests were entered into the Jordan's Principle CMS.
 - 7,000 were self-declared urgent
 - 15,000 were non-urgent
 - Approximately 11,000 self-declared urgent requests were reassessed as not meeting the definition of urgency and moved to the non-urgent backlog.
 - Approximately 11,000 requests were adjudicated
 - 3,000 from the urgent backlog
 - 8,000 from the non-urgent backlog
 - Approximately 19,000 requests were moved into a pending additional information from requestors state where one or more contact attempts have been made.
 - 2,000 from the urgent backlog
 - 17,000 from the non-urgent backlog

Appeal Backlog

- As of January 12, 2025, there are 579 requests in the appeal backlog (Table 3).

Outstanding payments/ Reimbursements update

- Data on the volume of outstanding payments/reimbursements is not available at the time of compiling this report. However, efforts are underway to identify solutions and develop the mechanisms necessary to systematically track and report this information in the future. Initial estimates may be available within 6 to 12 months.

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- Between April 1st and December 31, 2024, ISC processed 25.7% of all invoices within 15 business days, and 48.6% within 30 business days

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Results

Table 1: Estimated Request Backlog by Region as of January 12, 2025

Region	Intake Pending Backlog (A)*	In-Progress Backlog (B)	Total Estimated Request Backlog (A+B)
	Emails for new requests not yet in the CMS	Undetermined Requests in the CMS	
Alberta	2,335	15,133	17,468
Atlantic	785	10,453	11,238
British Columbia	1,691	11,697	13,388
Manitoba	1,574	24,069	25,643
Northern	0	4,762	4,762
Ontario	1,024	31,419	32,443
Quebec	1,464	2,532	3,996
Saskatchewan	3,162	16,768	19,930
National Teams	0	4	4
Total	12,035	116,837	128,872

1) Intake pending backlog (A) includes requests under Jordan's Principle and ICFI; 2) In progress backlog (B) limited to Jordan' Principle requests; 3) Includes service coordination requests; 4) "National Teams" refer to requests which have yet to be assigned to a region within the CMS; 5) In-progress requests were collected through the Jordan's Principle Case Management System (extracted 2025-01-13) and may not align with other analyses; 6) Email volume collected during the week of 2025-01-05.

Table 2: In Progress Backlog by Urgency and Region as of January 12, 2025

Region	Estimated Request in Progress Backlog		
	Urgent	Non-urgent	Total (B)
Alberta	2,688	12,445	15,133
Atlantic	249	10,204	10,453
British Columbia	2,380	9,317	11,697
Manitoba	5,260	18,809	24,069
Northern	231	4,531	4,762
Ontario	5,526	25,893	31,419
Quebec	231	2,301	2,532
Saskatchewan	577	16,191	16,768
National Teams	0	4	4
National	17,142	99,695	116,837

1) Limited to Jordan' Principle requests; 2) Includes service coordination requests; 3) "National Teams" refer to requests which have yet to be assigned to a region within the CMS; 4) Requests were collected through the Jordan's Principle Case Management System (extracted 2025-01-13) and may not align with other analyses.

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Table 3: In Progress Backlog by Urgency and Work Unit as of January 12, 2025

Work Unit	Estimated Request in Progress Backlog		
	Urgent	Non-urgent	Total (B)
Alberta	2,079	10,640	12,719
Atlantic	20	8,000	8,020
British Columbia	1,946	8,534	10,480
Manitoba	4,146	15,532	19,678
Northern	109	3,166	3,275
Ontario	2,283	18,997	21,280
Quebec	147	1,992	2,139
Saskatchewan	440	15,536	15,976
HQ (Escalations)	5,972	17,294	23,266
National Teams	0	4	4
National	17,142	99,695	116,837

1) Limited to Jordan' Principle requests; 2) Includes service coordination requests; 3) "National Teams" refer to requests which have yet to be assigned to a region within the CMS; 4) Requests were collected through the Jordan's Principle Case Management System (extracted 2025-01-13) and may not align with other analyses.

Table 4: Estimated Appeal Backlog as of January 12, 2025

Region	Appeal Backlog
Alberta	60
Atlantic	79
British Columbia	59
Manitoba	34
Northern	65
Ontario	217
Quebec	49
Saskatchewan	16
National	579

