

Ministry of Social Development and Family  
Services  
Annual Administrative Report  
2017/2018

## TABLE OF CONTENTS

|  |           |
|--|-----------|
| EXECUTIVE SUMMARY .....  | 4         |
| 1.0 THE STRATEGIC FRAMEWORK.....   | 6         |
| 2.0 ORGANISATIONAL STRUCTURE.....  | 8         |
| 3.0 FINANCIAL OPERATIONS .....   | 14        |
| 4.0 HUMAN RESOURCE DEVELOPMENT PLANS .....                                       | 16        |
| 5.0 PROCUREMENT PROCEDURES.....  | 19        |
| CORPORATE OBJECTIVE 1: Poverty Reduction.....                                    | 20        |
| <b>NATIONAL SOCIAL DEVELOPMENT PROGRAMME.....</b>                                | <b>21</b> |
| <b>SOCIAL WELFARE DIVISION.....</b>  | <b>23</b> |
| CORPORATE OBJECTIVE 2: Build Families.....                                       | 26        |
| <b>NATIONAL FAMILY SERVICES.....</b>   | <b>27</b> |
| <b>INTER-DISCIPLINARY CHILD DEVELOPMENT CENTRE .....</b>                         | <b>29</b> |
| CORPORATE OBJECTIVE 3 – Empower Persons with Disabilities .....                  | 30        |
| <b>DISABILITY AFFAIRS UNIT .....</b>   | <b>31</b> |
| CORPORATE OBJECTIVE 4 – Improve the Well-being of Older Persons .....            | 34        |
| <b>DIVISION OF AGEING .....</b>  | <b>35</b> |
| <b>RETIREES ADOLESCENT PARTNERSHIP PROGRAMME (RAPP) .....</b>                    | <b>40</b> |
| <b>GERIATRIC ADOLESCENT PARTNERSHIP PROGRAMME (GAPP)....</b>                     | <b>41</b> |
| CORPORATE OBJECTIVE 5 – Reduce the number of Socially Displaced Persons ....     | 42        |
| <b>SOCIAL DISPLACEMENT UNIT.....</b>   | <b>43</b> |
| <i>CORPORATE OBJECTIVE 6 – To reduce substance abuse in the population .....</i> | <i>45</i> |
| <b>PIPARO EMPOWERMENT CENTRE .....</b>   | <b>46</b> |
| CORPORATE OBJECTIVE 7 – Strengthen Planning and Development Systems.....         | 47        |
| <b>POLICY AND PROGRAMME PLANNING AND DEVELOPMENT<br/>DIVISION .....</b>          | <b>48</b> |
| <b>LEGAL UNIT.....</b>   | <b>62</b> |
| <b>HIV/AIDS COORDINATING UNIT .....</b>  | <b>64</b> |
| <b>MONITORING AND EVALUATION .....</b>   | <b>66</b> |

|   |           |
|---|-----------|
| CORPORATE OBJECTIVE 8 – Improve Performance .....                           | 69        |
| <b>CORPORATE COMMUNICATION AND EDUCATION UNIT .....</b>                     | <b>65</b> |
| <b>DEVELOPMENT SUPPORT UNIT .....</b>                                       | <b>73</b> |
| <b>PROJECT IMPLEMENTATION UNIT .....</b>                                    | <b>76</b> |
| <b>INFORMATION TECHNOLOGY DIVISION .....</b>                                | <b>78</b> |
| <b>NON-GOVERNMENTAL ORGANISATION (NGO) UNIT.....</b>                        | <b>81</b> |
| OTHER CAPACITY BUILDING AND INSTITUTIONAL STRENGTHENING<br>ACTIVITIES ..... | 85        |
| <b>TRAINING AND DEVELOPMENT .....</b>                                       | <b>86</b> |
| <b>COMMITTEES .....</b>   | <b>87</b> |
| TRAINING UNDERTAKEN DURING FISCAL PERIOD 2017/2018 .....                    | 89        |
| FUTURE PLANS AND PROJECTS (FISCAL 2019) .....                               | 90        |

## EXECUTIVE SUMMARY

The Annual Administrative Report 2017/2018 provides details on the achievements of the various Divisions and Units of the Ministry of Social Development and Family Services (MSDFS) over the fiscal period October 2017 to September 2018. It also provides information on the financial operations, human development plans, policies and development initiatives as well as other administrative functions within the MSDFS. Additionally, the Report provides information on the achievements of three of the organisations under the remit of the Ministry, the Blind Welfare Association, the Trinidad and Tobago Association for the Hearing Impaired and the Trinidad and Tobago Association for Retarded Children.

The Report's key areas of focus included:

### **Financial Assistance**

The total expenditure for fiscal 2018 was \$4,695,656,511.52; this represented a variance against the budgeted estimates of \$4,752,245,300.00. It is noteworthy that none of the grants and services, which benefitted the poor and vulnerable were affected. The National Social Development Programme completed 102 minor house repairs and entrepreneurial funding projects benefitting 336 persons at a cost of \$1,149,487.00. Funding for social welfare grants amounted to \$4,625,982,314.06.

### **Staff Rationalisation**

The Ministry had 169 vacant established contract positions and 220 filled positions of established staff during fiscal 2017/2018. The total staff complement for fiscal 2017/2018 was 509, where 220 were established positions, 79 were employed on a contractual arrangement and 210 were employed on a short term basis. During the fiscal 42 members of staff benefitted from training programmes and workshops hosted by other public and private sector organisations

### **Food Support**

The food support programme, which now falls under the purview of the Social Welfare Department, had a total of 24,327 beneficiaries, 6,433 of whom were new applicants, at a total cost of \$149,601,174.00.

### **Persons Living with Disabilities**

The draft National Policy on Persons with Disabilities was approved by the Cabinet of Trinidad and Tobago and subsequently, laid in Parliament as a Green paper in September 2018.

### **Street Dwellers**

For the fiscal, 135 street dwellers were provided with advice, referrals and counselling re shelter and rehabilitation services, 37 street dwellers were assisted with accessing rehabilitation and 17 public reports of persons living on the streets were addressed or investigated.

