



Government of Republic of Trinidad and Tobago

Ministry of the People
and Social Development

Annual Administrative Report
Ministry of the People and Social Development
2011/2012

TABLE OF CONTENTS

EXECUTIVE SUMMARY	4
INTRODUCTION.....	7
THE STRATEGIC FRAMEWORK.....	9
PRIORITIES/STRATEGIC IMPERATIVES.....	10
CORPORATE OBJECTIVES.....	11
CORPORATE OBJECTIVE 1: Poverty Reduction	12
<i>To reduce the incidence of poverty in society at the rate of 2% annually.....</i>	12
NATIONAL SOCIAL DEVELOPMENT PROGRAMME	13
POVERTY REDUCTION PROGRAMME	15
SOCIAL WELFARE DIVISION	17
TARGETED CONDITIONAL CASH TRANSFER PROGRAMME.....	18
UNEMPLOYMENT RELIEF (URP) SOCIAL PROGRAMME	20
CORPORATE OBJECTIVE 2 – Build Families.....	23
<i>To build strong functional families as the foundation of society and promote sound values system among the population.....</i>	23
COUVA SOCIAL SERVICES CENTRE.....	24
PROBATION SERVICES DIVISION	26
CORPORATE OBJECTIVE 3 – Empower Persons with Disabilities	28
<i>To increase the level of participation of persons with disabilities in society toward the realisation of their full potential.....</i>	28
DISABILITY AFFAIRS UNIT.....	29
CORPORATE OBJECTIVE 4 – Improve the Well-being of Older Persons	31
<i>To enhance and sustain the well-being of all older persons.....</i>	31
DIVISION OF AGEING.....	32
CORPORATE OBJECTIVE 5 – Reduce the number of Socially Displaced Persons	34
<i>To reduce the number of socially displaced persons through policies and effective, innovative, preventative and rehabilitative programmes</i>	34

SOCIAL DISPLACEMENT UNIT	35
CORPORATE OBJECTIVE 6 – To reduce substance abuse in the population	38
PIPARO EMPOWERMENT CENTRE.....	39
CORPORATE OBJECTIVE 7 – Strengthen Planning and Development Systems ...	41
<i>To develop, monitor and evaluate the policy framework for the effective delivery of social services</i>	<i>41</i>
LEGAL UNIT.....	42
SOCIAL INVESTIGATIONS DIVISION	44
POLICY AND PROGRAMME PLANNING AND DEVELOPMENT DIVISION	47
MONITORING AND EVALUATION DIVISION	52
HIV/AIDS COORDINATING UNIT.....	54
CORPORATE OBJECTIVE 8 – Improve Performance.....	56
<i>To achieve high performance, customer focused organisation that meets its operational strategic objectives in an efficient and effective way</i>	<i>56</i>
MAIN-PEOPLES’ ISSUES RESOLUTION COORDINATING UNIT.....	57
CORPORATE COMMUNICATIONS AND EDUCATION UNIT.....	59
DECENTRALISATION SUPPORT UNIT.....	64
HUMAN RESOURCE DIVISION.....	66
PROJECT IMPLEMENTATION UNIT	69
INFORMATION TECHNOLOGY DIVISION.....	74
OTHER CAPACITY BUILDING AND INSTITUTIONAL STRENGTHENING ACTIVITIES.....	79
TRAINING AND DEVELOPMENT	80
PARTICIPATION AND ATTENDANCE AT LOCAL, REGIONAL AND.....	81
INTERNATIONAL CONFERENCES	81
STAFF TRAINING/WORKSHOPS	81
COMMITTEES/MEETINGS	82
FUTURE PLANS AND PROJECTS (FISCAL 2013).....	85

EXECUTIVE SUMMARY

The Ministry of the People and Social Development (MPSD) is the core social sector Ministry with responsibility for coordinating the implementation of Government's initiatives for achieving social and human development objectives. In keeping with its portfolio responsibility, the MPSD is mandated to address the social challenges of poverty, social inequality and social exclusion. Particular emphasis is placed on the development and execution of programmes and services that protect and assist vulnerable and marginalized groups in society including persons with disabilities, the elderly, the poor/indigent, the socially displaced, ex-prisoners, deportees and persons living with HIV/AIDS.

The organisational tenets of the Ministry, 'Helping, Empowering and Transforming lives', continued to be inculcated in the Ministry's social policies, projects and programmes that were in the main, streamlined towards the Ministry's vision of achieving sustainable human and social development via a people-centred organisation. This vision is aligned with the interconnected pillars outlined in the Government's National Development Policy for Sustainable Development namely:

Pillar 1- 'People-Centred Development',
Pillar 2 -'Poverty Eradication and Social Justice',
Pillar 5 - 'A more Diversified, Knowledge Intensive Economy', and
Pillar 6 - 'Good Governance'

Additionally, the Government's Medium Term Policy Framework (MTPF) priority of 'Poverty Reduction and Human Capital Development' and the United Nation's Millennium Development Goals (MDGs) also served as guides in the Ministry's efforts to improve the quality of life of citizens of Trinidad and Tobago.

The Administrative Report details the operations and achievements of the various Divisions/Units within the Ministry of the People and Social Development (MPSD), over the fiscal period October 2011 to September 2012. During the fiscal period 2011/2012, the Ministry remained committed to the empowerment of clients through rehabilitative and skill enhancement initiatives and sought to promote human prosperity in the context of sustainable development. In an effort to streamline the services of the Ministry to better meet the needs of the most vulnerable in society, Divisions/Units were established while others were realigned as follows:

The Inter-Agency Unit (IAU) – established in August 2012; coordinated the removal of street dwellers from Port of Spain and Chaguanas and assessed, rehabilitated and reintegrated a number of them into the wider society.

The Division of Ageing – was transferred from the Ministry of Community Development in April, 2012 and was primarily engaged in addressing issues facing the elderly in Trinidad and Tobago.

The Probation Services Division – was also transferred from the Ministry of Justice in July 2012 and provided support to young offenders and their families.

The National Social Development Programme (NSDP) – was transferred from the Ministry of Public Utilities in July 2011 and through its Water Distribution and Electrification Programmes and House

Wiring, Sanitary Plumbing and House Repairs Grants, helped to enhance the quality of life of citizens and individuals.

The Unemployment Relief Programme (URP)-Social was established in the MPSD in July 2011. The Programme's focus was citizens who experience hardship and/or are at risk (e.g. senior citizens, unemployed single parents, persons with disabilities and persons living below the poverty line). The Unit provided housing and house repairs, clothing and other forms of assistance.

Some of the Achievements for fiscal period 2011/2012 include:

- ✓ 31 Grants totaling \$746,606.93 were disbursed to Community groups for poverty reduction projects and 340 Micro-Enterprise Grants totaling \$1.4Mn. were disbursed to individuals;
- ✓ Preparatory work for the *Survey of Living Conditions* commenced;
- ✓ 1079 clients successfully graduated from the Food Card Programme by gaining employment opportunities;
- ✓ A *Senior Activity Centre* was launched in Woodbrook on June 18, 2012;
- ✓ Preparation of a *MPSD Information Booklet* to provide information on the services offered by the Ministry.
- ✓ Development of an *HIV Workplace Policy (2011)* in collaboration with the HIV multidisciplinary committee;
- ✓ Launch of the *People's Bridge of Hope* in the form of a national Christmas Hamper distribution.
- ✓ Launch of the main Peoples' Issues Resolution Unit, *People's Bus*. This initiative is part of the Ministry's plans to intensify its Direct Impact/Effect Outreach Programmes and is in keeping with Government's promise to decentralise social services.
- ✓ Launch of the *People's Issues Hotline* (800-4PPL).
- ✓ Under the URP Social Programme:
 - 44 ramps were constructed for older persons and persons with disabilities
 - 53 houses were constructed
 - 15 roads were paved
 - 16 box drains were constructed

A number of objectives were identified in the Administrative Report. These objectives were neither specific nor measurable. It is therefore difficult to determine whether any of the Ministry's objectives were achieved.

The URP Social Programme, with its emphasis on construction, though beneficial to some vulnerable groups and individuals, is not entirely in alignment with the Ministry's core operations and mandate.

INTRODUCTION

This Administrative Report provides details on the performance of the Ministry of the People and Social Development (MPSD), over the fiscal period October 2011 to September 2012. During this reporting period, the Ministry continued to operate as the core social sector government agency, responsible for coordinating the implementation of the Government's social and human development objectives. The overarching goal of the Ministry is ensuring the effective and efficient functioning of the social sector in Trinidad and Tobago, aiming to improve the standard of living of the nation's citizenry, particularly those who are vulnerable, at risk and marginalised.

The organisational tenets of the Ministry, 'Helping, Empowering and Transforming lives', continue to be inculcated in the Ministry's social policies, projects and programmes which are streamlined towards the Ministry's vision of achieving sustainable human and social development via a people-centred organisation. This vision is aligned not only with the interconnected pillars outlined in the Government's National Development Policy for Sustainable Development - 'People-Centred Development', 'Poverty Eradication and Social Justice', 'A more Diversified, Knowledge Intensive Economy', and 'Good Governance', but also with the Government's Medium Term Policy Framework (MTPF) Priority of 'Poverty Reduction and Human Capital Development'. Additionally, the United Nation's Millennium Development Goals (MDGs) serve as an international guide to ensure continuous improvement in the quality of life for all citizens of Trinidad and Tobago.

In pursuit of a coordinated, integrated and comprehensive approach to addressing the social challenges of poverty, social inequality and social exclusion, the Ministry develops and implements programmes and services to protect and assist the vulnerable and marginalized groups in society, such as women, children, persons with disabilities, older persons, the socially displaced, ex-prisoners, deportees and persons living with HIV/AIDS. The Ministry of the People and Social Development has adopted a bottom-up, participative approach to governance through the main Peoples' Issues Resolution Coordinating Unit (m-PIRCU). The m-PIRCU seeks to ensure that the needs of the citizens are better analysed and meaningfully catered for via the resolution of people's issues.

During the fiscal period 2011/2012, the Ministry remained committed to the empowerment of clients through rehabilitative and skill enhancement initiatives and sought to promote human prosperity in the context of sustainable development.

This 2011/2012 Administrative Report, presents the operations and achievements of the various Divisions/Units under the Ministry. This was achieved in the continued attempt to clearly define the organisational outputs and to improve the assessment of the Ministry's performance. Also, within this period some Divisions/Units were added/re-aligned to the MPSD family as follows:

The Inter-Agency Unit (IAU) - created in August 2012; the Division of Ageing – transferred from the Ministry of Community Development in April, 2012; and the Probation Services Division -

transferred from the Ministry of Justice in July 2012. The National Social Development Programme (NSDP) joined the Ministry in July 2011, the last quarter of the previous fiscal year, but will be reported on for the first time in this Report as well as the Unemployment Relief Programme (URP)-Social which also came under the MPSD in July 2011.

THE STRATEGIC FRAMEWORK

Vision

A dynamic, people-centred organization achieving sustainable human and social development.

Mission

To lead in the enhancement of the lives of citizens, with emphasis on the vulnerable through a network of integrated, effective and accessible social services.

Goal

To ensure the effective and efficient functioning of the human and social sector towards improvement in the standard of living of all our nation's citizens, particularly those most at risk.

Core Values

- Respect** : The valuing of people through courteous, caring and unbiased interaction.
- Equity** : Treating all persons with fairness, and impartiality. Ensuring that the treatment provided conforms to the specific needs of the individual.
- Integrity** : Adherence to moral and ethical principles. Honesty in all that we do.
- Compassion** : Developing interconnectedness with clients by having a sympathetic and empathic consciousness of their need together with a desire to alleviate it.
- Responsiveness** : Continuously anticipating and monitoring society's ever-changing social issues to develop appropriate social programmes and services.
- Innovativeness** : Always looking for new approaches/ways of performing and doing things better.
- Commitment** : Working together, pledging to achieve excellence in the delivery of social services.

MANDATE

The Ministry of the People and Social Development has as its major functions to:

1. Serve as a central coordinating body for the social sector with respect to the conduct of research, policy and programme planning and development; and monitoring and evaluation;
2. Deliver social services and provide social support for vulnerable groups, towards sustainable enhancement of their well-being;
3. Facilitate networking, information and data gathering and dissemination within the social sector and with external agencies;
4. Make recommendations for the effective functioning of the social sector based on continuous assessment;
5. Develop systems, strategies and programmes to realize positive attitudes and behaviour in the citizenry;
6. Identify gaps and make recommendations for the drafting and amendment of legislation relevant to the sector;
7. Foster good governance through the promotion of participatory development approaches;
8. Monitor regional and international conventions and agreements pertaining to the social sector; and
9. Serve as a coordinating body to address people's issues.

PRIORITIES/STRATEGIC IMPERATIVES

1. Facilitate the resolution of people's issues in respect of Government services.
2. Provide an appropriate environment for collaborative decision making;
3. Reduce the number of socially displaced persons through policies and effective, innovative, preventative and rehabilitative programs;
4. Enhance and sustain the well-being and quality of life of all older persons;
5. Promote public awareness and provide advocacy and support for persons with disabilities in society toward their increased participation and realisation of their full potential;
6. Reduce substance abuse in the population by way of demand reduction and the prevention and reduction of the negative consequences of substance abuse;
7. Increase knowledge and promote behaviour change as it relates to HIV/AIDS;
8. Reduce the incidence of poverty in society at the rate of 2% annually;
9. Develop, monitor and evaluate the Policy framework for effective delivery of social services; and
10. Manage the process of transition from poverty to economic inclusion and self sufficiency.

CORPORATE OBJECTIVES

1. To reduce the incidence of poverty in society;
2. To build strong functional families as the foundation of society and promote sound value systems among the population;
3. To increase the level of participation of persons with disabilities in society toward the realization of their full potential;
4. To enhance and sustain the well-being of all older persons;
5. To reduce the number of socially displaced persons;
6. To reduce substance abuse in the population;
7. To develop, monitor and evaluate the policy framework for the effective delivery of social services;
8. To achieve a high performance, customer focused organisation that meets its operational strategic objectives in an efficient and effective way.

CORPORATE OBJECTIVE 1: Poverty Reduction
To reduce the incidence of poverty in society at the rate of 2% annually

DIVISIONS/UNITS

- ❖ National Social Development Programme
 - ❖ Poverty Reduction Programme
 - ❖ Social Welfare Division
- ❖ Targeted Conditional Cash Transfer Programme (TCCTP)
 - ❖ Unemployment Relief Programme (URP) Social

NATIONAL SOCIAL DEVELOPMENT PROGRAMME

DESCRIPTION

The National Social Development Programme (NSDP) is a social intervention strategy that was established to provide assistance to underserved/deprived citizens and communities of Trinidad and Tobago in the overall improvement in their quality of life as it brings socio-economic relief to vulnerable communities and families.