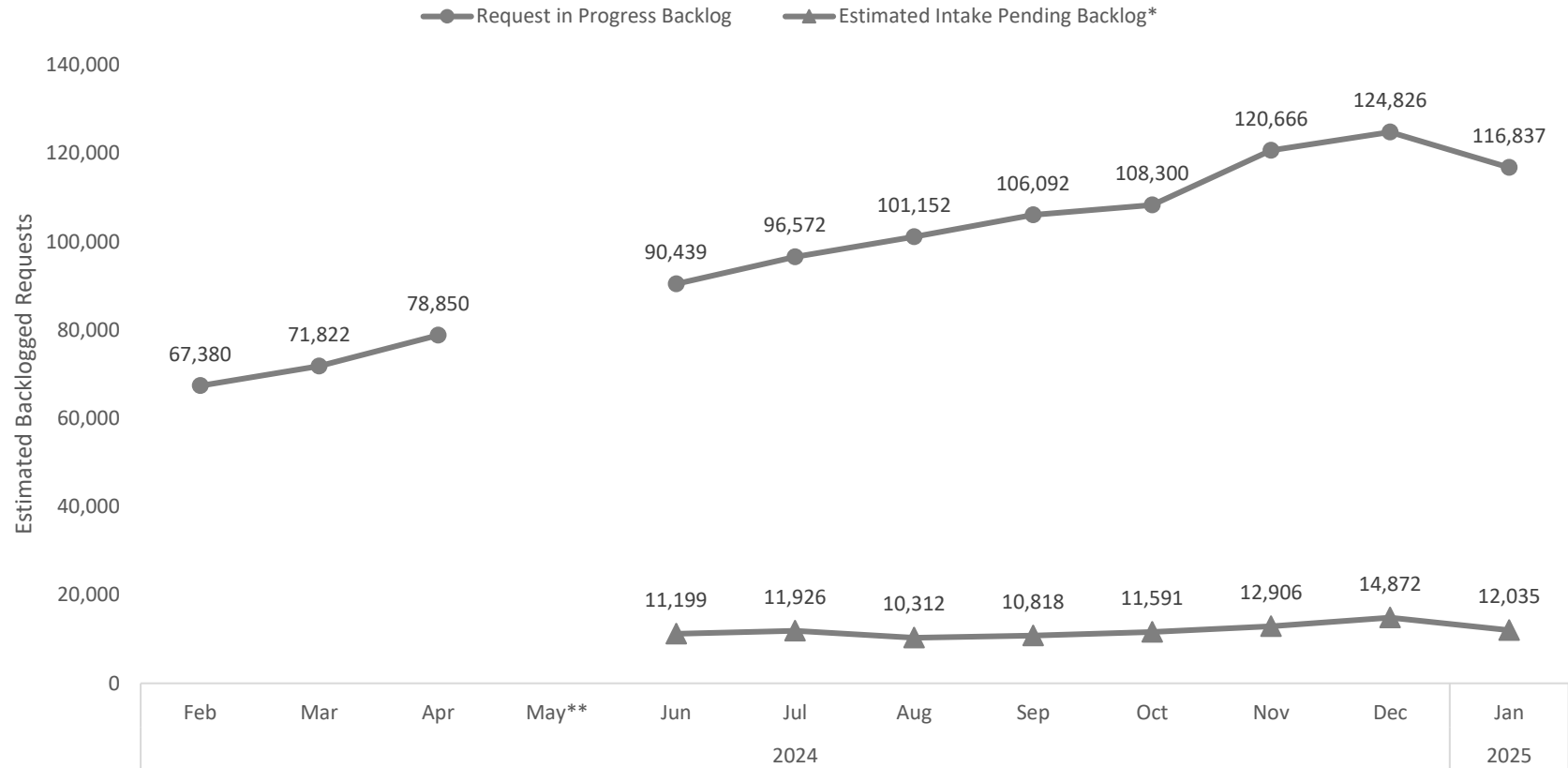
1) Limited to Jordan' Principle requests; 2) Requests were collected through the Jordan's Principle Case Management System (extracted 2025-01-13) and may not align with other analyses.

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Historic Trends in Operational Backlogs

Figure 1. Estimated Request Backlog (Intake Pending and In Progress), January 2024 to January 2025



* Data on the intake pending backlog is only available for the last 6 months.

**Data on the request in progress backlog is not available for May 2024.

1) Intake pending backlog (A) includes requests under Jordan's Principle and ICFI and 2) email volumes were collected during specific periods each month (June 2024, collected week of 2024-06-23; July 2024, collected week of 2024-07-28; August 2024, collected week of 2024-08-025; September 2024, collected week of 2024-09-22; October 2024, collected week of 2024-10-20; November 2024, collected week of 2024-11-17; December 2024, collected week of 2024-12-05); 3) Request in progress backlog is limited to requests under Jordan's Principle, and includes service coordination requests; 4) Request in progress were collected through the Jordan's Principle Case Management System (January 2024, extracted 2024-01-17; February 2024, extracted 2024-02-09; March 2024, extracted 2024-03-11; April 2024, extracted 2024-04-10; June 2024, extracted 2024-06-10; July 2024, extracted 2024-07-11; August 2024, extracted 2024-08-09; September 2024, extracted 2024-09-10; October 2024, extracted 2024-10-08; November 2024, extracted 2024-11-19; December 2024, extracted 2024-12-05) and may not align with other analyses.