### **Older Persons**

With respect to the elderly, 47 persons were assessed for elderly relocation, 1 person was admitted into elder-care facility, 4 persons received counselling, 18 elderly persons were in special care facilities and 9 elderly persons were placed in private home.

A total of 30 persons benefitted from admission and care at the New Horizons Facility and 6 persons graduated to independent living.

### **Drug Rehabilitation**

Eleven (11) residents of the Piparo Empowerment Centre completed different courses through Ministry of Social Development and Family Services, PCS Nitrogen, MIC and UWI Open Campus. Four (4) persons successfully graduated from the Programme and 43 new residents were enrolled in the Centre.

## 1.0 THE STRATEGIC FRAMEWORK

### 1.1 Vision

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

### 1.2 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.

### 1.3 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.

### 1.4 Core Values

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

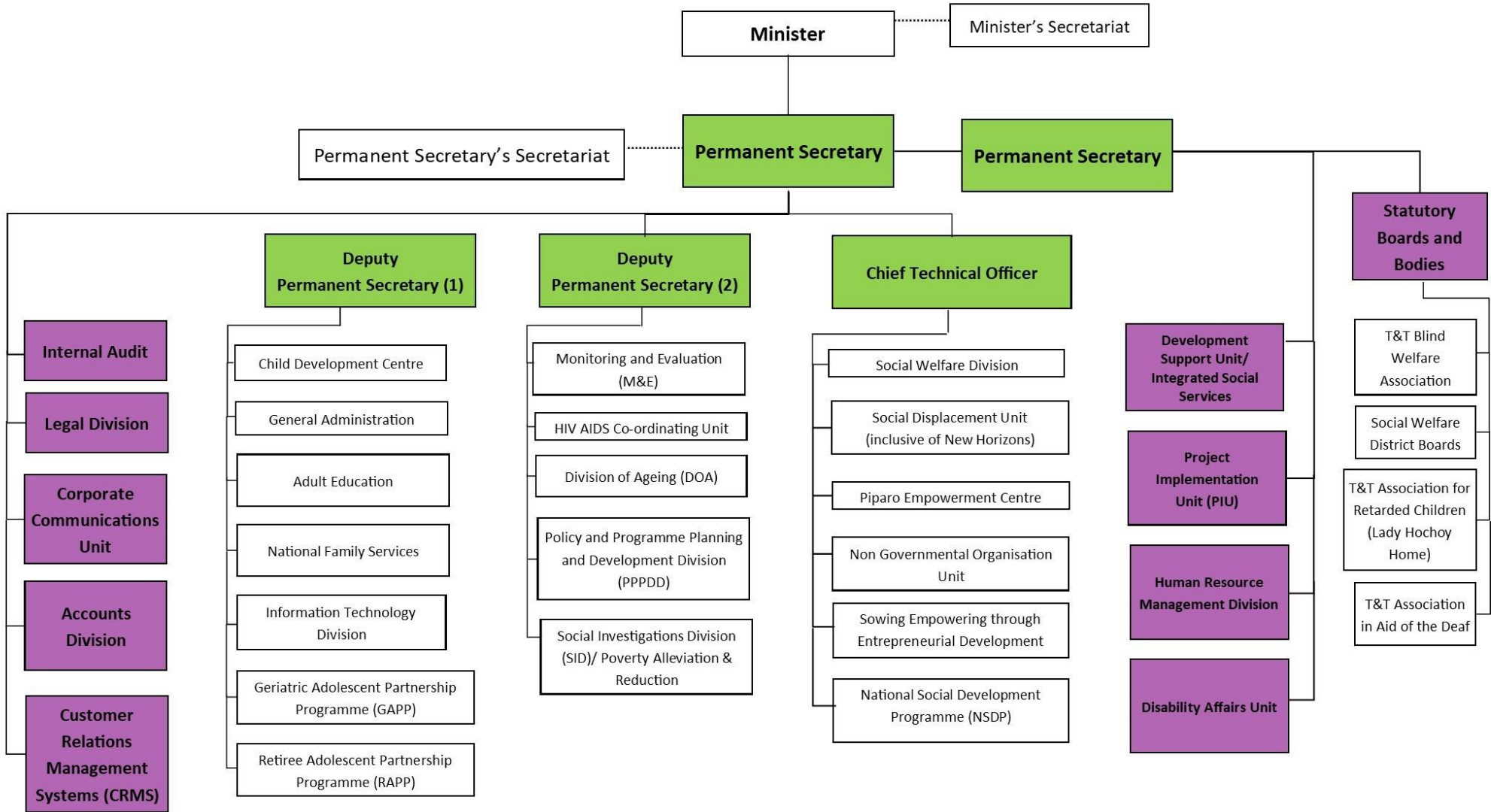
## **1.5 Corporate Objectives**

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.

## **1.6 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 programmes.
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.
10. Manage the process of transition from poverty to economic inclusion and self-sufficiency.