The following agencies execute the programme on behalf of the Government:

(i) the Water and Sewerage Authority aims at improving the water supply to targeted communities, particularly where the level of service is non-existent or less than 72 hours per week; and

(ii) Trinidad and Tobago Electricity Commission seeks to provide a safe, reliable and economical supply of electricity to those vulnerable and underserved sectors of the population. The programme also provides first time house wiring assistance and rewiring to households with old and faulty systems so as to upgrade them to current standards and codes. Assistance is also given to purchase materials for internal toilet and ancillary soak away systems to upgrade from pit latrines.

The NSDP was placed under the portfolio of the Ministry of the People and Social Development in July 2011.

SERVICES

- Improving Water Supplies – Special consideration is given to areas where there are low income families. Facilities provided include: pipelaying (1 kilometer or less); installation of booster pumps; installation of communal water tanks and supplying truck borne water to areas adversely affected during the dry season.
- Electrification and Lighting of Community Facilities – aimed at providing a safe, reliable and economical supply of electricity. Facilities provided include: electrification and lighting of residential and community facilities; electrification and illumination of road ways and desolate areas.
- House Wiring Assistance – Provides access to an electricity supply to individuals, families and community facilities. One-time assistance is also provided for the purchase of materials and/or labour. Facilities accessed include: first time wiring; re-wiring and assistance with materials only.
- Materials for Sanitary Plumbing Assistance – assistance provided to purchase materials based on assessment of individual circumstances.

- Minor House Repair Assistance – provides persons with materials and/or labour in roof repairs and other minor structural repairs to their homes.
- Development and Improvement of Children’s Play Parks – provides recreational options for children. The supply, maintenance and installation of equipment is done in collaboration with the respective Regional Corporations.

ROLE AND FUNCTIONS

1. To ensure that needy citizens throughout the country have access, in their homes, to a reliable and sustainable supply of pipe borne water and electricity as well as improved, sanitary plumbing facilities.
2. To assist in providing simple, useful, recreational facilities in underdeveloped communities.
3. To raise the standard of living and quality of life of underprivileged citizens through the delivery of key utilities and related services.

ACHIEVEMENTS

1. Procurement and Office Accommodation

- Establishment of office space and procurement of furniture/equipment for the NSDP.

2. Electrification and Lighting of Community Facilities:

- Electricity Supplied for the residents of 14 households of Sunrees Road, Penal.

POVERTY REDUCTION PROGRAMME

DESCRIPTION

The Poverty Reduction Programme (PRP) was established by Cabinet Minute #3237 of November, 2008. The PRP supports the Government of Trinidad and Tobago in formulating a National Poverty Reduction Strategy that is more responsive to the needs of the most vulnerable groups in society

The Programme is coordinated and implemented by a Programme Management Unit at the Head Office of the Ministry and Project Implementation Units which are located within the Municipal Regions across Trinidad. This structure allows for provision of a decentralized mechanism at the municipal level, for implementing a collaborative approach to the delivery of poverty reduction programmes to the population.

The following summarizes the role of the Unit and its functions.

ROLE AND FUNCTIONS

1. To develop and manage the implementation of a relevant poverty reduction strategy for Trinidad and Tobago;
2. To provide current data/information on poverty at national, municipal and community levels that is accessible to all stakeholders through on-going research activities;
3. To facilitate the continuous exchange of information on poverty reduction strategies/programmes among national, regional and international agencies for comparability and developing best practices;
4. To be the national repository for poverty information from all Government and quasi-governmental organizations with programmes which target the reduction of poverty;
5. To foster an integrated approach to poverty reduction, through stakeholder partnerships/collaborations through the Regional Social and Human Development Councils (RSHDCs);
6. To engage civil society networks as strategic partners for poverty reduction in T & T;
7. To deliver key poverty eradication projects that would address poverty and vulnerability and to promote sustainability at individual and community levels, such projects to include the Micro Enterprise Training and Development Grant (MEG), The Micro Enterprise Loan Facility (MEL), Multi-purpose Community Based Telecentres and the Regional Micro Project Fund (RMPF).

ACHIEVEMENTS

1. *Micro Enterprise Training and Development Grant (MEG)*
Over the period October 2011-September 2012, **340 grants** were disbursed to individuals at a total value of **TT\$1,477,954.82**.
2. *Regional Micro-Project Fund (RMPF)*
For the period October 2011-September 2012, **31 grants** were disbursed to community groups to undertake projects which address poverty and vulnerability in the municipalities at a value of **TT\$746,606.93**.
3. *Micro Enterprise Loan Facility (MEL)*
For the period October 2011 to June 2012, **41 loans** were disbursed at a value of **TT\$156,499.80**.
4. *Multi-Purpose Community-based Telecentre*
At this point in time, Telecentres are located in six (6) municipal regions across Trinidad. Services which included computer access, printing and computer literacy training were accessed by 18,275 persons across Trinidad.
5. *Development of a National Poverty Reduction Strategy for T&T –*
During the fiscal period preparatory work for the development of the National Poverty Reduction Strategy was implemented.
6. *Survey of Living Conditions:*
Preparatory work for the SLC began during the fiscal period. The survey was put on hold in 2012. It is expected that activities will be continued to facilitate implementation in 2013.
7. *Training provided to MEG Beneficiaries*
Training was provided to **229 MEG** clients from all 14 municipal regions across Trinidad, in collaboration with NEDCO and Central Bank. Topics included: Generating Business Ideas, Issues in Starting a Business, The Importance of Business Planning, Starting a Business in T&T and A simple Business Plan.
8. *Parenting Workshops*
Workshops were undertaken with **40 MEG** recipients from the Port of Spain and Diego Martin municipal regions.

SOCIAL WELFARE DIVISION

DESCRIPTION

The Social Welfare Division is charged with the responsibility for the equitable, transparent and timely provision of services to meet some of the social and financial needs of the less fortunate members of society. In July 1939, the Department of Social Welfare was inaugurated to administer Social Assistance and Old Age Pension (OAP). It has since then, undergone significant modifications in the number and scope of services offered. The Public Assistance Act No. 18 of 1951, provided for the grant of public assistance (classified as urgent, temporary or prolonged) to necessitous persons prevented by some disability from earning a living. The Public Assistance Programme was introduced as one of the remedial measures to assuage the abject poverty existing at the time. Over time, other grants were introduced and the Public Assistance Act amended to, *inter alia*, cater for permanently disabled persons from the age of 18 and 65 who fall within the prescribed income limit.

Two major pieces of Legislation governing the Social Welfare Division are:

- The Senior Citizen's Pension Act Chapter 32:02 (formerly the Senior Citizen Grant Act)
- The Public Assistance Act - Chapter 32:03 Act No. 18 of 1951

The financial assistance/grants which are disbursed to persons in need through the Social Welfare Division include the following:

- Senior Citizens' Pension
- Public Assistance Grant
- Disability Assistance Grant (DAG)
- Special Achievers' Grant
- Free Bus Passes
- General Assistance Grants - Housing Assistance; Household Items; Medical Equipment; Domestic Help; Dietary Grant; Clothing Grant; Funeral Grant; Education Grant; Special Child Grant (under 18 years); Pharmaceutical Grant; House Rent; School Supplies Grant.

ROLE AND FUNCTIONS

- To provide income support to older persons;
- To provide income support to persons with disabilities;
- To provide financial assistance to the infirmed and needy;
- To provide assistance to families who are experiencing difficult circumstances; and
- Provide assistance to persons who have contributed to national development and who are experiencing difficult circumstances

ACHIEVEMENTS – 2011/2012

Achievements				
Grants	New Beneficiaries	Total Beneficiaries (Inclusive of new beneficiaries)	Expenditure (New Beneficiaries)	Total Expenditure
Provide income support to older persons (Senior Citizens Pension)	7405	80,400	\$101,994,870.00	\$2,619,859,033.00
Provide income support to persons with a disability (Disability Assistance Grant)	2560	23,844	\$17,245,900.00	\$383,428,805.00
Provide income support to the infirmed and needy (Public Assistance Grant)	5739	25,233	\$12,336,120.00	\$299,422,344.00
Provide Assistance to families who are experiencing difficult circumstances (General Assistance Grant)	2012	2012	\$14,987,411.00	\$14,987,411.00
Provision of Bus Passes	2,980	2,980	\$5,130,000.00	\$5,130,000.00
Provide Assistance to persons who have contributed to national development and who are experiencing difficult circumstances (Special Achievers Grant)	23	23	\$1,134,400.00	\$1,134,400.00

[Type here]

TARGETED CONDITIONAL CASH TRANSFER PROGRAMME

DESCRIPTION

The Targeted Conditional Cash Transfer Programme (TCCTP), which has been in existence since August 2006, replaced the Social Help and Rehabilitative Efforts (SHARE) Programme. The TCCTP is a food assistance and developmental programme which provides social protection to vulnerable households. The TCCTP enables vulnerable families to purchase nutritionally sound basic food items, thereby enhancing the health and dignity of these households and reducing the incidence of poverty in society. The cash transfer component is currently implemented through a Trinidad and Tobago Debit Card (TT Card) which provides an electronic cash transfer facility. The Conditional Component of the Programme is implemented by an approach called the “The Rights of Individuals to Social and Economic Security, Universal Prosperity” (RISE UP)-Fighting Poverty Building Strong Families. The RISE-UP Programme provides a holistic, rights-based approach to poverty alleviation which takes into consideration conditions that circumscribe the family’s effort to move out of poverty.

ROLE AND FUNCTIONS

- To provide conditional cash transfers to eligible recipients;
- To give TCCTP recipients the ability to purchase food items they need to meet the daily nutritional and other requirements of their households;
- To ensure all employable beneficiaries are registered with an employment agency to actively seek employment;
- To engage a minimum of 80% of recipients in life skills training programmes such as family and budgetary planning;
- To engage a minimum of 50% of recipients in employment training programmes;
- To empower beneficiaries to become socially and economically independent;
- To enhance the income earning capacity of vulnerable households;
- To reduce the psychosocial barriers to development for vulnerable households;
- To move vulnerable households from social exclusion to social inclusion;
- To transform households into self-sustaining entities with improved quality of life for all its members.

ACHIEVEMENTS

The Targeted Conditional Cash Transfer Programme (TCCTP) is the ONLY national programme in the social safety net which provides food security to vulnerable and indigent households and continues with its mandate of contributing to the reduction of poverty by 2% per annum within a co responsibility framework.

- To date over 30,000 households benefit from food security under the TCCTP programme monthly. This translates to over 90,000 individual citizens receiving food security monthly and are able to live above the poverty line;
- The total number of permanent food cards (new households provided with food security) produced by Regional Offices from October 2011 to September 2012 is 6234;
- In terms of value categories i.e. \$410, \$550 and \$700 a total of 4269, 1496 and 496 permanent cards was produced respectively;
- The total number of Temporary Food Cards produced by the Constituency Offices for the period October 2011 to September 2012 was 22,450;
- The total number of Temporary Food Cards produced by the Regional Offices for the period October 2011 to September 2012 was 1,800;
- A total of 230,098,840 were credited to permanent card holders during the period June 2010 to August 2013;
- A total of \$11,217,600.00 funds were credited to Constituencies for Temporary Cards during the period October 2011 to September 2012;
- A total of \$ 760,000.00 funds were credited to Regional Offices for Temporary Cards during the period October 2011 to September 2012;
- The total amount of Temporary cards actually used by the Constituencies is 8601 which correspond to a monetary usage value of \$4,145,961.57 during the period October 2011 to September 2012;
- The total amount of Temporary cards actually used by the Regional Offices is 567 which correspond to a monetary usage value of \$222,101.78 during the period October 2011 to September 2012;
- The total numbers of temporary food cards not yet issued but already produced by the Regional Office and the corresponding monetary value are 1,333 and \$533,200.00 respectively;
- A total of 1079 clients during the period October 2011 to September 2012, successfully graduated off the programme by increasing the household income earning capacity as a result of gaining employment opportunities.

UNEMPLOYMENT RELIEF (URP) SOCIAL PROGRAMME

DESCRIPTION

The Unemployment Relief Programme (URP) – Social was placed under the portfolio of the Ministry of the People and Social Development in July, 2011. Prior to this, the Programme was under the purview of the Ministry of Labour, Small and Micro Enterprise Development. The specialised Programme targets vulnerable communities, the indigent and the poor generally through the design and implementation of innovative projects, programmes and services using a short-term employment mechanism. Additionally, citizens who experience hardship and/or are at risk (i.e. senior citizens, unemployed single parents and persons with disabilities) are provided with housing and house repairs, support, clothing and assistance in times of natural disasters.

PROJECTS PROGRAMMES & SERVICES:

- **Ray of Hope** - The Ray of Hope project was partly designed to close the huge generational gap between senior citizens and young persons. It seeks to bring relief to persons whose homes and surroundings are in a dilapidated condition and in need of cleaning. Unemployed youth within communities assist senior citizens and persons with disabilities with daily chores in their homes. Assistance is also provided to convalescent homes.
- **Positive Transformation** - This initiative is a community-oriented partnership between the URP Social and Community groups. It provides employment to the youth, especially in vulnerable and marginalized communities. It is designed to engender civic mindedness, community pride and responsibility through maintenance and beautification of their home environment. These young persons perform various tasks in their communities such as minor repairs to homes, schools and other community buildings, repainting defaced walls, clearing of drains and maintenance of playgrounds and fields in their communities.
- **Project Runway 100** – Under this project, the URP proposes to build 100 concrete ramps for persons with disabilities and other clients of the Ministry at the entrance of their homes and public buildings throughout Trinidad and Tobago.
- **Direct Construct** - This Project provides low cost starter housing for the Ministry's clients who have been affected by natural disasters, continue to live in homes that are beyond repair and which have become a health and safety hazard to those individuals and their families. Recipients must (a) be clients of the Ministry, (b) pass a means test, (c) have a home that is irreparable and (d) have some form of approval for being on the land on which reconstruction is to take place.

- **Direct Intervention** - This programme caters to the destitute in our country but specifically those who need assistance with reconstruction of existing houses (roof and other repairs). It targets first time home owners and specifically those affected by freak storms, flooding, fires, landslides and other disasters.
- **Make A Smile Shine (MASS)** - The MASS project is intended to provide clothing to the less fortunate. It not only targets persons who incurred personal losses due to natural disasters, but also young persons who are seeking or have secured employment and are in need of appropriate work attire. Beneficiaries can also participate in skill building workshops that will foster sustainable employment.
- **Disability Support Programme** - This programme is aimed at the training and employment of persons from affected families in the day care of children with disabilities. It is aimed at parents who usually encounter difficulty in finding appropriate care for their children whenever they have to work. Currently, over two hundred (200) mothers of children with Cerebral Palsy are employed in the provision of care for their special needs children.

ROLES AND FUNCTIONS

1. To provide assistance in the eradication of poverty and hunger;
2. To provide assistance in the construction and repair of homes for the less fortunate and persons affected by natural disasters;
3. To provide assistance to the differently-abled and the aged.

