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SIRC noted the high value of work and the very positive feedback from CSIS users. Specifically, CSIS often relied upon psychological assessments and recommendations which affected the files on an operational level. For example, is essential for CSIS's

CSIS relies on for a variety of functions requiring a range of time-consuming tasks, resulting in the demand for assistance surpassing its capabilities based on its resources. This creates a backlog, delays and a constant triaging of priorities by Furthermore, SIRC noted that sometimes decide not to refer a case to because they know is overburdened and would not be able to respond in a timely manner.

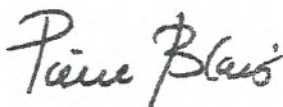
SIRC found that at times were uncertain when an assessment is necessary. The lack of a protocol for when to consult leaves it up to CSIS personnel to make subjective judgments on when to request assistance. In addition, SIRC was informed that files are referred, or requests made, to for assessment at varying points in an investigation — some too early to provide adequate analysis and some too late to be of any assistance. SIRC found that services are not being used to their potential, which could hinder investigations.

Psychological assessments are very helpful to CSIS in determining a course of action on an investigation. SIRC found that has also been instrumental in assisting

Overall, the value of is evident to SIRC and an investment in this section will greatly benefit CSIS's operations in a variety of ways.

We would be pleased to discuss the Committee's conclusions and recommendations with you.

Sincerely,



Pierre Blais, P.C.  
Chair

c.c.: David Vigneault, Director of CSIS

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Annex A

Background

The core period under review for this study was January 1, 2014, to June 30, 2017, but SIRC reviewed documentation that fell outside this period in order to examine relevant issues comprehensively.

To assess CSIS's approach, SIRC examined a sample identified by as individuals who had been the subject of a psychological assessment or consultation.

SIRC selected the sample based on the outcomes of the assessments in order to examine a range of mental health issues from anxiety and personality disorders to post-traumatic stress disorder and psychosis. This gave SIRC the opportunity to examine how the assessment and subsequent advice of affected the approach

SIRC reviewed relevant documentation and received briefings

Indeed, SIRC has seen mention in CSIS documentation of mental health issues, and the increasing frequency with which CSIS must deal with them.

In this review, SIRC noted several challenges associated with

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CSIS personnel receive valuable support on these challenges and issues from  
The section also provides training

involved in consultation In addition, is  
and has produced an information  
package that is available to all CSIS personnel regarding and  
mental health concerns. is also heavily involved in cases —  
cases that often require the support of a psychologist

Additionally, recommendations are relied upon

and to improve CSIS's approach to  
individuals and ensure the proper duty of care

is also responsible for larger research products,

The results of the research efforts are used directly in  
completed by and serve to routinely inform the  
— with a higher level of confidence —

SIRC was frequently informed that is highly valued by CSIS personnel, but SIRC  
notes that demand significantly outweighs supply.

<sup>1</sup> This is due to the triaging of

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priorities that must perform to respond to requests.

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itself has identified a number of challenges with which SIRC concurs, including: the volume of requests, which need to be triaged and make it difficult to address requests in a timely fashion or from other operational sectors; the , which highlights the need for ongoing professional training, as well as training and exposure, to ensure psychological assessments, consultations and research are understood in the proper context; and CSIS's increased involvement in , which is generating challenging new demands for (e.g., training, and adapting psychological consultation ).<sup>3</sup>

To increase ability to keep up with demand and to provide assistance with the least possible delay, SIRC recommends that CSIS increase the resources available to

CSIS personnel also informed SIRC that do not consult with on some cases because of doubt as to whether it is necessary or knowledge that the section is already overburdened. Given the high value placed on work and that are not in a position to SIRC recommends that create a reference document identifying "red flags" that would warrant consultation with

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<sup>2</sup>

<sup>3</sup> Business Plan, 2015–2018, September 2015

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