# 2.0 ORGANISATIONAL STRUCTURE





## 2.1 Heads of Divisions

| <b>Executive</b>           |   |
|----------------------------|---|
| Jacinta Bailey - Sobers    | Permanent Secretary   |
| Natasha Barrow             | Ag. Permanent Secretary   |
| Dennis Williams            | Ag. Deputy Permanent Secretary                                    |
| Vijay Gangapersad          | Ag. Chief Technical Officer                                       |
| <b>Heads of Divisions</b>  |   |
| Aileen Clarke              | Coordinator, HIV/AIDS Coordinating Unit                           |
| Alvin Dain                 | Manager, Information Technology Division                          |
| Michael Reid               | Ag. Director, Policy, Programme Planning and Development Division |
| Anne Marie Bissessar       | Accounting Executive I, Accounting Unit                           |
| Anne-Marie Quammie-Alleyne | Coordinator, Non-Governmental Organisation (NGO) Unit             |
| Anra Bobb                  | Project Coordinator, Geriatric Adolescent Partnership Programme   |
| Brenda McCree Hunte        | Coordinator, Retiree Adolescent Partnership Programme             |
| Carla McKie                | Ag. Internal Auditor II, Internal Audit                           |
| Dane Phillip               | National Director, National Social Development Programme          |
| Sonia Ria Williams         | Programme Officer II, Monitoring and Evaluation Division          |
| Dr Vinash Maraj            | Legal Officer II, Legal Division                                  |
| Dr Jennifer Rouse          | Director, Division of Ageing                                      |
| Natalie Walters            | Manager, Communications and Education Unit                        |
| Gopaul Dattoo              | Education Executive Facilitator                                   |
| Jessie Joseph              | Programme Director, Piparo Empowerment Centre                     |
| Judy Tacklalsingh          | Inter Disciplinary Child Development Centre                       |
| Lewin Mayers               | Coordinator, Development Support Unit                             |
| Lorraine Reyes-Borel       | Executive Director, Social Displacement Unit                      |
| Taramatie Samaroo          | Ag. Director, Human Resource Management Unit                      |
| Catherine Ferreira         | Senior Research Officer, Disability Affairs Unit                  |
| Nirmala Maharaj Sawh       | Ag. Senior Research Officer, Social Investigations Division       |
| Aidan Lubin Hewitt         | Administrative Officer V, General Administration                  |
| Troy Pollonais             | Ag. Deputy Director, Social Welfare Division                      |
| Vidya Pooransingh          | National Family Services  |

## 2.2 Organisational Profile

The new GoRTT articulated a vision of growth, development, social peace, economic stability, transformation and equity. The new Government further outlined a governance approach that is guided by ‘data-based, scientific, holistic and evidence driven, paying due attention at all times to the need for compassion, sensitivity and the respect for the rights and freedom of all citizens in all matter of state.’

The initiatives implemented by the MSDFS are further informed by the Government’s new shared development paradigm that focuses on “smart development goals”. The key development thrust continues to be inclusivity, sustainability and resiliency that will guide development through the seventeen (17) SDGs.

The MSDFS serves as the core social sector Ministry with responsibility for coordinating the implementation of initiatives for achieving Government’s social and human development objectives. Emphasis is placed particularly on developing and executing programmes that protect and assist vulnerable and marginalized groups in society in keeping with the Ministry’s mandate as outlined below.

1. To 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. To deliver social services and provide social support for vulnerable groups, towards sustainable enhancement of their well-being;
3. To facilitate networking, information and data gathering and dissemination within the social sector and with external agencies;
4. To make recommendations for the effective functioning of the social sector based on continuous assessment;
5. To facilitate the decentralization of the social services delivery system;
6. To develop systems, strategies and programmes to realize positive attitudes and behaviour in the citizenry;
7. To identify gaps and make recommendations for the drafting and amendment of legislation relevant to the sector;
8. To foster good governance through the promotion of participatory development approaches;
9. To monitor regional and international conventions and agreements pertaining to the social sector; and
10. To serve as a coordinating body to address people’s issues.

The Ministry is comprised of eleven (11) Service Delivery, five (5) Policy and nine (9) Support Divisions as follows:

## **2.3 Corporate Structure**

### **Service Delivery Divisions/Units**

1. Piparo Empowerment Centre
2. Social Displacement Unit (including New Horizons Centre)
3. Social Welfare Division
4. National Social Development (NSDP) Programme
5. HIV/AIDS Coordinating Unit
6. Non-Governmental Organisation (NGO) Unit
7. Adult Education
8. National Family Services
9. Inter Disciplinary Child Development Centre
10. Geriatric Adolescent Partnership Programme
11. Retirees Adolescent Partnership Programme

### **Policy Divisions/Units**

1. Disability Affairs Unit
2. Division of Ageing
3. Monitoring and Evaluation Division
4. Policy, Programme Planning and Development Division
5. Social Investigations Division

### **Support Divisions/Units**

1. Accounting Unit
2. Corporate Communications & Education Unit
3. Development Support Unit
4. General Administration (, Registry, Library Services, Office Management and Records)
5. Human Resources Division
6. Information Technology Division
7. Internal Audit
8. Legal Division
9. Project Implementation Unit

## 2.4 Legislative and Regulatory Framework

The undermentioned Acts and Regulations provide the Framework within which the Ministry administers its responsibilities.

- Constitution of the Republic of Trinidad and Tobago Chapter 1:01
- Financial Regulations, 1965
- Civil Service Act and Regulations, 1966 Chapter 23:0, Laws of Trinidad and Tobago
- Public Service Commission Regulation, 1966, Chapter 88:01, Laws of Trinidad and Tobago
- The Audit and Exchequer Act 20 of 1959, Chapter 69:01
- Freedom of Information Act 26 of 1999
- Senior Citizens Pension Act Chapter 32:02
- Public Assistance Act, Chapter 32:03
- Socially Displaced Persons Act, 2000
- Homes for Older Persons Act, 2007
- Occupational Safety and Health Act, 2004
- Domestic Violence Act 27 of 1999 Chapter 45:56, Amended by 8 of 2006
- Sexual Offences Act 27 of 1986 chapter 11:28, amended by Act 31 of 2000
- Matrimonial Proceedings and Property Act Chapter 45:51, Act 2 of 1972
- Co-habitation Relationship Act Chapter 45:55 Act. No. 30 of 1998

## 2.5 Reporting Functions

The Ministry is required to submit the following reports on an annual basis:

| TYPE<br>OF<br>REPORT  | RECIPIENT                 |                    |         |            |           |                   |
|---|---------------------------|--------------------|---------|------------|-----------|-------------------|
|   | Ministry<br>of<br>Finance | Auditor<br>General | Cabinet | Parliament | President | Prime<br>Minister |
| Annual Progress Report  | X                         |                    |         |            |           |                   |
| Auditor General's<br>Report                                       |                           | X                  |         |            |           |                   |
| Annual Administrative<br>Report                                   |                           |                    | X       | X          | X         |                   |
| Social Sector Investment<br>Programme                             | X                         |                    |         | X          |           |                   |
| Status Report on the<br>PSIP and SSIP Projects<br>of the Ministry | X                         |                    |         |            |           |                   |

## 3.0 FINANCIAL OPERATIONS

### 3.1 Budget Formulation

The Ministry of Social Development and Family Services is funded through the system of Parliamentary Appropriation, by which funds identified under the various Sub-Heads are disbursed in the form of releases and warrants by the Ministry of Finance.