ACHIEVEMENTS

Project Runway 100

For the period August 2011 to August 2012, 44 ramps were constructed for persons with disabilities and older persons, who are clients of the Ministry. Additionally, under the programme, eight homes were also built for clients during the period.

Ray of Hope

During the period, 50 persons were employed in this programme to provide caregiving services to 50 vulnerable, elderly persons in widely dispersed areas in Trinidad.

Direct Construct

During Phase 1 of this programme, 53 houses were constructed with 185 more scheduled for construction in Phase 2. Additionally, several other community projects were undertaken as follows: 15 roads were paved, 16 box drains were constructed, and 3 jogging tracks were built.

The Disability Support Programme

During the period, 103 persons were employed in this programme to provide care for persons with disabilities

Make a Smile Shine Project.

In the reporting period, 9 persons have benefitted from this project.

Direct Intervention Programme

For the period, 40 families/persons have benefitted from support to Emergency Response Units during disaster relief efforts.

CORPORATE OBJECTIVE 2 – Build Families

To build strong functional families as the foundation of society and promote sound values system among the population

DIVISIONS/UNITS

- ❖ Couva Social Services Centre
- ❖ Probation Services Division

COUVA SOCIAL SERVICES CENTRE

DESCRIPTION

The Couva Social Services Centre was established in 2002. Its overarching objective is to provide integrated social services to the residents of Couva/Tabaquite/Talparo.

ROLES AND FUNCTIONS

The expected outputs of the Centre are:

- To provide an institutionalized system of collaborative and participatory planning at the community/regional level;
- To provide a more timely and comprehensive system of social services delivery;
- To coordinate and monitor the delivery of social services at the Centre;
- To develop a comprehensive database on the community of Couva/Tabaquite/Talparo;
- To foster greater awareness of the social services available to members of the Couva/Tabaquite/Talparo Region; and
- To develop and implement community initiated projects.

ONGOING SERVICES

The services provided are:

- Case conferencing and small group counselling with clients;
- Developing integrated community programmes to empower families and the community;
- Training in basic and advanced computer literacy;
- Computer and business services inclusive of facsimile, photocopying, printing, scanning, and internet access to the Couva/Tabaquite and Talparo communities through the Multi-Purpose Community-Based Telecentres; and
- Decentralized social services for residents of the Couva/Talparo/Tabaquite region.

ACHIEVEMENTS

1. Partnerships with Affiliated Government Entities (P.A.G.E.):

Stakeholder meeting with agencies/organisations engaged in the delivery of social services in the Couva/Tabaquite/Talparo region was held during the period under review. Forty (40) persons from community-based organisations, non-governmental organisations, government agencies and private sector attended this meeting in January 2012.

2. CSSC Parenting Programme:

Over the period August to October 2011, five (5) half day sessions to promote healthy family development were conducted. Twenty (20) parents attended these workshops.

3. National Mentorship Programme:

The Centre facilitated the screening of 13 mentors.

4. CSSC Health Fairs:

Health Fairs were conducted to provide basic health services to persons who reside within communities of the Couva/Tabaquite/Talparo region. The Fairs were conducted in collaboration with Ministry of Health, Family Planning Association, Vision Optical, Trinidad and Tobago Red Cross and several Health Food suppliers. One hundred and fifty (150) persons – fifty (50) males and one hundred (100) females – received health services. On April 26, 2012 (residents of Couva and environs) and on May 3, 2012 (residents of Caparo) were attended to.

5. Defining Masculine Excellence:

A 4-day programme to provide men with training to encourage wise decision making and responsible behaviour was conducted in March 2012. This was done in collaboration with the Ministry of Gender, Youth and Child Development. Twenty (20) men received this training.

6. Real Talk:

A two-day programme to assist teenagers (males and females) to handle a range of social issues was held in August 2012.

7. CSSC Annual Vacation Camp:

Thirty (30) teenagers were trained in: handling social issues, computer literacy and creative arts for the period August 6 –17, 2012.

PROBATION SERVICES DIVISION

The Probation Services of Trinidad was established by the Probation of Offenders Act, Chapter 13:51. However, other laws that guide the work of the Probation Division are:

- the Children's Act
- the Status of Children Act
- the Matrimonial Proceedings and Property Act, Chapter 45:51
- the Matrimonial causes Rules 1980
- the Family Law Act No. 15 of 1981
- the Domestic Violence Act No. 27 of 1999 and
- the Community Services Orders Act No. 19 of 1997

Probation Officers serve as Social Workers to the Courts of Trinidad and Tobago, assisting in the rehabilitation of persons who have come before it as a consequence of breaching the laws of the country. They also aid the Court in determining sentences through supplying social history reports in both criminal and family matters such as domestic violence, child maintenance and custody.

ROLES AND FUNCTIONS

- To supervise and facilitate the rehabilitation of those offenders who are placed on statutory probation to prevent recidivism;
- To prepare pre-sentence reports on persons found guilty of criminal offences in both the Magistrates Courts and the High Courts in order to assist the Courts in sentencing offenders;
- To prepare suitability reports in Legal Custody and Access Applications made to the Court;
- To supervise access orders in accordance with the Family Law Act No. 15 of 1981;
- To mediate in Maintenance and other Matrimonial Applications made to the Court;
- To counsel parties in Domestic Violence matters and submit reports to the Court to determine a course of action;
- To counsel parties referred by the court in all family related matters and submit reports where necessary;
- To prepare suitability reports and supervise persons placed on Community Service;
- To prepare Probation Officer's Reports on all matters referred by the Juvenile Court and make the necessary recommendations for (a) Committals to Orphanages and Children's Homes and (b) Fit Person's Orders;
- To supervise children at risk at the request of the Court;
- To counsel walk-in clients referred by agencies/persons outside of the court system. To make referrals where necessary.

ACHIEVEMENTS

The following was accomplished by the Division for the period July to September, 2012.

Reports submitted to the Courts	84
Supervision of persons on Probation	666
Community Service Orders supervised	694
Emergency Cases Funds Approved	59
Psychological and DNA Testing Approved	21

CORPORATE OBJECTIVE 3 – Empower Persons with Disabilities

To increase the level of participation of persons with disabilities in society toward the realisation of their full potential

DIVISIONS/UNITS

- ❖ Disability Affairs Unit

DISABILITY AFFAIRS UNIT

DESCRIPTION

The Disability Affairs Unit was established in 1999 and serves as a resource and referral centre for information pertaining to disability matters. The Unit coordinates and monitors the implementation of the National Policy on Persons with Disabilities in addition to developing and implementing comprehensive programmes to assist persons with disabilities in Trinidad and Tobago. The work of the Disability Affairs Unit is closely aligned to the United Nations Convention on the Rights of Persons with Disabilities. The main objective of the Disability Affairs Unit is to increase the levels of participation of persons with disabilities into the social, economic and political spheres in order to assist them in realising their full potential.

ROLES AND FUNCTIONS

- To co-ordinate and monitor implementation of the National Policy on Persons with Disabilities;
- To provide technical support and referrals for persons with disabilities, their families and all other persons interested in learning about disabilities;
- To evaluate requests for assistance from Non-Governmental Organisations (NGOs) and individuals;
- To network with pertinent NGOs, mass media and international organisations to collect and disseminate information on disabilities;
- To implement programmes that empowers persons with disabilities;
- To sensitise and increase public awareness of issues pertaining to persons with disabilities;
- To conduct research and collect data on persons with disabilities.

ACHIEVEMENTS

1. Establishment of a Day Activity Centre for Persons with Disabilities

The Disability Unit conducted a consultation session in May 2011 to elicit the views of stakeholders on the establishment of a Day Activity Centre for Persons with Disabilities. A follow-up session was held in September 2011. At present, discussions are on-going with the Lady Hochoy Centre. The proposed Day Activity Centre will be established in 2 phases. Phase 1 will include the construction of the ground level of the facility which will provide various day activity services. An in-door pool is to be constructed during this phase. Phase 2 will include an additional storey offering expanded services and catering to additional persons with disabilities. A Cabinet Note was prepared by the Disability Affairs Unit recommending funding of approximately 1.5 million to the Lady Hochoy Centre for construction of Phase 1.

2. Commemoration of International Day of Persons with Disabilities and Disability Awareness Week

- This event was observed in December 2011, in collaboration with all stakeholder groups. During Disability week, public awareness events were held throughout the country with widespread dissemination of information;
- The talents of PWDs were displayed at a concert and awards ceremony hosted by the Ministry of the People and Social Development. Disability Ambassadors were appointed at the ceremony including: Ms. Veera Bhajan, Ms. Sharmela Maharaj, Ms. Shanntol Ince and Mr. Jason Clark;
- **38 NGOs** received a total of **TT\$293,322.00** during Disability Week to assist with hosting various activities related to persons with disabilities.

3. Establishment of the National Development Centre for Persons with Disabilities

During the period July 2011 to June 2012, after approximately 30 meetings, the Steering Committee to oversee the project successfully completed the User Brief, which includes details on the services to be provided, furniture, equipment and staffing needs of the Centre, which is to be established at Carlsen Field.

- Community Improvement Services Limited (CISL) commenced the tendering process for award of the contract to construct the Centre.

CORPORATE OBJECTIVE 4 – Improve the Well-being of Older Persons
To enhance and sustain the well-being of all older persons

DIVISIONS/UNITS

- ❖ Division of Ageing

DIVISION OF AGEING

DESCRIPTION

The Division of Ageing serves as an umbrella agency within the Ministry of the People and Social Development, to focus ageing initiatives in Trinidad and Tobago. Its mission is to educate and sensitize key stakeholders and the general public on ageing issues; and to enhance the quality of life of older persons throughout Trinidad and Tobago by providing an enabling environment for their continued development.

ROLES AND FUNCTIONS

- To develop standards of care for older persons and facilitate compliance;
- To monitor and coordinate the implementation of the National Policy of Ageing;
- To organize and coordinate training programmes, seminars and workshops for care providers of older persons;
- To develop and implement programmes and projects for older persons;
- To conduct research on matters pertaining to ageing and older persons;
- To conduct public education and sensitization programmes nationwide on ageing issues;
- To network with social-sector Ministries, private sector and civil society to develop and coordinate the implementation of a National Plan of Action on Ageing.

ACHIEVEMENTS

1. *Senior Activity Centres:* A Senior Activity Centre was launched in Woodbrook on June 18, 2012 bringing the total number of Centres in Trinidad to eight (8).
2. *Public Education on Ageing:* The Director delivered Feature Addresses & Guest Lectures during the period May-September 2012 for the following: Teachers of Success/Laventille Staff Development Workshop; UWI Retirees; SEA Graduants at St. Agnes Anglican School; TTUTA Retirees; Holy Faith Sisters; Neal & Massy Retirees; UNATT Panel Discussion; senior staff of Treasury Division; TTPost and the Alzheimers Association.
3. *World Elder Abuse Awareness Day(WEAAD):* The event was observed on June 15th 2012 with a media centrefold in the 3 daily newspapers, which published the Hon. Minister's Address; definitions of the various forms of elder abuse; and a list of public & private sector agencies which offer redress in response to reports of elder abuse.
4. *Senior Citizens' Parliament:* The Ministry of the People and Social Development through the Division of Ageing hosted the 2nd Annual Senior Citizens' Parliament on September 21, 2012

which is a national programme designed to meet the policy objectives as set forth in the Madrid International Plan of Action on Ageing (MIPAA 2002) to which Trinidad and Tobago is a signatory and which also informs the country's own National Policy on Ageing 2007. The topic for this year's debate was Elder Abuse.

CORPORATE OBJECTIVE 5 – Reduce the number of Socially Displaced Persons
To reduce the number of socially displaced persons through policies and effective, innovative, preventative and rehabilitative programmes

DIVISIONS/UNITS

❖ Social Displacement Unit

SOCIAL DISPLACEMENT UNIT

DESCRIPTION

The Social Displacement Unit (SDU) began operation in August 1999. In accordance with the Socially Displaced Persons Act 59 of 2000, the Unit is responsible for the assessment, care and rehabilitation of socially displaced persons. A ‘socially displaced person’ is defined in the Act as ***“any idle person habitually found in a public place, whether or not he’s begging and who by reason of illness or otherwise is unable to maintain himself and causes, or is likely to cause annoyance or damage to persons frequenting that public place or other wise to create a nuisance”***.

The SDU coordinates all activities pertinent to the rehabilitation of socially displaced persons. The main objectives of the Unit are to provide direct social work services to the client population and to ensure that the services and programmes provided to the socially displaced are adequate and appropriate. The Unit also receives deportees and assists them with the necessary social support services.

ROLES AND FUNCTIONS

1. Coordinating and monitoring the voluntary removal of socially displaced persons from the streets and other public places;
2. Reception and assistance in the integration of deported Trinidad and Tobago Nationals;
3. To inform and advise on policies and programmes for socially displaced persons;
4. To develop and coordinate rehabilitation programmes and services for socially displaced persons;
5. To carry out public sensitization campaigns about persons who are socially displaced;
6. To network with local, regional and international agencies;
7. To monitor and evaluate services and programmes for the socially displaced; and
8. Development and delivery of Public Education Programmes on Social Displacement.

ACHIEVEMENTS

1. *Deportee Support Programme*

This programme provides assistance to deported persons through relocation and reintegration into society. The Ministry of the People and Social Development, via the SDU, subsidises temporary accommodation and assists deportees in seeking employment.

No. of Persons received at Piarco International Airport	59
No. of Deportees referred to Vision on Mission – an NGO dedicated to the reintegration of ex-prisoners and deportees into society	14
Amt. expended for deportee accommodation at Vision of Mission for the period Oct 2011 to Sept 2012	\$31,200
No. of deportees successfully reintegrated with families	51
No. of deportees counseled	26

2. *Rehabilitation of the Strictly Homeless at New Horizons*

- No. of Social Work interventions held – 2,607
- No. of clients enrolled in vocational training programmes - 12
- No. of Clients assisted with obtaining employment - 21
- No. of clients reintegrated - 13

3. *Elderly Relocation Programme*

This programme involves the relocation of older persons to Homes for Older Persons where they will receive care relevant to the specific needs of the older persons' population.

- Thirty-five (35) persons were accommodated at NGO/private run Homes for the Elderly;
- Seventeen (17) persons were residents at Hernandez Place Sanctuary, a Home for the Elderly managed by the NGO The Centre of Hope to which the Ministry pays an operational fee of \$140,195 per quarter;
- Eighteen (18) persons were resident at privately run Homes for the Elderly with \$371,033 expended for fiscal 2011/2012 for the clients accommodated at these facilities.
-

4. *SDU Street Outreach Programme*

Field Officers of the Unit continued to carry out regular street outreach visits to advise the socially displaced on services available. For fiscal 2011/2012 –

- 29 public reports were received and investigated
- 556 clients were assisted with fulfilling appointments for medical diagnostic screening and assessment
- Field Officers conducted 526 street interviews
- 119 clients were persuaded to relocate to the Centre for Socially Displaced Persons (CSDP)

5. Rehabilitation of Socially Displaced Substance Abusers

- Twenty-four (24) persons were interviewed and processed for substance abuse rehabilitation
- Six (6) persons were admitted to Piparo Empowerment Centre for residential substance rehabilitation.