Table 5. Estimated Intake Pending Backlog (A) by Region by month, June 2024 to January 2025*

Region	2024							2025
	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
Alberta	2,176	1,975	2,000	2,297	2,563	2,830	2,881	2,335
Atlantic	1,816	1,947	2,242	2,498	2,344	1,620	1,464	785
British Columbia	1,131	1,213	1,259	1,277	1,400	1,593	3,318	1,691
Manitoba	2,733	3,030	1,347	843	995	1,220	1,436	1,574
Northern	0	0	0	4	15	5	0	0
Ontario	1,556	1,554	1,306	1,412	1,527	1,434	1,407	1,024
Quebec	0	16	7	24	224	1,590	1,569	1,464
Saskatchewan	1,787	2,191	2,151	2,463	2,523	2,614	2,797	3,162
National	11,199	11,926	10,312	10,818	11,591	12,906	14,872	12,035

* Data on the intake pending backlog is only available for the last 6 months.

1) Intake pending backlog (A) includes requests under Jordan's Principle and ICFI and 2) email volumes were collected during specific periods each month (June 2024, collected week of 2024-06-23; July 2024, collected week of 2024-07-28; August 2024, collected week of 2024-08-025; September 2024, collected week of 2024-09-22; October 2024, collected week of 2024-10-20; November 2024, collected week of 2024-11-17; December 2024, collected week of 2024-12-05).

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Jordan's Principle and Inuit Child First Initiative Reporting and Analytics
 Indigenous Services Canada - First Nations and Inuit Health Branch

Table 6. Estimated Request in Progress Backlog (B) by Region, February 2024 to January 2025

Region	2024											2025
	Feb	Mar	Apr	May*	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
Alberta	7,320	7,670	8,597		10,511	12,238	13,412	14,381	14,104	14,000	14,142	15,133
Atlantic	4,100	4,069	4,460		4,243	5,570	5,729	6,029	6,272	8,506	9,104	10,453
British Columbia	3,284	3,871	6,579		8,221	8,823	9,304	9,749	10,141	10,777	10,991	11,697
Manitoba	12,131	12,878	13,241		14,879	16,329	16,979	18,198	18,724	22,390	23,908	24,069
Northern	6,043	6,373	6,683		7,153	6,139	5,978	6,004	5,619	5,322	4,867	4,762
Ontario	11,563	12,810	14,070		18,217	19,667	21,066	22,164	23,074	27,617	29,296	31,419
Quebec	844	857	621		648	673	739	799	896	1,455	1,723	2,532
Saskatchewan	22,095	23,294	24,599		26,567	27,133	27,945	28,764	29,466	30,595	30,795	16,768
National Teams	0	0	0		0	0	0	4	4	4	0	4
National	67,380	71,822	78,850		90,439	96,572	101,152	106,092	108,300	120,666	124,826	116,837

* Data on the request in progress backlog is not available for May 2024.

1) Limited to requests under Jordan's Principle; 2) Includes service coordination requests; 3) Requests were collected through the Jordan's Principle Case Management System (January 2024, extracted 2024-01-17; February 2024, extracted 2024-02-09; March 2024, extracted 2024-03-11; April 2024, extracted 2024-04-10; June 2024, extracted 2024-06-10; July 2024, extracted 2024-07-11; August 2024, extracted 2024-08-09; September 2024, extracted 2024-09-10; October 2024, extracted 2024-10-08; November 2024, extracted 2024-11-19; December 2024, extracted 2024-12-05) and may not align with other analyses.

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Jordan's Principle and Inuit Child First Initiative Reporting and Analytics
 Indigenous Services Canada - First Nations and Inuit Health Branch

Table 7: Estimated Appeal Backlog by Region, February 2024 to January 2025

Region	2024											2025
	Feb	Mar	Apr	May*	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
Alberta	31	66	4		6	16	2	21	16	50	60	60
Atlantic	3	6	4		27	34	41	24	27	21	24	79
British Columbia	8	12	27		39	55	32	23	34	54	55	59
Manitoba	1	7	19		27	23	14	20	24	18	23	34
Northern	3	0	5		12	21	22	19	16	44	50	65
Ontario	67	54	52		87	115	92	92	125	185	158	217
Quebec	2	5	14		12	14	29	20	33	18	18	49
Saskatchewan	1	15	25		6	9	5	5	6	5	16	16
National	116	165	150		216	287	237	224	281	395	404	579

* Data on the request in progress backlog is not available for May 2024.

1) Limited to Jordan's Principle requests; 2) Includes service coordination requests; 3) Requests were collected through the Jordan's Principle Case Management System (January 2024, extracted 2024-01-17; February 2024, extracted 2024-02-09; March 2024, extracted 2024-03-11; April 2024, extracted 2024-04-10; June 2024, extracted 2024-06-10; July 2024, extracted 2024-07-11; August 2024, extracted 2024-08-09; September 2024, extracted 2024-09-10; October 2024, extracted 2024-10-08; November 2024, extracted 2024-11-19; December 2024, extracted 2024-12-05) and may not align with other analyses.

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Jordan's Principle and Inuit Child First Initiative Reporting and Analytics
Indigenous Services Canada - First Nations and Inuit Health Branch