### 3.2 Expenditure Accounts for Financial Year Ending September 30, 2018

A breakdown of the Expenditure Accounts of the Ministry is listed hereunder:

| SUB-HEADS  | ESTIMATES<br>Financial Year 2017 | ACTUAL<br>EXPENDITURE<br>Financial Year 2017 | VARIANCE               |
|--|----------------------------------|--|------------------------|
| Personnel Expenditure                                    | 43,429,000.00                    | 39,954,594.74                                | 3,474,405.26           |
| Goods and Services                                       | 116,865,100.00                   | 97,736,137.79                                | 19,128,962.21          |
| Minor Equipment Purchases                                | 850,000.00                       | 486,434.70                                   | 363,565.30             |
| Current Transfers and Subsidies                          | 4,544,601,200.00                 | 4,519,534,932.79                             | 25,066,267.21          |
| Current Transfers to Statutory Boards and Similar Bodies | 34,500,000.00                    | 34,438,931.00                                | 61,069.00              |
| Development Programme                                    | 12,000,000.00                    | 3,505,480.50                                 | 8,494,519.50           |
| <b>TOTAL</b>   | <b>\$4,752,245,300.00</b>        | <b>\$4,695,656,511.52</b>                    | <b>\$56,588,788.48</b> |

### 3.3 Internal Audit Functions

The Internal Audit Department (IAD) is authorized to perform a broad, comprehensive program of Internal Auditing within the Ministry of Social Development and Family Services. Internal Auditing examines and evaluates the adequacy and effectiveness of the System of controls as provided by:

- The Financial Regulation 1965
- Financial Instructions 1965
- Stores Regulations 1965
- Audit and Exchequer Act 1959; and
- Written guidelines issued by the Chief Personnel Officer, the Comptroller of Accounts and the Ministry of Finance.

The purpose of the IAD is to provide independent, objective assurance and consulting activities that add value and improve the Ministry of Social Development and Family Service's operations.

The IAD provides the Accounting Officer with an independent appraisal of the adequacy and effectiveness of the Ministry of Social Development's system of internal administrative and accounting controls. The primary objective is to assist the Accounting Officer in the effective discharge of his/her responsibilities.

The IAD fulfils its responsibility to the Accounting Officer by: -

- developing an Audit Plan based on risk analysis which includes the concerns of management;
- providing audit coverage that consistently meets the needs and expectations of management;
- following-up on identified weaknesses, findings and recommendations from previous audits;
- participating in a program of quality assurance designed to ensure the increasing professionalism of the Department and standard of the work performed;
- following-up queries by internal and external audits to ensure corrective action is taken; and
- serving as resource personnel with respect to proper financial practices at the Ministry.

Each year the IAD submits information on its annual work plan and work schedule to the Accounting Officer for review and approval. The Internal Auditor also provides monthly activity reports to the Accounting Officer, detailing progress against the annual audit plan, audit accomplishments and highlights of any significant audit findings and recommendations.

The Internal Audit produced **301** reports in the fiscal year 2017/2018.

## 4.0 HUMAN RESOURCE DEVELOPMENT PLANS

### 4.1 Category of Employees

The Ministry is comprised of three broad categories of staff: daily-rated workers, monthly paid public officers (civil servants), and contract employees. However, the Personnel Department is the Department of Government charged with responsibility for determining and/or advising on remuneration and other terms and conditions of service for employees within the public sector. The Department determines, through consultation and negotiations with appropriate recognised associations and unions, the terms and conditions of service of employees who fall in the categories previously mentioned among others, and also advises/makes recommendations on the terms and conditions of service of these employees. The Ministry of Social Development and Family Services had **(169)** vacant established positions and **(220)** filled positions of established staff during fiscal 2017/2018. In the same fiscal, of the **(741)** vacant contractual positions, **(79)** of them were filled and **(210)** were employed on a short-term basis. Therefore having a total staff complement of **(509)** for fiscal 2017/2018.

### 4.2 Career Path Systems

The Human Resource Division makes internal acting arrangements when positions/offices become vacant through a variety of staff movements. However, the Service Commissions Department has the authority for the filling of these offices based on seniority. The Ministry, however, seeks to develop employees by providing training opportunities, rotating clerical staff to expose them to a variety of job schedules and offering advice for career paths within the Public Service.

### 4.3 Performance Assessment/Management Strategies

The Ministry utilizes the Performance Management Appraisal System, which has been implemented throughout the Public Service in accordance with the Personnel Department's Circular No. 9 dated November 21, 2001. Position Descriptions have been developed for all offices and periodic reviews, as well as Annual Performance Appraisal Reports, are completed to evaluate each officer's performance. Contract employees are also evaluated utilizing the appropriate Performance Appraisal Reporting Instrument. The number of appraisals requested were **(351)** and **(396)** of those were completed.

### 4.4 Employee Assistance Programme

The Ministry provides access to an Employee Assistance Programme (EAP), which is an employer-sponsored service designed to improve organizational performance, through the provision of structured management/workplace and employee support services. The programme is intended to help employees address personal or family problems, including mental health, substance abuse, various addictions, marital problems, parenting problems, and emotional problems, as well as



financial or legal issues. During the fiscal 2017/2018, **five (5)** persons utilised the Employee Assistance Programme.

## 4.5 Training Programmes

The Ministry holds the view that people are its most valuable resource and that the task of capacity-building must begin with its own employees, who must be trained and educated to improve their current job performance and acquire the capacity for optimal performance, as they strive to achieve their personal and professional goals and those of the organization.

The training and development of the Ministry's staff is a shared responsibility. The organization is, therefore, committed to encouraging staff in their efforts at self-development, especially where there is consistency with organizational and national goals.