6. Legislative Review

- The Ministry's in-house committee completed the Draft Policy to support amendments to the socially displaced persons legislation and staff members continued to attend Law Review Committee Meetings.

DIVISIONS/UNITS

- ❖ Piparo Empowerment Centre

PIPARO EMPOWERMENT CENTRE

DESCRIPTION

The Piparo Empowerment Centre (PEC) commenced operations in July 2001. It provides residential treatment and rehabilitation services for male drug addicts using the Therapeutic Community Model. The programme has a capacity to house fifty (50) residents, within the duration of nine (9) months to one (1) year. Clients enter the programme with referrals or as 'walk-ins'. The PEC also accepts court referrals – the opportunity for rehabilitation is offered as an alternative to sentencing and in this instance, completion of the programme is mandatory.

ROLES AND FUNCTIONS

- To provide treatment and rehabilitation services for substance abusing clients, towards their successful social reintegration;
- To provide clients with opportunities for building and/or rebuilding skills to make them more marketable and improve their chances at successful reintegration;
- To provide continued moral, social and spiritual support to clients and their families, both during treatment and following discharge;
- To provide clients with a comprehensive array of rehabilitative services, including vocational and remedial skills training;
- To provide long-term residential rehabilitation services for males who have a chronic substance abuse problem, and who may have had several failed attempts at recovery; and
- To provide a safe physical environment for residents in treatment.

ACHIEVEMENTS

1. Eleven (11) residents completed and graduated out of the programme;
2. Two hundred and Forty (240) Group Counselling sessions were held;
3. One Thousand, two hundred and forty (1,240) individual counselling sessions were held;
4. Four hundred and ninety (490) Educational Seminars were conducted for residents;
5. Twenty-two (22) residents were enlisted in the Youth Training and Employment Partnership Programme (YTEPP) as follows: Woodworking – 10 residents and Growbox Technology – 12 residents;
6. Three (3) residents received computer literacy training through the Ministry's Community Based Telecentre in Piparo;

7. The Centre's Agricultural Project continued – crops such as lettuce, cassava, tomatoes and ochros were produced by residents for use at the Centre.

CORPORATE OBJECTIVE 7 – Strengthen Planning and Development Systems
To develop, monitor and evaluate the policy framework for the effective delivery of social services

DIVISIONS/UNITS

- ❖ Legal Unit
- ❖ Social Investigations Division
- ❖ Policy, Programme Planning and Development Division
- ❖ Monitoring and Evaluation Division
- ❖ HIV/AIDS Coordinating Unit

LEGAL UNIT

DESCRIPTION

This Unit is involved in the drafting of contracts and conducting research on legal matters which impact on the Ministry's work. The Officers are required to attend Parliament and Legislative Review Committee Meetings, in support of the Ministers, Permanent Secretary and other technical officers when matters pertaining to the Ministry are being discussed.

ROLES AND FUNCTIONS

The functions of the Unit are as follow:

1. Provide legal advice and opinions to the Minister, Permanent Secretary and Heads of Division with respect to matters pertinent to the Ministry's functions;
2. Advise the Ministry on Legislation and rules relevant to its portfolio;
3. Draft and edit legal documents including contracts, leases and memoranda of understanding;
4. Evaluate current legislation and recommends reform of same;
5. Assist relevant Units with the development of policy in order to inform the drafting of legislation and other initiatives;
6. Collaborate with external agencies to produce draft legislation;
7. Provide legal advice and opinions with a view to protecting the Ministry from legal liability and ensuring compliance with statutory and common law obligations;
8. Provide Parliamentary support to the Ministers, Permanent Secretary and Heads of Division in the Ministry.

ACHIEVEMENTS

CONTRACTUAL AGREEMENTS

Memoranda of Understanding:

- Community Action Resources (CARE)
- Vision on Mission Apostolic and Prophetic Ministries
- Madinah House
- Community Improvement Services Limited
- The Cerebral Palsy Society of T&T

Contracts

Contractual Agreements were prepared between the Ministry and the following organisations/agencies:

- Infotech Caribbean Limited
- Beharry Earthworks and General Construction Services

- National Insurance Board of Trinidad and Tobago

LEGISLATION

Acts of Parliament

- Continued research regarding draft legislation for Persons with Disabilities;
- Evaluation of the Draft Disability Discrimination Bill and preparation of draft Disability Legislative Policy document;
- First Draft Socially Displaced Persons (Street Dwellers and Legislative Policy document) prepared;
- Prepared report to the Legislation Review Committee with respect to the nature and status of the Children's Bill;
- Continued correspondence and communication with the office of the Chief Parliamentary Counsel with respect to the proposed Persons with Disabilities Legislation; and
- Held Consultation on the Public Assistance Amendment Bill Policy Document.

Litigation

- Response to pre action protocol letters.

Advice

- The Legal Unit provided advice on several matters relating to contractual documents, staffing, grants, service level agreements, industrial relations, campaigns, framework documents, grievance issues, decentralized social services delivery and amendments to legislation.

Other Matters:

- Providing Legal and other input to the Social Safety Net (SSN) and Project;
- Speaking Notes for Minister Lincoln Douglas, Minister of State, Ministry of the People and Social Development re: Children's Bill, (2012);
- Developing and Implementing First Phase of Biometric Smart Card Project;
- Preliminary efforts undertaken to acquire Lexis Nexis Data Libraries.

SOCIAL INVESTIGATIONS DIVISION

DESCRIPTION

The Social Investigations Division (SID) of the Ministry of the People and Social Development is the Central Coordinating Research Unit for the social sector. The Division is therefore the repository for information exchange on all research-related activities of the social sector. SID is responsible for undertaking social research or the investigation of major social issues (e.g. Crime, Poverty, Street Dwelling) for the purpose of informing policy, programme development and implementation. The Division also investigates the status of Non-Governmental Organizations (NGOs) in Trinidad and Tobago in order to make a determination of their request for government funding.

Vision

To spearhead and pioneer social sector research in Trinidad and Tobago with an emphasis on the identification and assessment of areas for research and submission of recommendations for policy planning, programme development and implementation.

Mission

To serve as the Central Coordinating Research Body for the social sector and by extension act as the Centre for Information Exchange on all research-related activities of the social sector Ministries.

ROLES AND FUNCTIONS

1. To undertake research and investigate major social issues for the purpose of identifying social problems;
2. To monitor trends and indicators; and keep abreast of current local and international research studies relevant to the social sector;
3. To facilitate the building of capacity in social research and analysis;
4. To determine in collaboration with social sector Ministries a research policy and agenda for the Sector, and to monitor its implementation;
5. To liaise with regional and international funding agencies to identify areas for collaboration;
6. To develop and maintain a central database on social sector indicators;
7. To conduct annual reviews of socio-economic performance and prepare reports examining social conditions, problems and needs at the regional, national and community levels;
8. To oversee the assessment of requests for subventions and one-off funding from non-governmental organisations;
9. To serve as experts in the review and response to externally generated reports.
10. To serve as the operational arm of the Inter-Ministerial Research Council.

ACHIEVEMENTS

1. Research Studies

a. The Multiple Indicator Cluster Survey (MICS)-4.

The Multiple Indicator Cluster Survey is an international household survey initiative designed by the United Nations International Children's Emergency Fund (UNICEF) to assist countries in collecting and analyzing data to monitor the situation of children and women. The MICS enables the collection of data on a range of indicators in the area of health, mortality, HIV/AIDS, nutrition and the environment. The data also allows us to monitor progress on the Millennium Developmental Goals (MDGs) and other international goals including the World Fit for Children. The MICS is to be conducted every three (3) years. The data for MICS-4 was collected in 2011 and was analysed by a consultant in 2012. The Final Report is to be completed in Fiscal 2013.

b. The Status of Males in Trinidad and Tobago: An Examination of Social Participation and Violence

The Status of Males Survey was conducted in 2011. The Report on the Survey was received in fiscal 2012 and is to be reviewed in Fiscal 2013

c. A Nationwide Study on the Effects of Gambling in Trinidad

The Draft Report was received in September 2012 and is to be reviewed by the Social Investigations Division

2. Preliminary Institutional Assessment for the processing of MPSD subventions to Non-Governmental Organisations

During the fiscal period, forty-eight (48) Non-Governmental Organisations were assessed.

3. Social Sector Investment Programme (SSIP) Report

Staff members played a critical role in the completion of the SSIP Report 2013

4. Other activities

- Prepared a Concept Note for the 2nd UNESCO Management of Social Transformation (MOST) Forum of Ministers of Social and Sustainable Development of the Caribbean.
- Assisted in the preparation of the Final Report for the 2nd UNESCO MOST Forum of Ministers of Social and Sustainable Development of the Caribbean.
- Compiled a Draft Joint Publication of Speeches and Papers of the 2nd UNESCO MOST Forum.

Subventions

The following subventions were approved during the fiscal year 2011-2012

Community Action Resource (CARE)

Annual Subvention in the sum of \$189,000.00 for a period of 2 years with effect from July 2011

Madinah House

Annual Subvention in the sum of \$230,000.00 for a period of 3 years with effect from October 2011

POLICY AND PROGRAMME PLANNING AND DEVELOPMENT DIVISION

DESCRIPTION

The Policy and Programme Planning and Development Division (PPDD) has overall responsibility for the development and coordination of social sector policies, projects and programmes that are culturally relevant, economically viable and sustainable. It operates on the foundation that policy development and programme planning and development are ultimately linked and must be undertaken in holistic ways.

ROLES AND FUNCTIONS

1. To develop social sector policies in keeping with the national macro-planning framework and in particular, to achieve the socio-economic goals and objectives for human and social development;
2. To develop appropriate programmes and projects based on social research;
3. To assess current policies of the social sector to determine their performance and relevance;
4. To facilitate establishment of formal and informal networks for collaboration among Ministries, Government Agencies, International Development and Multilateral Agencies, the private sector, Non-Governmental Organizations and Community-Based Organizations;
5. To establish and maintain structures for participatory development through continuous dialogue with civil society organizations;
6. To review planning and policy agendas of external agencies to identify areas of collaboration.

ACHIEVEMENTS

A. POLICY

Developing a Five (5) year Strategic Plan for the Ministry

As part of defining a clear agenda for action to guide the Ministerial priorities/strategic imperatives, members of staff of the PPDD collaborated with other team members in the Ministry to develop a Five Year (5) Strategic Plan, 2011 - 2016. The Plan was submitted to Cabinet and subsequently referred to the Ministry of Planning and Sustainable Development for review.

Social Displacement Policy

The Division collaborated with the Social Displacement Unit on amending legislation to redefine policy guidelines for the SDU.

Inter-Ministerial Social Policy Committee

Cabinet vide Minute # 575 of March 13, 2008, agreed to the establishment and composition of an Inter-Ministerial Social Policy Committee to coordinate policy development, implementation, monitoring and assessment in the social sector. During the fiscal period under review, the Committee:

- Prepared and submitted a draft proposal on the conduct of a National Social Policy Forum;
- Drafted Work Group discussion documents for the National Social Policy Forum;
- Developed draft Policy Development Guidelines for the social sector for the Committee's review;
- Developed a National Social Policy Agenda for the Social Sector as well as a draft Template to monitor implementation of the Agenda;
- Prepared a listing of existing social sector policies.

URP Social

The Unemployment Relief Programme (URP) – Social was placed under the portfolio of the Ministry of the People and Social Development in July, 2011. To this end, the PPPDD played a significant role in its incorporation within the MPSD via the following:

- Hosting of discussions with the Unit regarding the preparation of job descriptions and a draft organisational chart
- Drafting of a policy document to guide the operations of the URP Social

Disability Affairs

The Division coordinated Team discussions and participated in the collection of data for the drafting of a Legislative Policy Document.

Volunteerism

In March 2012, an internal Committee was established to develop a comprehensive proposal to promote volunteerism within the Ministry of the People and Social Development. During the fiscal period the Committee:

- Developed a proposal for the implementation of the Employee Volunteerism Programme in the MPSD
- Prepared an Implementation Plan and Budget for the proposal of the Employee Volunteerism Programme, which was submitted for approval by the Executive of the MPSD.

B. REPORTS

The PPPDD had significant responsibility for preparing and/or facilitating completion of reports that, *inter alia*, served to:

- Provide information on the functions and powers of the Ministry in accordance with the relevant provisions under the Constitution of the Republic of Trinidad and Tobago;
- Inform various stakeholders, locally, regionally and internationally of the mandate of the Ministry, its policies and operations;
- Inform Cabinet decisions on key social sector matters, or report on the outcome of such decisions;

- Inform ministerial and executive briefing documents;
- Inform documents (and speeches) intended for public dissemination and/or delivery locally and internationally;
- Respond to requests for information from other government agencies; and local, regional and international organisations;
- Provide information on the overall performance of the social sector during the fiscal period;
- Provide an official account of meetings attended locally, regionally and internationally;
- Apply for project funding from international organisations (such as the Organisation of American States).
-

As a consequence, the Division produced the following:

- i. **Annual Administrative Report** of the Ministry for the period October 2010 to September 2011 – the 1st draft of the document was completed and submitted for review.
- ii. **Status/Progress Report** of the Ministry for the period October 2011 to July 2012 to inform the 2013 National Budget Presentation.
- iii. **Auditor General’s Report** – Prepared the MPSD’s Executive Profile for submission to the Auditor General Department.
- iv. **OPM Report** – The Office of the Prime Minister established an Integrated Government Performance Management System in fiscal 2012 to track Government’s performance and attainment of key deliverables in keeping with specific targets outlined in its National Strategic Framework – Information on the Ministry’s annual budget allocation and expenditure for PSIP and SSIP projects was prepared and submitted to the Office of the Prime Minister on a quarterly basis.
- v. **MPSD Information Booklet** – Information on the services offered by the MPSD was updated, edited and verified. This document is to be published and distributed to members of the public. The final draft was submitted to the Executive for approval.
- vi. **The Social Sector Investment Programme (SSIP) 2013** – Staff from PPPDD played significant roles in the production of the SSIP 2013. They were involved in the data gathering, compiling, editing, production and dissemination of the document.

The SSIP 2013 was the tenth publication of the document since its inaugural edition in 2003. The report is used to gauge the annual performance of the programmes within the primary and ancillary social sector Ministries. It is also used to facilitate strategic planning and collaborative programming for the social sector and is produced annually for the national budget.

vii. **‘Guide to Social Programmes and Services’:**

This document is designed to provide citizens of Trinidad and Tobago with information on the various social services and programmes that are available and guidelines on how they can be accessed. The draft was prepared and submitted for approval and subsequent publication

viii. **Speaking Notes** to inform the Honourable Minister’s contribution to the 2013 National Budget Debate were prepared.

ix. **Presentation** for the Minister in the Ministry to attend the 1st Ministerial Meeting on Social Development in Caracas, Venezuela hosted by the Community of Latin American and Caribbean States (CELAC) from September 3 – 4, 2012.

