

# Status of Jordan's Principle Operational Backlogs

As of March 27, 2024



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 as of **March 27, 2024**.

## Summary

### *Request Backlog*

- As of **March 27, 2024**, it is estimated that Jordan's Principle has between 40,000 and 82,000 backlogged requests

### *Appeal Backlog*

- As of **March 27, 2024**, there are no requests in the appeal backlog when considering the 30-day service level standard.

### *Payments Backlog*

- Data on the volume of backlogged payments is not available at the time of compiling this report.
- In December 2023, ISC processed 43% of all invoices within the 15 business days.

## Definitions & Methodology

### **Overall Request Backlog**

**Definition:** The number of active requests (items) received by Jordan's Principle that do not have a decision, excluding dormant 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 Jordan's Principle Case Management System.*

**Methodology:** The number of emails received by Jordan's Principle that contain one or more requests that have not yet been entered into the Jordan's Principle Case Management System. 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 Jordan's Principle Case Management System to minimize the risk of including emails not directly associated with new requests like follow-ups, invoices, and general inquiries. (See Table 2)

### **Requests in Progress (B = B.1 + B.2)**

**Definition:** *The number of active requests (items) entered in the Jordan's Principle Case Management System that do not have a decision, excluding dormant requests where one or more contact attempts have been made to the requestor for additional information. This backlog is further split to differentiate between regional (B.1) and escalation (B.2) backlogs (See Table 3 and Table 4)*

**Methodology:**

**Upper-bound (B.1a):** The number of active requests in the Jordan's Principle Case Management System that 1) are not appeals 2) do not have a decision, and 3) are not dormant requests where one or more contact attempts have been made to the requestor.

**Lower-bound (B.1b):** The number of active requests in the Jordan's Principle Case Management System that 1) are not appeals 2) do not have a decision 3) are not dormant requests where one or more contact attempts have been made to the requestor, and 4) the request has been modified in the last 120 days (on or after November 29, 2023).

Contact us at: [jordansprinciple-principedejordan@sac-isc.gc.ca](mailto:jordansprinciple-principedejordan@sac-isc.gc.ca)

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## Considerations

- 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 outline by the Canadian Human Rights Tribunal (CHRT).
- Due to the live nature of the Jordan's Principle Case Management System, backlogged requests are generally incomplete records, constantly evolving and are not readily available for reporting purposes. Therefore, as an alternative, an estimated range has been provided in accordance with the methodology outlined.
- The functionality enabling identification of dormant pending contact attempts was not implemented in the Jordan's Principle Case Management System 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.
- Routine updates to the Jordan's Principle Case Management System can impact the last modified date of all requests in the system. For example, the September 2023 system release included the introduction of a new data field which required an update to all requests. Thus, the criteria of requests being modified in the last 120 days when estimating the lower-bound of requests in progress has been informed by when these bulk modifications have occurred.
- 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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## Results

Table 1: Estimated Overall Request Backlog by Region as of **March 27, 2024**.

Region	Lower Bound Estimate		Upper Bound Estimate	
	Volume (#) (A+B.1a+B.2)	Percent of all active items (%)	Volume (#) (A+B.1b+B.2)	Percent of all active items (%)
Alberta	4,385	8.3 %	8,279	15.6 %
Atlantic	1,873	3.5 %	4,805	9.0 %
British Columbia	4,511	11.2 %	5,340	13.3 %
Manitoba	8,443	9.1 %	16,353	17.7 %
Northern	5,271	11.1 %	11,820	25.0 %
Ontario	9,565	9.0 %	13,692	12.9 %
Quebec	156	0.5 %	638	2.0 %
Saskatchewan	9,575	12.6 %	24,133	31.7 %
<b>National</b>	<b>40,445</b>	<b>8.1 %</b>	<b>81,723</b>	<b>16.3 %</b>

Table 2: Estimated Intake Pending Backlog by Region as of **March 27, 2024**

Region	Intake Pending Backlog		Period of Surge Support
	Email Volume Before Surge Support (#)	Email Volume After Surge Support (#) (A)	
Alberta	*	*	April 2024
Atlantic	300	0	January 18 – January 24, 2024
British Columbia	1,908	0	February 28 – March 31, 2024
Manitoba	5,000	3,337	January 24 – March 5, 2024
Northern	*	*	TBD
Ontario	*	*	April 2024
Quebec	*	*	TBD
Saskatchewan	*	*	TBD

\*Denotes data on email volume is not available at the time of developing this report.

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Table 3: Estimated Request in Progress Backlog by Region as of March 27, 2024

Region	Lower Bound Estimate		Upper Bound Estimate	
	Volume (#) (B.1a)	Percent of all active items (%)	Volume (#) (B.1b)	Percent of all active items (%)
Alberta	3,300	6.2 %	7,194	13.6 %
Atlantic	1,288	2.4 %	4,220	7.9 %
British Columbia	4,454	11.1 %	5,283	13.1 %
Manitoba	4,750	5.1 %	12,660	13.7 %
Northern	4,208	8.9 %	10,757	22.8 %
Ontario	6,819	6.4 %	10,946	10.3 %
Quebec	110	0.3 %	592	1.9 %
Saskatchewan	9,187	12.1 %	23,745	31.1 %
<b>National</b>	<b>34,116</b>	<b>6.8 %</b>	<b>75,397</b>	<b>15.1 %</b>

Table 4: Estimated Requests in Progress Backlog at Escalations as of March 27, 2024

Region	As of March 25, 2024 (B.2)	Percent of all active items (%)
Alberta	1,085	2.0 %
Atlantic	585	1.1 %
British Columbia	57	0.1 %
Manitoba	356	0.4 %
Northern	1,063	2.2 %
Ontario	2,746	2.6 %
Quebec	46	0.1 %
Saskatchewan	388	0.5 %
<b>National</b>	<b>6,326</b>	<b>1.3 %</b>

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