In the absence of an approved Training and Development Plan, the Ministry of Social Development and Family Services still seeks to provide, within the limits of its budgetary allocations, opportunities for members of staff to acquire the competencies that are essential for individual growth, effective job performance, and the achievement of organizational goals.

During the fiscal year October 2017 to September 2018, **forty-two (42) members** of staff benefitted from training programmes and workshops hosted by other public and private sector organisations as follows:

### TRAINING ACTIVITES FOR OCTOBER 2017 TO SEPTEMBER 2018

| COURSE TITLE  | NO. OF PARTICIPANTS | COST |
|---|---------------------|------|
| Disciplinary Procedures in the Public Service                 | 4                   | NIL  |
| Developing position descriptions                              | 2                   | NIL  |
| Pension and leave preparation                                 | 1                   | NIL  |
| Role of the Investigating Officer in the Disciplinary Process | 2                   | NIL  |
| Accounting Procedures in Government                           | 1                   | NIL  |
| Supervisory Management  | 2                   | NIL  |
| Freedom of Information  | 2                   | NIL  |
| Cabinet Note Writing  | 1                   | NIL  |
| Cabinet Note Writing for Senior Officers                      | 1                   | NIL  |
| One Man Tribunal  | 1                   | NIL  |
| Preparation of Estimates                                      | 1                   | NIL  |
| Inventory Control and Management Workshop                     | 1                   | NIL  |
| Auditor's Technology Toolkit 2018                             | 4                   | NIL  |
| Developing Risk Assessment                                    | 1                   | NIL  |
| Constructing an Effective Annual Audit Plan                   | 1                   | NIL  |
| Audit Tools and Techniques for Internal Audit Managers'       | 1                   | NIL  |
| Responding to Parliamentary Questions                         | 4                   | NIL  |
| Risk based Management Workshop                                | 1                   | NIL  |

| <b>COURSE TITLE</b>                            | <b>NO. OF PARTICIPANTS</b> | <b>COST</b>      |
|--|----------------------------|------------------|
| Audit Report Writing                           | 1                          | NIL              |
| Improving Workplace Productivity               | 1                          | NIL              |
| Inventory Control Management                   | 1                          | NIL              |
| Ethical Issues in the Public Service           | 1                          | NIL              |
| Salary Administration in the Public Service    | 1                          | NIL              |
| Award of Increments                            | 1                          | NIL              |
| Innovating with emerging Technology Conference | 3                          | 7500.00          |
| Training Trauma                                | 2                          | 6000.00          |
| <b>Total</b>                                   | <b>42</b>                  | <b>11,500.00</b> |

## 5.0 PROCUREMENT PROCEDURES

### 5.1 Delegation of Authority for Procurement of Goods and Services Procurement

The Ministry of Social Development and Family Services operates within the legal and regulatory framework of the Central Tenders Board Ordinance 22 of 1961, the Central Tenders Board Regulations 1965, their amendments and subsidiary legislation. Its procurement operations are based on the following principles:

- i. **Value for Money**
- ii. **Open and Fair Competition**
- iii. **Accountability**

As at September 2017 the following Tenders Committees were operational within the Ministry:

- i. **The Permanent Secretary Tenders Committee**
- ii. **Ministerial Tenders Committee.**

By virtue of Legal Notice No. 223 of December 31, 2003, amendments to Regulations 11 and 12 of the Central Tenders Board Regulations 1965, provide for Ministerial Tenders Committees and Permanent Secretaries to act for the Central Tenders Board where the total value of the articles to be supplied or work and services to be undertaken do not exceed in the case of:

- |      |                                      |  |
|------|--------------------------------------|--|
| (i)  | <b>Permanent Secretary</b>           | <b>- one million dollars (\$1,000,000.00) or</b> |
| (ii) | <b>Ministerial Tenders Committee</b> | <b>- two million dollars (\$2,000,000.00)</b>    |

In accordance with the provision of paragraph (5) of Regulation 12 of the Central Tenders Board (Amendment) (No. 2) Regulations 1983, the Permanent Secretary's delegated levels of authority for the Ministry are as follows:

- ✓ The Tenderers Instructions
- ✓ Copies of the Specifications/Scope of Works/Request for Proposal
- These documents are sent to the Chairman of the Ministerial Tenders Committee for approval and signature.
- Copies of Tender Notices are sent for publication in the newspaper fourteen (14) days before the tender opening.

## **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
- ❖ Social Welfare Division
- ❖ Adult Education

## **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 for the overall improvement in their quality of life.

The NSDP aims 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; provide needy citizens, including senior citizens whose homes are in an inhabitable condition, with minor house repair assistance and; assist in the provision of simple, recreational facilities in underdeveloped communities of Trinidad and Tobago – all in an effort to raise the standard of living and quality of life of underprivileged citizens.

The NSDP was placed under the portfolio of the Ministry of Social Development and Family Services (formerly Ministry of the People and Social Development) in July 2011, and began operations on October 1<sup>st</sup> 2012

### **SERVICES**

- Improving Water Supplies – Special consideration is given to communities 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 and families. Assistance in this area is categorised into three (3) areas: First Time Wiring, Rewiring and Purchase of 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.

## ACCOMPLISHMENTS

Illustrated in the table below are statistics for services for Trinidad and Tobago, for the period October 1st 2017 to September 30th, 2018: -

| Service  | No of Projects | Beneficiaries | Total Costs<br>\$   |
|--|----------------|---------------|---------------------|
| House Wiring (Materials and Labour)                          | 0              | 0             | 0                   |
| House Wiring (Materials only)                                | 0              | 0             | 0                   |
| Sanitary Plumbing Facility                                   | 2              | 6             | 21,130.87           |
| Minor House Repairs (Materials only)                         | 33             | 107           | 472,955.02          |
| Minor House Repairs (Labour only)                            | 0              | 0             | 0                   |
| Improved Water Supplies                                      | 0              | 0             | 0                   |
| Electrification and Lighting of Community Facilities         | 0              | 0             | 0                   |
| Sowing Empowering through Entrepreneurial Development (SEED) | 67             | 223           | 655,401.11          |
| <b>TOTAL</b>   | <b>102</b>     | <b>336</b>    | <b>1,149,487.00</b> |

## CHALLENGES FACED IN ACHIEVING PERFORMANCE OBJECTIVES

- The increasing reluctance by hardware stores to accept government invoices.
- Lack of human resources within the NSDP.
- The NSDP's Tobago office has been closed as staff contracts ended in 2015.
- Slow processing of payments to suppliers.
- Lengthy approval process.