C. CABINET NOTES/PROPOSALS

The PPPDD prepared eight (8) Notes for Cabinet for the period:

The following documents were also prepared:

- Proposal to host a Breakfast meeting with NGO Stakeholders of the Ministry of the People and Social Development to discuss the issue of Emergency Housing and use of their accommodations by vulnerable persons.
- Proposal for the Hosting of training in the Measurement of Multi-dimensional Child Poverty – jointly hosted by UNICEF, the University of the West Indies and the MPSD.

D. PROGRAMMES AND PROJECTS

- i. **Social Safety Net (SSN) Reform Programme** – The Ministry in collaboration with the IDB is working to support Government’s efforts to improve the effectiveness of the social safety net programmes delivered by the MPSD. PPPDD was represented on this Committee.
- ii. **National Development Centre for Persons with Disabilities**
The Division coordinated the Committee discussions regarding the establishment of the National Development Centre for Persons with Disabilities.
- iii **Repositioning of the PPPDD**
A position paper on the new structure of the Division was drafted and submitted to the Executive.

E. OTHER

- **Preparation of 2012 Budget Roster** – A roster for officers to attend budget debate sessions in both Upper and Lower Houses was prepared and distributed to relevant Divisions for action.
- **Evaluation of MPSD Tenders** – Tenders for different infrastructural works to be implemented by the Ministry were assessed. PPPDD staff sat on the relevant Committees.
- **Publication of the Events of the 2nd UNESCO MOST Conference** – Staff of the Division was part of the Team established to compile the publication in collaboration with UNESCO.

F. RESEARCH

- **International Conference of Population Development Survey** – The Division supervised the completion and collection of questionnaires from Divisions within the Ministry.
- **Survey of Living Conditions** –the Questionnaire from the 2005 Survey as well as the Oxford Poverty and Human Development Initiative to inform the new SLC was reviewed.
- **Elderly Care and Communal Living** - Research was conducted into the practices and/or models of elderly care and communal living involving the elderly handing over their primary residence to the state in return for care in a group facility.

MONITORING AND EVALUATION DIVISION

DESCRIPTION

The Monitoring and Evaluation Division (MED) was established in April 2003 with the overarching mandate to co-ordinate monitoring and evaluation activity in the social sector, and to facilitate the provision of timely and reliable evidence-based information for decision making and the enhancement of social sector interventions. The major responsibility of the MED is to promote effective functioning of the social sector by continuous assessment of its operations. This Division is responsible for developing institutional systems and organisational structures to facilitate formalised monitoring and evaluation (M&E) within divisions and programmes.

ROLES AND FUNCTIONS

1. Oversight of the application of structured monitoring and evaluation systems in the social sector;
2. The setting of standards for monitoring and evaluation;
3. The provision of guidance, advice on best practices and support to Social Sector Ministries, Departments and civil society organizations in the effective utilization of evaluation as a management tool;
4. Promotion of the use of evaluation findings among Social Sector Ministries, Departments and civil society organizations, to improve the quality of social interventions;
5. Assessment of M&E capacity within the social sector on a systematic basis;
6. Conduct of periodic training with Social Sector Agencies to build capacity in monitoring and evaluation;
7. Conduct of thematic/sector evaluations that cover cross cutting themes or issues pertinent to the social sector;
8. Conduct of evaluations with significant implications for national policy and other strategic evaluations requested by the Minister or Permanent Secretary in the MPSD;
9. Conduct of an evaluation of an intervention in special circumstances where an independent assessment is requested, through the Minister of the People and Social Development or by a Minister in the Ministry responsible for the social intervention;
10. Development of a multi-year evaluation plan towards the development of a five year plan for submission to Cabinet for approval. The multi-year plan will identify the evaluations to be undertaken and the agency responsible. This plan will not preclude the conduct of evaluations at the discretion of Ministries/ Departments;
11. Monitoring the implementation of the multi-year plan for evaluation of social interventions;
12. Conduct of evaluations in accordance with the established multi-year plan. Where required, the MED will provide technical support to programme managers to carry out non-strategic oriented evaluations;
13. Development and maintenance of a Management Information System for Social Programmes (MISSP), which will serve as a comprehensive central database on social programmes and projects and evaluations initiated in the social sector;
14. Assessment of new projects and programmes (above a specified band of estimated expenditure) to ensure that M&E is embedded into the design;

15. Establishment of a repository of evaluation findings in the social sector; and
16. Development of a skills bank of evaluation consultants available to social sector Ministries/ Departments.

ACHIEVEMENTS

Rapid Assessments have been completed for the under mentioned programmes/initiatives:

1. Marabella Family Crisis Centre
2. Childline, Trinidad and Tobago
3. Loveuntil Foundation
4. Liveline Trinidad and Tobago
5. Serenity Place
6. South AIDS Support
7. Persons Associated with Visual Impairment (PAVI)
8. Trinidad and Tobago Red Cross Society

HIV/AIDS COORDINATING UNIT

DESCRIPTION

The Government of Trinidad and Tobago according to Cabinet Minute No: 232 of January 26th, 2006 agreed to employ HIV/AIDS Coordinators in the Secretariat of The National AIDS Coordinating Committee, (NACC) Office of The Prime Minister for assignment to a number of Ministries/Departments (including The Ministry of the People and Social Development) in order to strengthen the implementation and coordinating capacity of HIV/AIDS related activities. The Nation's expanded response to the HIV/AIDS epidemic is articulated in the draft National Strategic Plan (NSP) 2013-2018,

ROLES AND FUNCTIONS

1. Establishing an AIDS Co-ordinating unit and mainstreaming HIV/AIDS within the Ministry;
2. Developing an HIV action plan for the Ministry in accordance with the strategic priority areas articulated in the NSP;
3. Facilitating the Development of Information, Education and communication (IEC) Material and other Behaviour Change Communication (BCC) strategies on HIV/AIDS;
4. Coordinating programmes for the delivery of HIV and AIDS education services;
5. The management, monitoring and implementation of HIV response activities in accordance with the Ministry's sector plan;
6. Conducting surveys to assess the Knowledge, Attitudes, Behaviour and Perception of persons on HIV issues;
7. To participate in the design of HIV research activities and monitoring and evaluation of results;
8. The use of evaluated research information to assist in the development of social action plans;
9. The development of an HIV/AIDS Workplace Policy document;
10. The promotion of opportunities for mainstreaming advocacy efforts on HIV and AIDS among staff as well as among the Ministry's stake-holders.

ACHIEVEMENTS

1. Development of an HIV Workplace Policy (2011) in collaboration with the HIV multidisciplinary committee;
2. The wide dissemination of Information, Education and Communication and Behaviour Change Communication materials designed by the unit was continued;
3. Community outreach knowledge fairs, in collaboration with key stake holders, were executed;
4. The continued promotion of a Voluntary Counselling and Testing (VCT) drive for staff facilitated by the Family Planning Association (FPA);
5. Continued sensitizing of out of school youths on HIV issues via 4th annual competitive HIV Quiz;
6. Successfully executed the commemoration of World AIDS day 2011 in collaboration with a multi-sectoral team, including the National AIDS Coordinating Committee.

7. The annual commemoration of International Women's Day with a focus on HIV issues was held in March 2012. Approximately 100 staff members from various Divisions of the Ministry were in attendance;
8. Conducted ongoing HIV Sensitisation Workshops for MPSD staff on the theme: "Mainstreaming" HIV/AIDS in the Work Place";
9. Specialised Training Programme for Ministry's social workers and customer service representatives facilitated by Trinidad and Tobago Health Training Center (TTHTC) was held in September 2012;
10. Two (2) VCT Drives were held to commemorate International Women's Day and Father's Day. Arrangements were made with the Family Planning Association (FPA) for staff members to know their HIV status;
11. Six (6) Community Mobilisation Fairs were executed in collaboration with key stakeholders throughout Trinidad; and
12. In an effort to address the psycho-social needs of the residents of the Cyril Ross Nursery, the HIV Unit in collaboration with the Nursery implemented its holistic Life Skills Programme for teenagers living with HIV.

CORPORATE OBJECTIVE 8 – Improve Performance

To achieve high performance, customer focused organisation that meets its operational strategic objectives in an efficient and effective way

DIVISIONS/UNITS

- ❖ main-Peoples' Issues Resolution Coordinating Unit
- ❖ Corporate Communications and Education Unit
 - ❖ Decentralisation Support Unit
 - ❖ Human Resource Division
 - ❖ Project Implementation Unit
- ❖ Information Technology Division

main-PEOPLES' ISSUES RESOLUTION COORDINATING UNIT

DESCRIPTION

The main-Peoples' Issues Resolution Coordinating Unit (m-PIRCU) is one aspect of the Ministry of the People implemented as an 'item for action' that arose from the 'Prosperity For All' Manifesto 2010. The People's arm of the Ministry seeks to facilitate a bottom-up and participative approach to governance where the national developmental agenda is informed by the needs of citizens. As such, the m-PIRCU seeks to change the face of customer service for the citizens of Trinidad and Tobago. The Unit commenced operation in September 2010 and functions with the understanding that "there is no wrong door policy" and that all complaints should be taken regardless of its origin.

The Unit ensures that the needs of citizens are better analyzed and meaningfully catered through:

- The provision of secretariat and other support services, in particular, coordinating functions to the Inter-Ministerial People's Issues Resolution Committee (IMPIRC);
- Efficient customer service which involves receiving citizens' complaints and providing feedback;
- Acting as a clearinghouse for issues received from other Ministries and Government agencies;
- Liaison with relevant Ministries, Government agencies and other stakeholders in ensuring the resolution of complaints;
- Intelligence gathering in communities as a means of being proactive in anticipating problems and responding to the needs of citizens;
- Identifying bottlenecks and making necessary recommendations to resolve; and
- Strengthening the responsive capacity of Parliamentary representatives by strengthening their constituency offices and establishing a link with the Ministry of the People.

ACHIEVEMENTS

1. A formalised feedback system for People's Issues was developed and submitted to members of the Inter-Ministerial Committee.
2. Coordinated the People's Bridge of Hope Holiday Cheer Initiative in November/December 2011 in collaboration with the Offices of Members of Parliament. A total of 7 events were held during which **615 healthy food hampers**, as well as **205 wheel chairs** were distributed. Under this initiative 15 persons from each of the 41 constituencies across Trinidad and Tobago who were aged, differently-abled or underprivileged received support.

3. Facilitated and hosted two (2) training sessions in January 2012 for representatives from the Offices of Members of Parliament on how to properly conduct the Means Test for the distribution of Temporary Food Cards.
4. Launch of the People's Bus in June 2012. The Bus is outfitted with computerised equipment and other accessories, including a hydraulic ramp for use by the disabled community. The Peoples' Issues Resolution Unit has overall responsibility for taking the bus to various locations throughout the country. This initiative is part of the Ministry's plans to intensify its Direct Impact/Effect Outreach Programmes and is in keeping with Government's promise to decentralise social services.
5. Launch of the People's Issues Hotline (800-4PPL).
6. The Unit continued to facilitate the execution of the Direct Effect Initiative which encourages client engagement and door to door communication by the Honourable Minister. During the period October 2011- September 2012, the Direct Effect Initiative was conducted in the following areas: Edinburgh 500; Sea Lots (2 visits); Bagatelle/Diego Martin; Maloney; Beetham Estate; John John, Laventille; Carlsen Field and Cashew Gardens Caroni; Windsor Park; Rivulet Road; Calcutta Settlement; Dow Village; Indian Trail; Basta Hall Village; Beaucarro Village; Uquire Road, Milton Village and McBean in Couva South; Moruga/Tableland – communities located in Barrackpore; Cottage meetings were conducted in John John, Laventille, to present resolutions to residents. Other areas visited included: Freeport; Preysal; Carenage; Rousillac; La Brea; Chickland/Caparo; Waterloo; Davis St. Arouca; Arena/Todds Road; Waterhole, Cocorite; Carlsen Field and Grand Couva.
7. The Poverty Reduction through Empowerment Social Strategies (PRESS on) initiative was launched at the Basketball Court, Lady Hochoy Circular Road, Cocorite on Friday, September 14th, 2012. The project is similar to the Direct Impact, however, it is implemented via a number of components including: From Welfare to Work, Education Support, Food Security, Youth Engagement, Community-based Micro Enterprise, Civil Society Engagement, Promotion of Positive Lifestyles and Youth and No Crime. Persons were able to benefit by gathering information on various government services including those offered by the MPSD. Further, they were able to access training and employment opportunities from various Government agencies and Ministries. There is continued follow-up with the community to ensure further assistance with identified projects.

CORPORATE COMMUNICATIONS AND EDUCATION UNIT

DESCRIPTION

This Division's mandate is to add value to the Ministry's corporate image through the creative and judicious use of Communications and Public Relations Strategies that increase awareness of the Ministry's programmes and achievements among its internal and external public and to inform and educate the Ministry's clients about its policies, programmes, services and activities utilising a range of communications channels.

The Goals of the Unit are to:

1. Build and maintain a positive image and reputation for the Ministry;
2. Ensure that the Ministry's strategic stakeholder groups can receive and can access information about its services and programmes;
3. Contribute to the development of caring, responsible citizens through the promotion and reinforcement of positive attitudes and behaviours towards all aspects of family and societal life; and
4. Support a culture of effective two-way communication between the Ministry and its employees.

ROLES AND FUNCTIONS

1. To develop and execute related communication plans in the context of the wider National Communications Strategy of the Public Sector.
2. To develop and execute programmes geared toward educating the public and disseminating information about the Ministry and its work.
3. To establish communications networks with the Ministries within the social sector to keep the Ministry informed of ongoing initiatives;
4. To establish formal and informal communication networks with critical external agencies including the media;
5. To provide protocol and other public relations services for the Minister;
6. To prepare periodic administrative and progress reports;
7. To participate in planning, coordinating and organizing public consultations, conferences, seminars, workshops and similar special events;
8. To liaise with the media and Information Division to arrange for media coverage of events.

ACHIEVEMENTS

A. PLANNED AND IMPLEMENTED:

Direct Impact Outreach programmes of the Ministry continued throughout the year offering the existing programmes and services directly to the people of Trinidad and Tobago. One of the most successful Direct Impacts was at Cocorite where over 400 persons attended and accessed our programmes and services. Residents were also able to access employment from Amalgamated Security and Ministry of National Security where persons were interviewed to become eligible for employment. The success of the Cocorite Direct Impact was mainly due to the launch of the Ministry's Youth initiative entitled 'PRESS On' Poverty Reduction through Empowerment Social Strategies. The main objective of this project was to target the youth in at risk areas to educate and empower them to "PRESS On" regardless of their circumstances. The Institute of Broadcasting Careers (IBC) was invited to do a demo of deejaying and interested youths were interviewed with the chance of obtaining a scholarship to pursue a career at IBC. Fifty (50) people were interviewed and ten (10) scholarships were offered through IBC. Five (5) persons of the Cocorite area successfully completed the programme.