## REMEDIAL PLANS

- Recruitment of staff
- Review of programme Policy and Procedures.

## **SOCIAL WELFARE DIVISION**

### **DESCRIPTION**

The Social Welfare Division is charged with the responsibility for the equitable, transparent and timely provision of services to assist the less fortunate members of society in meeting their social and financial needs. In July 1939, the Department of Social Welfare was commissioned to administer Social Assistance and Old Age Pension (OAP). It has since, 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**

1. To provide a major social safety net for vulnerable persons.
2. To provide income support to older persons.
3. To provide income support to persons with disabilities.
4. To provide financial assistance to the infirmed and needy.
5. To provide assistance to families who are experiencing difficult circumstances.
6. Provide assistance to persons who have contributed to national development and who are experiencing difficult circumstances.

## PERFORMANCE OBJECTIVES AND ACCOMPLISHMENTS

The objectives of the Division are:

1. To reduce the incidence of poverty in society.
2. To increase the level of participation of persons with disabilities into the social, economic, and political spheres to realise their full potential.
3. To sustain and enhance the well-being of older persons.
4. To reduce the number of persons living below the poverty line.

## CHALLENGES FACED IN ACHIEVING PERFORMANCE OBJECTIVES

- Human Resource Shortages.
- Lack of resources and poor allocation.
- Inadequate emoluments in comparison to responsibilities.
- Treating with mind-sets contrary to the excellent service practices and the best interest of the Division.

## ACHIEVEMENTS – FISCAL YEAR (October 2017 to September 2018)

| Grants                      | New Beneficiaries | Total Beneficiaries | Expenditure               |
|-----------------------------|-------------------|---------------------|---------------------------|
| Senior Citizen Pension      | 6942              | 94868               | \$ 3,558,459,166.36       |
| Public Assistance           | 4409              | 22878               | \$ 395,440,750.50         |
| Disability Assistance Grant | 996               | 23150               | \$516,292,563.81          |
| Food Support                | 6433              | 24327               | \$149,601,174.00          |
| General Assistance Grant    | <sup>1</sup> 1005 | 1005                | \$6,188,659.39            |
| <b>Total Expenditure</b>    |                   |                     | <b>\$4,625,982,314.06</b> |

<sup>1</sup> (One –Off Grant): Number of beneficiaries receiving grants, stays the same



## **ADULT EDUCATION**

The Adult Education Programme provides a second chance to Adults (15) fifteen years and over who, due to circumstances beyond their control, have been unable to fully participate in the world of work/entrepreneurship. Opportunities are available at CXC, N.E.C (Level 1) Courses and Primary School Leaving in Technical Vocational Skills Training and Literacy Skills.

### **ROLES AND FUNCTION**

1. To provide free tuition in Literacy and Numeracy
2. To provide free tuition towards the Primary School Leaving Certificate
3. To provide free tuition in CXC Maths and English
4. To provide free tuition, Assessments and Certification in (30) NEC Level I courses

### **PERFORMANCE OBJECTIVES AND ACCOMPLISHMENTS**

1. To reduce the incidence of poverty in society
2. To address the Literacy gap
3. To assist Adults in completing their Primary Education
4. To move more Adults towards Tertiary Education
5. To assist Adults with basic Skills Development for the world of work/entrepreneurship

### **ACHIEVEMENTS**

- **3,253** persons were enrolled in the programme.
- **2,385** persons completed the **NEC Level I** training programme.
- **1,207** persons enrolled for the **CSEC and Primary School leaving** programme.

### **CHALLENGES FACED IN ACHIEVING PERFORMANCE OBJECTIVES**

1. Resources, access to adequate classroom space and low remuneration packages.

## **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**

- ❖ National Family Services Division
- ❖ Inter-Disciplinary Child Development Centre

## **NATIONAL FAMILY SERVICES**

### **DESCRIPTION**

The National Family Services Division was established via Cabinet Minute No. 576 SDFS (91) 25, of March 21st 1991. This division of the Ministry of Social Development and Family Services (MSDFS) is mandated to promote healthy family functioning through the provision of preventive, developmental and remedial programs and services. The National Family Services was founded based on the recognition that the overriding problems in communities throughout Trinidad and Tobago were mainly due to poverty, child abuse and spousal abuse.

### **ROLES AND FUNCTIONS**

1. To manage cases of individuals and families at risk.
2. To provide individual, group and family counselling.
3. To make referrals to relevant agencies, both Ministerial and external, in the management of cases.
4. To develop and conduct public education programs and training, including sensitisation campaigns, lectures and workshops on social issues throughout Trinidad and Tobago, on matters impacting family functioning.
5. To assist in the research and analysis of matters pertaining to the family and to disseminate information on issues affecting the family in Trinidad and Tobago.
6. To provide practicum experience for university students desirous of entering the field of social services and on the job training for graduates.
7. To respond and engage in crisis intervention in cases of homicides, suicides and accidents.

### **PERFORMANCE OBJECTIVES**

- To reduce incidents of family dysfunction.
- To reduce incidents of domestic violence.
- To promote effective parenting.
- To promote healthy interpersonal relationships.
- To collect, collate and analyse data on family life issues to guide programmes and services.
- To promote healthy families and cohesive communities.

### **ACCOMPLISHMENTS**

1. The number of persons receiving **psycho-social counselling** for the period October 2017 to September 2018 was **7615**.
2. The number of clients benefited from services were as follows; **Counselling (4841)**, Co-parenting Counselling (**668**), Referral (**234**), Advocacy (**332**), and Advice/Information; (**3136**).
3. Approximately **ninety-eight (98) persons** received certification for the 'Training for Lay Responders to Domestic Violence'.