SOCA (Social Outreaches in Coastal Areas) was held in Mayaro. Over 200 persons were present at the beach clean-up exercise that started at 6am. The day's activities included the clean-up of fourteen miles of beach from Plaisance to Newlands Village. Officers from Targeted Conditional Cash Transfer Programme (TCCTP), Social Welfare and URP Social were present to provide assistance to the residents.

B. PLANNED AND COORDINATED:

- **Staff Convention** theme "Celebrate You, Me, Us" was an event that highlighted the achievement of the Ministry's plans for 2012. The entire staff of the Ministry was invited. The Ministry created an ambience which encouraged staff to mix and mingle with other Units/Divisions to learn about their programmes and services. Approximately 850 members of staff were present at the Centre of Excellence, Macoya.
- **Heads Retreat** entitled "Mustering the Team". It addressed the psychological/emotional side of change; to build and support healthy working relationships among Heads and to reinforce essentials of leadership.
- **UNESCO MOST (Management of Social Transformation) Regional Forum of Ministers of Social and Sustainable Development of the Caribbean.** The theme: "Promoting Equity and Social Inclusion: Pathways to Prosperity for All". Corporate Communications was involved at the start of the planning stage and was responsible for travel arrangements for UNESCO representatives, protocol, transport, venue selection, hotel coordination, tours, graphics, printing,

corporate gifts, and conference materials, invitations, delegates welcome dinner, opening and closing ceremonies.

- ***Music Festival for the Disabled:*** The Ministry of the People and Social Development in collaboration with Consortium of Disabled Organisations (CODO) and the University of Trinidad and Tobago, hosted a Musical Festival entitled “We’re Trini Too” at the National Academy for Performing Arts. This was a part of the Commemoration of the 50th Anniversary of Trinidad and Tobago.
- ***Corporate Communications & Education Unit Retreat:*** This Retreat focused on media relations, crisis management, protocol, team building, photography and health and fitness.
- ***Rapid Assessment Centre:*** An initiative in response to the plight of hundreds of persons who were adversely affected by natural disasters in the Diego Martin region and surrounding areas. Approximately one hundred persons (100) were assisted by the Ministry’s team and accessed various forms of assistance This included hampers, grants for house repairs, household items and school uniform.

C. COMMUNICATION/MEDIA CAMPAIGNS:

- Promoting Employment of the Disabled
- Senior Citizens’ Pension Finance Bill
- Direct Deposit: Roll out of pilot project in Sangre Grande
- NIB’s delay in delivery of Social Welfare cheques
- Amendments to Senior Citizens’ Pensions to avert potential crisis
- Direct Impact: Outreaches
- Multiple Cluster Indicator Survey (MICS)
- IAU’s Stakeholder Consultations to remove street dwellers.

D. SPEECHES FOR MINISTERS:

- Researched and prepared eighteen (18) speeches for the Ministers.

E. PRESS CONFERENCES:

Fifteen (15) Press Conferences were held in the Ministry. The purpose was to correct any negative publicity/misconceptions held by the public/media; keep the media up to date on the achievements of the Ministry; inform the media of any new programmes/services of the Ministry. Print and electronic media were invited.

F. ADVERTISING

The following advertisements were published.

Ministry of the People and Social Development Events	22 KYC (Keeping you Current Ads) i.e keeping the public up to date on the activities of the Ministry i.e. outreaches, launches and internal events
General Public	Religious and Holiday Advertisements
Closure of Offices	Public Notices
General Public	Freedom of Information Act, Uncashed Cheques
Social Displacement Unit/IAU	Pillar Stone Conversations, Birth paper Distribution, Stakeholder Consultations
Disability Affairs Unit	International Day of Persons with Disability, CODO Music Festival
Division of Ageing	Public Forums, Int. Day of Older Persons, Elder Abuse, DoA Walkathon, Seniors Parliament, Publications
Direct Impact/Effect	Advertisements, Banners, Publications, Promotional Items
m-PIRCU	Publications, Peoples' Bus Wrap Design, Bridge of Hope,
Disaster Response Unit	Publications, Promotional Items
Poverty Reduction Unit	Poverty Eradication Publications
TTCARD	Service Charter Publication, Newsletter, Services Publications, Ads

G. TRAINING:

Planned and coordinated “*Records and Payment Procedures*” training for Ministry’s staff. Representatives from each Unit/Division attended.

H. PROPOSALS:

- “PRESS On” Project to target, educate and empower youth in at-risk communities.
- Design and Implementation of a Community Exposition - Direct Impact Expo 2012
- Communication Plan and Budget for MICS (Multiple Indicator Cluster Survey 2012)
- Corporate Communications Retreat
- Terms of Reference for Conference Coordinator for UNESCO/MOST Regional Forum

I. PROMOTIONAL MATERIAL:

- Procured and distributed 50th Independence Anniversary Pins for all staff
- Procurement of branded tokens for outreaches, staff and corporate gifts
- Procured and distributed Executive Diaries to Executive Management and Heads.

J. SUPPORT AND ASSISTANCE TO OTHER UNITS/DIVISIONS:

- ***Disability Affairs Unit*** :Down Syndrome Family Network Media Launch; International Day for Persons with Disabilities – December 03rd ; Appointment of Social Ambassadors for persons with disabilities; Music Festival for Persons with Disabilities; Sod Turning ceremony for proposed National Development Centre for Persons with Disabilities at Carlsen Field, and Access T&T .
- ***Social Welfare:*** Opening of Rio Claro Social Welfare office; Direct Deposit Media campaign; NIB late payment of Senior Citizens Pension cheques; Amendments to Senior Citizens Pensions.
- ***Poverty Reduction Programme:*** International Day for the Eradication of Poverty 2012 (IPED) October 17th. Advertising of their Regional Mirco Project Fund and Micro-Enterprise Training and Development Grant
- ***HIV/Aids Coordinating Unit:*** World Aids Day (December 01); Observance of International Women’s Day March 08. Implementation of a holistic programme in collaboration with Cyril Ross Nursery, to address the psychosocial needs of young residents of the home through a Life Skills Programme for teenagers living with AIDS.
- ***Division of Ageing:*** World Elder Abuse Day and Public Open Forum for Older Persons and a Senior Citizens Cultural Pageant.
- ***Targeted Conditional Cash Transfer Programme (TCCTP):*** The development of TT Card Service Charter; TT Card Brochure, Rise Up Campaign; Personal Assessment Series Workbook (Human Development Unit).
- ***URP Social:*** Proposal for “Project Runway” construction of ramps for the disabled and elderly; Cerebral Palsy Programme MOMSD - Mentoring of Moms and Dads.
- ***Information Technology (IT):*** Provided information to IT on the Ministry’s events, programmes and services, and achievements to post on the Ministry’s website.
- ***IAU (Inter-Agency Unit):*** Two (2) Stakeholders Consultations on Street Dwellers held in Chaguanas and Port of Spain. Pillar Stone Conversations held at the Centre for Socially Displaced Persons (CSDP) Riverside Plaza, Port of Spain.
- **m-People Issues Resolution Coordinating Unit:** Launch of the People’s Bridge of Hope National Christmas Hamper distribution to Members of Parliament at the Penal Junior Secondary School, Penal.

DECENTRALISATION SUPPORT UNIT

DESCRIPTION

The Decentralisation Support Unit was established in October 2007 to design, develop, coordinate and implement the decentralisation process for the efficient delivery of social services in Trinidad and Tobago. Social services are delivered at the regional level by an integrated team of professionals providing the full range of interventions necessary to meet the needs of individuals and their communities.

The foundation of this approach is that:

- There will be a new management approach;
- The limited professional human capital to obtain the greatest impact will be utilised;
- A more integrated delivery of social services will be provided;
- There will be decision making at the Regional Level;
- There will be greater accountability on reporting on financial and operational performance through procedures, systems and processes;
- Civil Society Organizations such as Service Delivery Partners (SDPs) and the private sector will be utilised to deliver programmes and projects;
- ICT(Information Communication Technology)will be used for intake, case management, reporting and administration of social services delivery.

ROLES AND FUNCTIONS

The Unit is responsible for the following:

- Conducting on-going research to understand how the social sector Ministries operates;
- Conducting site visits to various Ministries, NGOs and other organisations to observe and collect data on relevant programmes and projects pertinent to the social issues in the communities;
- Assisting with the conduct of ongoing sensitisation of programmes on issues relating to decentralization;
- Planning and implementing public consultations on the system;
- Liaising with Monitoring and Evaluation Division of the Ministry of the People and Social Development to develop mechanisms for monitoring and evaluating the services delivered;
- All other relevant duties related to the development and implementation of the Plan for the Integration of the Delivery of Social Services.

ACHIEVEMENTS

- Developed an implementation schedule for the launch of the Pilot at the Sangre Grande Regional Social Services Office as well as the National roll-out of the Social Safety Net Reform Programme;
- Conducted a Gap Analysis of the Sangre Grande Regional Social Services Office and Rio Claro Regional Social Services Office;
- Processed the Re-engineering of Social Work Model for introduction into the Social Safety Net Reform Programme;
- Conducted a Customer Satisfaction Survey at Sangre Grande;
- Engaged in relief assessments for flood victims of the Sangre Grande Region;
- Utilised the Framework for the Decentralisation of the Delivery of Social Services as the foundation for the Social Safety Net Reform Programme;
- Staff of the Sangre Grande Regional Social Services Office provided client information services for a Direct Impact Outreach;
- Prepared a Presentation on the Strategy for Decentralisation – its underlying objectives and outcomes for the Minister of the People and Social Development

HUMAN RESOURCE DIVISION

DESCRIPTION

The role of the Human Resource Management Division (HRMD) is to support the achievement of people management elements of the Ministry's goal, by providing a strategic focus to people management issues, delivering high quality customer service and promoting good practice, providing timely and effective communication and information and contributing to the development of a performance culture.

The HRMD forms part of the wider human resource support within the Ministry and must therefore work in partnership with Units/Divisions to provide professional knowledge, advice and support on people management issues. Its primary responsibility is to assist staff in achieving the strategic goals of the Ministry within a safe, fair and equitable environment.

ROLES

1. Provide a support service and serve as Technical Advisers to line managers on issues such as recruitment, training and safety;
2. Define HR Policies that guarantee fair treatment of all employees, recognition of staff needs and democratic processes;
3. Serve an audit role ensuring that managerial decisions agree with the HR policies and are consistent across the organization;
4. Explore ways of improving employee satisfaction and productivity, and keep managers informed about changes in employment legislation;
5. Manage changing business processes brought about by a dynamic business environment, for example business restructures;
6. Provide an ethical and legal understanding of the frameworks required for managing people;
7. Senior HR Managers - provide strategic input into the decision making processes;
8. Build the "corporate wisdom" through staff development and managing HR Information Systems;
9. Assist the organization to be "customer focused" by aligning needs and requirements of the employees with those of the client.

FUNCTIONS

Human Resource Planning and Organizational Development

- HR Research
- Job Analysis/Descriptions/Specifications
- Job Evaluation

- Succession Planning
- HR Information System
- Acting Appointments/Transfers
- Leave Administration
- Contract Employment
- Short Listing
- Interviews
- Advertisements

Human Resource Development

- Career Planning
- Training Needs Analysis
- Training Design/Delivery
- Training Evaluation
- Management Development
- Orientation/Induction
- Training Administration and Delivery
- Performance/Potential Assessments
- Increment Administration
- Maintenance and Updating of Database on Performance Management

Employee Relations/Industrial Relations

- Grievance management
- Conciliation
- JNC Agreement Administration
- Employee Rewards and Recognition
- Industrial Safety
- Occupational Health/Wellness
- Employee Assistance Programme
- Pension Administration
- Retirement Counselling
- Non-Crisis Consultation

ACHIEVEMENTS

1. Processed the retirements of twelve (12) officers;
2. Processed increments for thirty-two (32) members of staff;
3. Processed contract gratuity for six (6) employees;

4. Periodic Staff reviews and completion of Annual Staff Reports via the Performance Management Appraisal System.

PROJECT IMPLEMENTATION UNIT

DESCRIPTION

Cabinet by Minute#1368 of June 5 1997 agreed to the establishment of a Project Implementation Unit (PIU) in the Ministry of the People and Social Development (MPSD). The Unit's mandate is to enhance the implementation process of programmes/projects of the Ministry of the People and Social Development (MPSD) consistent with Government's vision whilst ensuring customer satisfaction.

ROLES AND FUNCTIONS

The Unit's core functions include:

1. To ensure that the Ministry's projects are implemented on time, within budget and according to best practice;
2. To ensure that projects meet planning objectives;
3. To establish and approve contracts, inclusive of feasibility studies, for each project;
4. Liaising with Government, various agencies and consultants and maintenance of professional networks;
5. To coordinate, monitor and control the performance of various groups and the use of project resources to ensure that project activities are completed within the constraints of time and available resources.

The key deliverables include the following:

1. Preparation of Budget Estimates for PSIP Projects;
2. Preparation of project reports;
3. Preparation of project documents such as Terms of Reference (TOR) and Implementation Schedules;
4. Liaising with Contractors, Consultants and Government Agencies;
5. Tendering and Award of Contracts;
6. Managing/Contracting/Monitoring and Controlling Projects.

ACHIEVEMENTS

The PIU provided management and oversight over several projects geared towards improving the delivery of key social services during the period as follows:

Expansion of a Community - Based Telecentres Project:

- Completed and outfitted Telecentres located in Penal/ Debe, Couva, Princes Town, San Juan / Laventille. This included the upgrading of computer technology and equipment;
- Sourced a building for the La Brea Telecentre;

Establishment of Social Services Centre in Rio Claro:

- Selected a contractor for electrical works on the building;
- Completed refurbishment works and outfitting to the building;
- Revised the original scope of works as follows: -
 - ✓ To rewire & replace electrical outlets & light fixtures on Road Level (\$50k)
 - ✓ To refurbish - Basement 1 (\$35k) & Basement 2 (\$35k) inclusive of labour – (\$120k)
 - ✓ To replace Electrical equipment in Cubicles on 3 Floors – (\$10k)
 - ✓ To obtain Certificate for Completed Electrical Works –(\$6k)

Food Support Programme

- **Chaguanas:** Located building and awaiting approval from the Ministry of Housing - Property & Real Estate Services Division; completed estimate for cost to design and outfit offices - \$750,000.00
- **Point Fortin:** Site located and design brief received. Designed preliminary layout as per brief.
- **Penal:** Building located and awaiting approval from the Ministry of Housing - Property & Real Estate Services Division. Design brief receive. Estimated completion date: Nov 2012. Estimated cost for Design and Outfitting of offices - \$2,000,000.00. Purchased Office Furniture - \$5,590.00.
- **Couva:** Site located and awaiting design brief of the staffing requirements. Temporary office containers installed at estimated cost of - \$30,000.00
- **San Fernando:** Purchased Office Furniture - \$5,590.00
- **Princes Town:** Purchased Office Furniture - \$3,600.00
- **Tunapuna:** Purchased Office Furniture - \$5,850.00
- **Head Office:** Purchased Office Furniture - \$ 25,650.00 Purchased Office Equipment - \$ 686,976.17; Vehicles: Vehicles purchased; Estimated delivery date: 16th October, 2012.

Computerisation of Social Welfare Division:

- Received and installed workstations for Social Welfare St. George West, and Social Welfare Local Boards.

Work continued towards the upgrading of facilities utilised for the rehabilitating and housing of social offenders with the following:

Establishment of a Substance Abuse Rehabilitation Facility at Piparo:

- Selection of three (3) contractors for the upgrade of the Kitchen at the Facility as follows:
 - ✓ EnMaSCO Limited - to demolish and upgrade plumbing, electrical, painting and repairs to the grease trap in the kitchen.
 - ✓ MECALFAB LTD - to customize and install a Walk-in Freezer.
 - ✓ Commercial Express - to supply equipment and furniture to the Centre.

Establishment of Social Displacement Centres:

New Horizons:

- Existing dormitories originally used for inmates have been reconfigured to accommodate staff;
- Maintenance work on the sewerage system at New Horizon completed by the contractor, Thermal Plus;
- Repaired and serviced generator;
- Scope of Works prepared for the Infrastructure Agreement with the National Petroleum Company to install a 1,000 gallon diesel storage tank, provided that certain conditions are met;
- Removed and replaced a 2" portable water line.

CSDP Riverside Plaza:

- Repaired water lines and completed electrical repairs and replacements.

Establishment of an Anti-Crime, Ex-Prisoners In-Transit Rehabilitation, Reintegration and Delinquency Treatment Centre (Vision on Mission):

- A contractor was selected by Vision on Mission to complete the planned works for 2012, the contract sum is \$2,450,865.41 and the contract date is January 2012 - July 2012.
- 80% of planned works for 2011/2012 have been completed.

Several projects which were undertaken with the aim of meeting the needs of the differently-abled and vulnerable in the society were advanced as follows:

DRETCHI Refurbishment and Reconfiguration:

- onstruction of a Noise Attenuation Wall completed;
- Guard Booth designs submitted and awaiting design-approval. To develop cost estimates and request quotes for works;
- Architectural Brief re Phase II works have been submitted and are awaiting response

Establishment of a National Development Centre for Persons with Disabilities:

- Contractor was selected and contract signed;
- Conceptual designs for the NDCPD presented to the Steering Committee of the MPSD and CISL;
- The Commissioner of State Lands granted permission to the Ministry of the People and Social Development to commence developmental works.

Toco Home for Senior Citizens:

- A contractor was selected, and demolition and mobilization of works commenced at an estimated cost of \$250,154.15;
- As at September 2012, 85% of works were completed.

Decentralization of Social Services:

- Additional work to Tunapuna Social Services Centre (TSSC) which included adjustments to the A/C system, joinery work, installation of a temporary IT Network, installation of safety railings and emergency push doors, disassembling and reassembling of workstations and replacement of existing mobile filing unit;
- Two Centres have been established and are operating at Tunapuna and Sangre Grande.

Trinidad and Tobago Blind Welfare Association

- Project Proposal for reconstruction and refurbishment of the Institute has been submitted.
- A Priority list was developed for the Project Phases.
- Phase I construction works completed:–

- ✓ Retaining wall,
- ✓ Security fencing
- ✓ Car park
- Architect/Consultant presented drawings/details for Phase 2.
- Tender documents completed.

INFORMATION TECHNOLOGY DIVISION

DESCRIPTION

The Information Technology (IT) Division is responsible for the development of a professional information technology infrastructure as well as the provision of client systems, business application services, IT planning and administration for the Ministry. The Information Technology Division is the backbone to the Ministry's communication activity and continues to play an integral role in the daily operations of its divisions.

ROLES AND FUNCTIONS

1. Develop and implement specific IT policies;
2. Prepare needs assessments for Divisions of the Ministry and procure the appropriate IT requirements;
3. Develop procedures for the acquisition of new hardware, software and peripheral equipment;
4. Organize and participate in the training of technical and support staff;
5. Establish Local Area Networks (LANs);
6. Provide User Support Facilities;
7. Establish and maintain a Website for the Ministry;
8. Provide Software Training;
9. Provide an Internet Research Facility;
10. Establish appropriate databases in collaboration with the various Technical Divisions;
11. Develop and implement a Management Information System (MIS);
12. Develop policies on IT Management and IT Organization Transformation and implement the same;
13. Procure Hardware Maintenance and Ongoing Services;
14. Co-ordinate the development and implementation of a Strategic Information Technology Plan for the Ministry.

ACHIEVEMENTS

The major projects undertaken by the Information Technology Department for fiscal 2012 were as follows:

Computerization of Social Welfare Division

This entailed the roll out of new system infrastructure and the implementation of additional and improved IT services to Social Welfare offices including the establishment of a Local Area Network (LAN) for each satellite office, the provision of the telecom infrastructure for a PBX system and the development of a National Social Welfare Database. Approximately 200 computers were procured to

be distributed to Social Welfare Offices. Additionally, the Point Fortin Social Welfare Office was prepared for integration into the MPSD domain.

IT Service Desk Service

The IT Service Desk continued to receive and troubleshoot technical issues experienced by users within the Ministry. This enabled users to obtain a more speedy resolution to their issues and improve the efficiency and effectiveness of internal and external communications.

IT Service Desk software, HelpStar 2012, was procured to assist in facilitating efficiency and accountability in service delivery, as well as to maintain ICT Asset Inventory.

Ministry ID Badges

The Information Technology Department continued to supply ID Cards/Badges for all staff members and On-the-Job Trainees within the Ministry. A new ID Badge Printer – Fargo HDP 5000 – along with ISO Proximity Cards were purchased to produce quality prints and to increase security.

Managed Application Portfolio

The Ministry continued to use a combination of Microsoft and third party specialized software products to meet the business requirements of the organization. These tools were installed, configured and maintained by the Information Technology Department and updated to ensure compliance with the Ministry's standards. These products are highlighted below:

Productivity tools

1. Upgrade to MS Office 2010
2. MS Project 2010
3. MS Visio 2010
4. MS Office Suite 2010
5. Adobe PDF Reader 10.0

Email Services tools and Software:

1. Microsoft Exchange Server 2010 SP 1

Security Software/Services

1. Replacement of McAfee by Symantec
2. Comodo SSL Wildcard Certificates
3. GFI Endpoint Security
4. MS Forefront Threat Management Gateway 2010
5. SonicWall Network Security Appliance

Specialized software

1. Adobe Creative Suite 6

Enterprise Development Tools and Software programs

1. Microsoft SQL Server 2008
2. Microsoft Windows Server 2008 R2 64 bit
3. Windows 7 Professional
4. Print Manager Plus

Database Projects

1. *Cheque to Bank Project*

For the fiscal period under review, the following were completed on the Cheque to Bank project:

- Database Development;
- Set up of data conversion centre;
- Recruitment of data entry staff;
- Set up of protocols with NIB and various banking institutions for the exchange of data;
- Entered and validated data for 64,000 Senior Citizens Pension files, 16,000 Disability Grant files and 16,000 Public Assistance files.

The collection and grouping of forms submitted by the public from regional offices continues.

2. *Social Safety Net (SSN)*

For the Social Safety Net (SSN) project, the single intake form, the development for the technical requirements for the Biometric Smart Card Solution and the development of an IT Procurement plan were completed. The development of the Social Services Management System is on-going.

3. *Customer Relationship Management System (CRM)*

With respect to the CRM System, the Information Technology Department worked alongside InfoTech to establish plans and to implement the configuration of the CRM Server.

Networking Projects

These projects are intended to upgrade and improve the networking facilities, infrastructure, telecommunications and services offered to clients. They create a robust and secure networking environment which fosters greater communication among all offices and provides easy access to data and information in a timely manner. Offices in receipt of improved networking capabilities were Couva Social Services, Piparo Empowerment Centre and New Horizons.

A new MPSD domain was established and thirteen (13) Divisions were integrated into the new IT infrastructure.

Broadband Internet Services were installed for the Piparo Empowerment Centre and the New Horizons facilities. Metro Ethernet (WAN) links were also procured to facilitate inter-connectivity amongst sites. A total of 19 sites as of 2012 have the WAN Links and integration of all remote offices into the MPSD domain is on-going.

Telephone and PBX

A reliable telecommunications system is required to allow efficient and cost-effective communication amongst staff in the Ministry and between staff and citizens. As such, during the fiscal under review, the Information Technology Department sought to improve communications within the Ministry by implementing a new PBX System. The procurement of devices, base installation and initial design of this system was completed.

In light of the communications problems encountered during the flooding disaster in Diego Martin during fiscal 2012, the Information Technology Department purchased mobile handsets from a new service provider, Digicel, due to their wider coverage area and service. Some were distributed to members of the Disaster Preparedness Teams. Additionally fifty-two (52) two-way radio communication systems which included forty-six (46) portable units, seven (7) mobile units and two (2) satellite phones were procured.

Web Development

The contract with Digital Business for the hosting of the Ministry's website was renewed and administrator training was provided for approximately seven (7) members of staff. On the Ministry's request, a special website was developed, updated and completed to host the UNESCO Management of Social Transformation Conference. An alternative solution to Digital Business' DotNetNuke Web Solution was sought and a new MPSD website, hosted by Drupal Gardens, was procured. The sites owned by the Ministry are as follows:

- www.most.gov.tt (MOST Conference Website)
- www2.mpsd.gov.tt (Main Website)

Procurement of ICT devices and consumables

The following devices were procured during fiscal 2012:

- Storage Devices: Memory keys, External Hard Drives;
- ICT devices: ID Badge Printer (Fargo HDP 5000), Switches, Servers, Computer Workstations, Blink On The Go devices, Digital Cameras, Projectors;
- Networking Equipment: Label Printers and accessories, Bar Code Scanner, patch cables, Toner and probe Kits;
- Consumables: Printer Toners, Printer Cables, PVC Cards.

ACHIEVEMENTS (SPECIAL PROJECTS)

a) Social Sector Data Centre/Storage Area Network

This project is being implemented to create a single Data Management System for the core case management processing needs of the various divisions under the Ministry of the People and Social Development. For fiscal 2012, the Project base was relocated from the 1st Floor Nahous Building to 3rd Floor CL Building. The Electrical Work necessary for the operation of the Data Centre was completed. The SAN Solution hardware and Software were procured,

along with additional servers and switches. The Metro Ethernet Connections were procured to collect information from remote sites to be stored in the Data Centre, and to establish a dedicated WAN managed and maintained by MPSD.

b) *Project ISEMS*

Project ISEMS is a Business Transformation and modernization project based and built upon well proven Enterprise Resource Planning (ERP) technologies and the Social Enterprise Management (SEM) best practice. Research has shown that this is the first attempt at a Social Enterprise Management System in the Caribbean.

For fiscal 2012, the procurement initiatives for Integrated Social Enterprise Management System (ISEMS) were completed. Approximately 200 workstations, 10 servers and 20 switches were purchased for this project.

c) *Enterprise Content Management Solution (OnBase)*

The implementation of this solution allowed for proper tracking of files to be implemented in the Central Registry. For fiscal 2012, the reconfiguration of the OnBase Project was planned together with the Registry Division. This project is still in the development phase and as such is on-going.

OTHER CAPACITY BUILDING AND INSTITUTIONAL STRENGTHENING ACTIVITIES

- ❖ Training and Development
- ❖ Participation and Attendance at Local, Regional and International Conferences
 - ❖ Staff Training/Workshops
 - ❖ Committees
- ❖ Future Plans and Projects (Fiscal 2013)

TRAINING AND DEVELOPMENT

The Ministry of the People and Social Development's overall goal is ensuring the effective functioning of the social sector towards improving and empowering the lives of citizens in the nation, particularly those most at risk. As part of ensuring that the Ministry fulfils its responsibility, especially in the key areas of social sector research; social sector planning and policy development; delivery of social services and the monitoring and evaluation of outcomes, it is important for public officers in the various Division/Units of the Ministry to attend conferences, meetings, workshops/seminars and undergo training and development continuously.

For the Fiscal 2011/2012, a number of conferences, local and foreign, were attended by officers from the Ministry. These conferences were aligned to the Ministry's Corporate Objectives and focused on several areas such as substance abuse prevention and treatment, HIV/AIDS. Members of staff also participated in regular training and development events/exercises in a vast number of areas to ensure that sustainable social development is achieved.

PARTICIPATION AND ATTENDANCE AT LOCAL, REGIONAL AND INTERNATIONAL CONFERENCES

- Healthy and Active Ageing Workshop in Barbados;
- 3rd Regional Intergovernmental Conference on Ageing in Latin America and the Caribbean in San Jose, Costa Rica;
- International Invited Symposium on Age Friendly Rural and Remote Communities in Winnipeg, Manitoba, Canada;
- International Social Work Conference in Sweden;
- *“From Victims to Victors” – Building an Independent Self* - hosted by the Victim and Witness Support Unit, Trinidad and Tobago Police Service - Hyatt Regency Hotel, Trinidad;
- Caribbean Investment Forum (CIF) - hosted by the Ministry of Trade and Industry - Hilton Trinidad and Conference Centre;
- 2nd UNESCO MOST Forum of Ministers of Social and Sustainable Development of the Caribbean – hosted by the Ministry of People and Social Development-Hilton Trinidad and Conference Centre;
- International Women’s Day Conference hosted by the HIV Unit, MPSD-City Hall, Port of Spain;
- Forum to discuss support initiatives for women who lost husbands and sons to violence - hosted by the Women’s Institute for Alternative Development (WINAD).