4. Parenting workshops were conducted in **seven (7)** community centres. These workshops provided information on positive parenting practices and behaviour. A **total of 170 persons received certificates** from the workshops.
5. The **Radio Programme, “It’s Family Time, Let’s Talk”**, continued to air and disseminate information on issues relevant to healthy family functioning. It also served to provide a forum for discussion on various aspects of family life.

#### **CHALLENGES FACED IN ACHIEVING PERFORMANCE OBJECTIVES**

1. Insufficient Human Resource.
2. Inappropriately configured accommodation/Service Centres.
3. Delayed or restricted access to financial and housing resources for clients.

## **INTER-DISCIPLINARY CHILD DEVELOPMENT CENTRE**

### **DESCRIPTION**

The ICDC, established in 1979, provides educational, nutritional and social services for low income families and for children with mild learning disabilities. The Centre caters for 60 children - 45 pre-schoolers, aged, 3-5 and 15 babies, aged 1- 3 years of age. Meals, including breakfast and lunch are provided for all children.

### **ROLES AND FUNCTIONS**

1. Provide educational services.
2. Provide nutritional services.
3. Family support by referrals and workshops to parents.
4. Community involvement as it was established as a community based project.

### **PERFORMANCE OBJECTIVES**

1. Upgrade the Facility and Programmes to include and provide for children with Disabilities and of low socio economic backgrounds.
2. Seek parental and community involvement to improve the delivery of some programmes such as enhancing the play areas.
3. Deliver the ECCE Curriculum.

### **CHALLENGES FACED IN ACHIEVING PERFORMANCE OBJECTIVES**

1. Lack of Resources:
  - Material (in some goods and services).
  - Financial (lack of funding).
  - Human resources (vacancies still need to be filled).

**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 Ministry of Social Development and Family Services (MSDFS) formally established the Disability Affairs Unit (DAU) in August 1999. The Unit serves as a resource and referral centre for persons with disabilities. The DAU is responsible for the coordination, development and implementation of comprehensive programmes to assist persons with disabilities in Trinidad and Tobago. Through collaboration with key stakeholders, the DAU continues to adhere to its mission of being the leading agency in the social sector to ensure that persons with disabilities (PWDs) live full and productive lives uninhibited by social constraints.

### **ROLES AND FUNCTIONS**

1. To co-ordinate and monitor implementation of the National Policy on Persons with Disabilities.
2. To provide technical support and referrals for PWDs, their families and all other persons interested in learning about disabilities.
3. To network with pertinent NGOs, mass media and international organisations to collect and disseminate information on issues pertaining to PWDs.
4. To develop and implement Legislation for PWDs through effective consultations.
5. To inform Government policy and decision making on disability related issues.
6. To collaborate with stakeholders and other international bodies on disability related issues.
7. To advocate for equality and full social inclusion of PWDs.

### **PERFORMANCE OBJECTIVES AND ACCOMPLISHMENTS**

#### **1. National Enrichment Centre:**

- To provide an accessible NGO resource centre to support the advocacy and training requirements of the NGOs working for and on behalf of persons with disabilities.
- To make available accessible and integrated therapies for persons with disabilities.

### **ACHIEVEMENTS**

1. Subsequent to completing the remedial work required, the NEC received a Certificate of Completion from the Couva, Tabaquite, Talparo Regional Corporation. The Centre was formally opened on December 12, 2018. At present, the National Enrichment Centre can be accessed by the NGO community of persons with disability for training, meetings and other related events.
2. **National Sensitization and Public Awareness:**
  - To create a positive change in the public's attitude and perception towards persons with disabilities.
  - To encourage the inclusion of disability perspectives in training and recruitment.
  - To deliver a range of media and community outreach initiatives.
  - To produce videos and booklets relating to disabilities.
  - To air these videos and distribute booklets through visits to communities.

## ACHIEVEMENTS

### 1. **Public information and education sessions and outreaches:**

The DAU participated in several of the PIES and outreaches that were coordinated by the Corporate Communication and Education Unit of the Ministry.

### 2. **Sensitization Training:**

The Disability Affairs Unit partnered with the TTPS to provide sensitization training for Police Officers on interacting with persons living with a visual impairment.

Also, a sensitization session was conducted with the members of Zion Gate Centre to provide tips on communicating with persons who are visually impaired, Deaf or hard of hearing and speech impaired.

### 3. **A Media Clinic:**

A Media Clinic was conducted in collaboration with the Corporate Communication and Education Unit of the Ministry and Trinidad and Tobago Association for the Hearing Impaired. The Media Clinic was in commemoration of Sign Language Day. The purpose of the event was to sensitize members of the media and other communication practitioners on deafness.

### 3. **National Policy on Persons with Disabilities:**

- To improve the standard of living, integration and full participation of persons with disabilities.
- To strengthen the capacity for legislative protection for persons with disabilities.
- To upgrade national reporting on disability progress for international organisations.

## ACHIEVEMENTS

1. The draft Policy was approved by the Cabinet of Trinidad and Tobago and subsequently, laid in Parliament as a Green paper in September 2018. At present, the Policy document is available to the public for final comments before it is finalized.

### 4. **International Day of Persons with Disabilities:**

- To raise public awareness on disability related issues.
- To increase networking and partnerships among the NGO community of persons with disabilities and civil society.

## ACHIEVEMENTS

1. The Unit hosted an awareness campaign in commemoration of IDPD. The NGOs that serve the community of persons with disabilities were invited to participate in



interviews on various television and radio stations. Additionally, an address from the Honourable Minister was highlighted in the daily newspapers.

#### **5. National Register of Person with Disabilities:**

- To develop a system that would support empirical and evidence based decision-making on behalf of persons with disabilities.
- To be able to develop targeted programming.