STAFF TRAINING/WORKSHOPS

Staff from the various divisions of the Ministry participated in the following training courses/workshops for fiscal 2012:

- Bridging the Gap: Understanding Intergenerational Differences in the Workplace – Hosted by Business Development Company in conjunction with Republic Bank and attended by Senior Officers in the Division of Ageing;
- Caribbean Institute on Alcoholism and other Drug Problems (CARIAD) training (Basic) on ‘Substance Abuse Prevention and Techniques’;
- International Conference on Gangs, Violence and Governance – UWI;
- Accounts Receivable Management Training Workshop;
- Mediation Skills Training – hosted by the Dispute Resolution Centre;
- Annual Training and Conference of the National Association of Blacks in Criminal Justice
- “How to Establish and Consolidate a Drug Treatment Court in the Caribbean, A Team Effort”;
- Toxic People, Toxic Workplace – hosted by the Dispute Resolution Centre;
- Providing Victim Support through Counselling – T&T Police Service, Victim and Witness Support Unit;

- Workshop on “Leading with Emotional Intelligence”;
- Drug Treatment Court Study Visit in Canada;
- Parole and Correction Study Visit in Canada;
- Workshop on Motivational Interviewing;
- Statistical Package for the Social Sciences (SPSS) software training;
- Understanding Adherence to and the Effect of Treatment and Promoting Nutrition and Healthy Eating Habits for Persons Living with HIV and AIDS;
- Social Displacement Stakeholder Consultation;
- “Project Restoration” Street Outreach Training;
- Parenting Programme hosted by the Port of Spain, Regional Social Human and Development Council;
- Customer Service Training;
- National Cyber Crime Valuation Workshop;
- Dynamics of Policy Development and Writing – Arthur Lok Jack Graduate School of Business, UWI;
- Stakeholder Consultation on the Formulation of a National Youth Volunteerism Policy
- Symposium – URP Social Strategic Plan – presented by Business Strategies Ltd., Crowne Plaza, Port of Spain.

COMMITTEES/MEETINGS

Internal

Inter-Ministerial

- Committee for the Operationalization of the Para-Transit Unit for the Elderly and Disabled Mobile Shuttle (ELDAMO);
- Inter-Ministerial Committee for the National Strategic Plan for Child Development – to facilitate communication and collaboration among Ministries on the goals outlined in the National Strategic Plan for Child Development 2012-2016.

Cabinet-appointed

- World Food Day National Committee;
- Inter-Ministerial People’s Issues Resolution Committee;
- Inter-Ministerial Social Policy Committee;
- Inter-Ministerial Research Council (IMRC) – to coordinate all social sector research;
- Regional Social Human and Development Council;
- National Development Centre for Persons with Disabilities Steering Committee.

Ministry appointed

- Ministerial Committee to oversee the construction of a Home for the elderly in Tobago;
- Social Safety Net Reform Programme Committee – to implement the Investment Component and Technical Cooperation of the IDB Loan Agreement for Social Safety Net Reform;
- The Socially Displaced Persons Bill (Legal Unit);
- Persons with Disabilities Legislative Review Committee;
- Biometric Smart Card System (Legal Unit);
- Ministry of the People and Social Development HIV/AIDS Multi-Disciplinary Advisory Committee – to guide the MPSD’s frame for action, develop workplace policy and review and evaluate the MPSD’s mainstreaming processes;
- Clinical Assessment Committee;
- MPSD Disaster Response Team;
- Accommodations Committee;
- Occupational Safety and Health (OSH) Committee;
- Social Sector Investment Programme (SSIP) Team – to prepare the annual SSIP document;
- Social Safety Net Reform Programme -Investment Component/Technical Cooperation (ICTC)Sub Team;
- Customer Service Charter for the TCCTP;
- In-House Customer Service Task Force;
- Committee re Establishment and Construction of Children’s Facility, Tobago;
- Transitioning of Community Care Programme from Ministry of Health to MPSD;
- Public Sector Investment Programme (PSIP);
- Survey of Living Conditions;
- Poverty Task Force;
- Permanent Secretary’s Tenders Committee;
- Volunteerism Committee.

Ad-Hoc

- Nexus Committee – to foster a synergistic relationship between the research, policy and monitoring and evaluation departments of the MPSD towards improving the effectiveness of service delivery options;
- 2nd UNESCO MOST Forum of Ministers of Social and Sustainable Development for the Caribbean Planning Committee – to plan and execute the Forum hosted for Regional Ministers;
- Meeting with the Food and Agriculture Organisation to determine the possibility of future collaborations between the MPSD and the FAO to treat with the issue of reducing hunger nationally.

External

- National Emergency Operating Centre at the Organization of Disaster Preparedness Management (ODPM);

- Drug Treatment Court;
- Committee for Accessibility to the Built Environment. Chaired by the Trinidad and Tobago Bureau of Standards with membership from various stakeholders. The objective - to develop Accessibility Codes for Trinidad and Tobago;
- Multi-Sectoral Committee to implement the Rio Declaration on the Social Determinants of Health – to develop a national action plan and strategies to address social determinants that impact health inequalities;
- Criminal Injuries Compensation Board;
- Legal Aid and Advisory Authority Board;
- International Conference on Population Development – to develop a National Population Policy;
- Steering Committee for Action Against Discrimination and Sexual Harassment in the Workplace;
- United Nations Development Programme (UNDP) Small Grants Programme;
- Making Life Important (MLI) Project;
- Hoops of Life;
- Open Government Partnership – to report on action taken by the MPSD on Open Governance;
- Citizens’ Security Programme: Steering Committee;
- Multi-Sectoral Committee to review the National Youth Council of Trinidad and Tobago
- ILO 44-Tripartite Committee;
- HIV/AIDS Advocacy and Sustainability Centre Advisory Board;
- National Policy on Gender and Development in Trinidad and Tobago – to review and finalize the National Policy;
- UWI Youth at Risk Committee – Stakeholder Meeting.

FUTURE PLANS AND PROJECTS (FISCAL 2013)

The Ministry of the People and Social Development made significant progress in achieving its mandate for the fiscal 2011/2012. However, a considerable amount remains to be accomplished in key areas. The following are some major plans and projects for fiscal 2012-2013:

- Conduct collaborative workshops with all agencies involved in social service delivery in Couva/Tabaquite/Talparo Regional Corporation;
- Conduct Empowerment workshop for women in the Couva/Tabaquite/Talparo Region;
- Conduct of Health Fairs for the vulnerable in the communities of Couva/Tabaquite/Talparo in the provision of health care and awareness of methods to maintain healthy lifestyles;
- Host the Couva Social Services Centre (CSSC) Annual Vacation Camp;
- Promote the work of the CSSC via publication of a semi-annual newsletter and other promotional items;
- Open Public Forum for Older Persons in Tobago - November, 2012;
- Salutations to Centenarians Programme as part of the Public Forum in Tobago – November 2012;
- Inaugural Seniors Cultural Pageant of Trinidad and Tobago - January , 2013;
- Conduct of Retirement Planning Seminars (three 2-day seminars) for Public Officers – March and May, 2013;
- Open Public Forum for Older Persons in Brazil - March, 2013;
- Human Rights and the Elderly (1st in a planned series of three Legal Seminars) at Centre of Excellence in Macoya - March, 2013;
- Conduct of Survey Register of Homes for the Aged and Care Facilities in Trinidad between February to March, 2013;
- Human Rights and the Elderly (2nd Seminar in planned series of three) to be held at Magdalena Grand in Tobago - May, 2013;
- Conduct of Survey Register of Homes for the Aged in Tobago - May, 2013;
- Health Fair and Sensitization walk to be held in Commemoration of World Elder Abuse Awareness Day – June, 2013;
- Retirees Soiree for Officers in the Ministry - July, 2013;
- Human Rights and the Elderly (last instalment in planned series of three) to be held in South Trinidad -July 2013;
- National Plan of Action on Ageing Stakeholder Workshops and Consultations - July, 2013;
- Third Annual Senior Citizens Parliament of Trinidad and Tobago – August, 2013;
- Caribbean Senior Games - September, 2013;
- Development of Regional/Community Poverty Profiles. Profiles to be piloted in two (2) municipalities with the intention of undertaking a total of 15 (14 in Trinidad and 1 in Tobago);
- Establishment of Satellite Telecentres in regions across the country. Hours of operation of existing Telecentres to be increased;
- Survey of Living Conditions to be conducted;
- Roll out of the development of the National Poverty Reduction Strategy in collaboration with UNDP;

- Complete construction works and formally open the National Development Centre for Persons with Disabilities;
- Complete refurbishment work of the Vision on Mission anti-crime, ex-prisoners in-transit rehabilitation, reintegration and delinquency treatment Centre – July 2013;
- Complete Phase II redevelopment and refurbishment works (construction, electrical, plumbing and signage) at the Diagnostic, Research, Educational and Therapeutic Centre for the Hearing Impaired (DRETCHI);
- Begin implementation of Phase II works (design, construct, equip) for the Trinidad and Tobago Blind Welfare Association;
- Outfitting of offices for the TCCTP Programme in Chaguanas, Point Fortin, Couva and Penal;
- Implement Integrated Social Enterprise Management System (ISEMS) for more effective management of Social Sciences;
- Upgrade office facilities at Rio Claro and Couva Social Services Centre;
- Complete refurbishment works at CSDP – Riverside Plaza for use as a Reintegration Centre in POS;
- To design and construct Governance Centres in Guayaguayare, Icacos and Toco;
- Refurbish Queen Street facility earmarked for use as an Assessment Centre;
- Hosting of ‘Caravan-type’ lunch time HIV educational lectures for staff of the MPSD;
- Compiling of HIV/AIDS related books, journals and magazines for the Ministry’s Library;
- Continued Community penetration and on the spot counselling/referrals via the Ministry’s Direct Impact initiative (External Mainstreaming);
- Commemoration of World AIDS day in collaboration with key stakeholders;
- Voluntary Counselling and Testing (VCT) Promotional drive in collaboration with the Family Planning Association of Trinidad and Tobago (FPA) and Regional Health Corporations for Ministry’s staff;
- Host a launch, in collaboration with key stakeholders, of an HIV awareness initiative to sensitise youth;
- To launch applicable HIV awareness initiative geared to sensitise members of the disabled community;
- Use of local media stations (e.g. Synergy) to promote HIV awareness nationally;
- Use of local artistic talent (e.g. poetry) to increase awareness and promote attitudinal/behavioural change towards HIV;
- Sensitization of Divisions to the MSD HIV/AIDS policy in the workplace;
- Qualitative Research Project: To explore the Prevalence of HIV among adults 50-75 years in County St. George;
- Collaborative working relations with HIV Care Centres and Social Services to ensure equitable living conditions for clients;
- Host Appreciation Ceremony for Community Service Agencies;
- Establish a Probation Hostel;
- Establish Probation Training Centres;
- Establish a Probation Committee;
- Host Symposium on employment for persons with disabilities;
- Hold three Disability Awareness sensitization workshops;
- Hold consultation on Accessibility Codes for persons with Disabilities;

- Hold consultations to revise the National Policy on Persons with Disabilities;
- Commemorate International Day of Persons with Disabilities;
- Produce report on the restructuring of the Disability Affairs Unit;
- Launch Direct Deposit;
- Rapid Assessment of the International Society of Krishna Consciousness (ISKCON);
- Hosting of Monitoring and Evaluation 10th Anniversary Project (2003-2013) events
 - M&E Open House Day
 - M&E Logical Thing-To-Do-Workshop
 - M&E Ten Year Reunion Celebration
- Introduce a new system of grant payment – Biometric SMART Card;
- Introduce a Social Welfare reconciliation system;
- Improve Water supply to ten (10) communities;
- Provide House Wiring Assistance to one thousand two hundred (1,200) residential and community facilities;
- To provide Sanitary Plumbing Assistance for one thousand (1000) projects;
- To provide Minor House Repair Assistance for one thousand two hundred (1,200) projects;
- Establish Customer Relation Management System as part of the terms of reference for the main-PIRCU;
- Occupy PIRCU Regional Offices throughout Trinidad and Tobago;
- Continued collaboration with members of the Inter-Ministerial People Issues Resolution Committee (IMPIRC) to ensure establishment of their PIRCUs as per Cabinet's mandate;
- Continue the conduct of Customer Surveys to assist in realising the bottlenecks within Government Ministries;
- Conduct SWOT Analysis on all m-PIRCU Regional Offices in collaboration with the Poverty Reduction Unit and the RHSDCs to ensure that the Government's mandate is met;
- Establish Governance Service Centres for two rural areas;
- Completion, Launch and dissemination of MICS 4 Final Report;
- Launch Report of the Nationwide Study on the Effects of Gambling in Trinidad;
- Review and Launch of the Status of Males in Trinidad and Tobago Report;
- Reconvene the Inter-Ministerial Research Council;
- Proclamation of the Socially Displaced Persons Act;
- Expansion of the Continuum of Care for Socially Displaced Persons via the Establishment of a New Assessment Centre and Establishment of Transitional Living Accommodation;
- Provision of training in Geriatric Care for registered Caregivers of the URP Social programme;
- Provision of skills training courses for parents/guardians of persons with Cerebral Palsy;
- Cultivation of agricultural land at Carlsen Field via the URP Social;
- Host capacity building workshop for members of staff of the URP Social Programme;
- Media campaign for Deportee Stakeholders Consultation;
- Media campaign for URP;
- Design and publication of a magazine on the Ministry with emphasis on the programmes and services offered and achievements;
- Production of TV and radio ads for the Ministry;
- Sponsorship of radio programmes to promote the Ministry;

- Appearances of the Minister and Social Delivery Units on radio and TV to inform the public of the programmes and services offered by the Ministry and to deal with pending issues experienced by the public;
- Opening of the National Centre for Persons with Disabilities;
- Universal Access to the Public Assistance Grant by Children with a Disability;
- Introduction of Education Incentive tied to the Public Assistance Grant;
- Redefine the Term Public Assistance;
- Utilise available technology to eliminate time lags in service delivery to clients and improve reporting of problem areas within Regions;
- Introduce Revised Social Work Model to improve decentralised social service delivery;
- Proclamation of the Socially Displaced Persons Act;
- To launch, implement and coordinate RISE UP in all fifteen regions;
- To engage Community Based Organisations, Non-governmental Organisations and other Government Ministries to become stakeholders to drive the development aspect RISE-UP as it relates to the Family Intervention Network;
- In depth focus on the Eight (8) Pillars intervention and the fifty minimum conditions as it relates to RISE UP;
- Facilitate training in grow-box, hydroponics and agricultural technology to recipients of TCCTP;
- To facilitate several sessions of Life Skill Education to recipients of TCCTP at all fifteen regions;
- To develop a RISE UP questions and answer booklet;
- Drafting of memoranda of understanding with MUST, YTEPP and the GAPP Programmes;
- Planning for proposed career fairs throughout all fifteen regions;
- Development of new RISE UP tools and monitoring and evaluation instruments;
- Preparation of a National Disability awareness training proposal;
- Research and development of an employment screening instrument;
- Development of a quarterly RISE –UP magazine;
- Development of the TTCARD and RISE UP brochure;
- Development of an Operational Manual for RISE UP;
- Development of a Service Charter for the TCCTP;
- To coordinate a hamper distribution to facilitate all 41 constituency offices, by providing 100 Hampers to each office, so MP's are able to distribute to persons who are experiencing poverty;
- To increase the number of persons graduating off the TCCTP by 100%.

Legislative Plans

- Complete Legislative Policy on Persons with Disabilities;
- Develop Position Paper on Universal Pension.