#### **ACHIEVEMENTS**

1. The Disability Affairs Unit met with the United Nations Development Programme (UNDP) to discuss the way forward with the project. Subsequently, the UNDP submitted a Results and Resources Framework document to the Unit for comments.

#### **6. Community Therapeutic Services Survey:**

- to expand and improve the availability of therapeutic and rehabilitation services offered at public health institutions to persons with disabilities.
- To gather data on community therapeutic services from the NGO community of persons with disabilities.

#### **ACHIEVEMENTS**

1. A questionnaire was drafted by the Disability Affairs Unit. The Corporate Communication and Education Unit assisted by emailing the questionnaire to seventy NGOs that serve persons with disabilities. Some responses were received and submitted to the Social Investigation Division for collation of the data. The data would be used to inform decisions in providing rehabilitation and therapeutic services to the community of persons with disabilities.

#### **CHALLENGES FACED IN ACHIEVING PERFORMANCE OBJECTIVES**

1. Lack of financial resources.
2. Insufficient staff.
3. Untimely approval for projects.
4. Lack of autonomy.

#### **REMEDIAL PLANS**

1. Lobby for additional staff.
2. Develop a strategy to get timely approvals.

**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
- ❖ Retirees Adolescent Partnership Programme (RAPP)
- ❖ Geriatric Adolescent partnership Programme (GAPP)

## **DIVISION OF AGEING**

### **DESCRIPTION**

The Division of Ageing (DOA) was established in 2003, to serve as an umbrella agency which focuses on ageing initiatives and issues in Trinidad and Tobago. The Mission of the DOA 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. The DOA's Vision is "To be an innovative, resilient, high-performing unit that improves and enhances the quality of life of older persons and builds a society for all ages."

### **ROLES AND FUNCTIONS**

1. To develop standards of care for older persons and facilitate compliance with legislative requirements through monitoring and regulating Homes for Older Persons.
2. To monitor and coordinate the implementation of the National Policy of Ageing in accordance with its Action Plan.
3. To organize and coordinate training programmes, seminars and workshops for care providers of older persons.
4. To develop and implement programmes and projects for older persons.
5. To conduct research on matters pertaining to ageing and older persons.
6. To conduct public education and sensitization programmes nationwide on ageing issues.
7. To operate the Older Persons Information Centre (Help Desk) which records complaints and cases of elder abuse for referral to the DOA Inspectorate, and provides information on products and services available to older persons.
8. 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.

### **PERFORMANCE OBJECTIVES AND ACCOMPLISHMENTS**

#### **1. Older Persons Information Centre (OPIC):**

The Older Persons Information Center (Help Desk) recorded a total of two hundred and eleven (211) walk-in, email and phone in cases for the review period comprise of two main streams:

##### **a. Elder Abuse Cases**

##### **b. Requests for Information and Assistance/ Services**

##### **a. Elder Abuse**

- Overall, a total of (110) were elder abuse cases reported by members of the public. Of these cases, (69) originated from private residences and (41) cases were from HOP's.

- Forms of Abuse Reported - The most common form of elder abuse in both HOP's and Private Residences was Neglect (52). This was followed by cases of Financial Abuse (13);

Deficient standards of care (13); Physical Abuse (11); Emotional abuse (10); Inhumane living conditions (8); and Verbal Abuse (3).

- Case Resolution - During the fiscal year, (79%) of all reported cases were resolved through investigations carried out by the Inspectorate Unit. Of these cases, (49%) were resolved in less than two (2) months while (29%) of the cases exceeded this period. Of the reported cases, (22%) are on-going as details pertinent to enquiries have not yet been provided by relevant parties.

**b. Information Requests and Referral for Assistance/ Services**

- The Older Persons Information Center (Help Desk) recorded a total of two hundred and eleven (211) walk-in, email and phone in cases for the review period.
- Approximately (101) information requests came through the OPIC Help Desk. The majority of these requests (34) were by members of the public who had general information questions. This was followed by requests for *HOP's* and *homecare services* (20), *SAC's* (13), *Old Age Pension* (11), *GAPP* (15) and *Social Welfare* (8). This helped to increase service efficiency at the Ministry.
- Direct referrals were made to *Social Welfare* (21), shortlisted *HOP's* (19), *GAPP* (14), *SAC's* (5), other *government ministries* (5) and the *TTPS* (5).  
Despite being located in Port of Spain, the Help Desk was successful in serving members of the public throughout Trinidad as approximately (60%) of these requests originated from South Trinidad, (9%) came from the North and (13%) from Central.

**2. Community Care Programme (CCP):**

**a. Assessment and Placement of Vulnerable Seniors:**

- Twenty-Six (26) new persons in the age cohort fifty-five years and over were decanted from primary health and care facilities and placed in Homes for Older Persons by the Division of Ageing under the Community Care Programme (CCP) over the period October 2017 to September 2018.
- As at September 2018, there were sixty (60) persons aged 55 and over monitored by the Division of Ageing on a monthly basis across fifteen (15) Homes for Older Persons under the CCP.
- For the period October 2017 to September 2018, the sum of \$2,778,030.00 was disbursed to Homes for Older Persons for the provision of accommodation and social care for persons aged 55 years and over under the CCP.

**b. Reimbursements to Regional Health Authorities:**

The North West, Eastern, and the South West Regional Health Authorities, were reimbursed by the Ministry of Social Development and Family Services for placement of CCP clients decanted prior to 2015 in the sum of \$723,500 for the period October 2017 – July 2018, in accordance with when reports were submitted by the relevant RHA's.

### 3. Inspection of Homes for Older Persons:

- A total of forty-four (44) Homes were the subject of sixty-one (61) inspection visits based on complaints submitted via the Older Persons Information Centre (OPIC) for fiscal year 2017/2018.
- Thirty-one (31) Homes were added to the compliance roster coming out these inspections; resulting in the additional monitoring and evaluation of these facilities. Nine (9) Homes were referred to the Ministry of Health for follow-up action as urgent cases; residents were decanted from two (2) of these facilities and two (2) closed of their own volition.

### 4. Senior Activity Centres

- The 2016 Evaluation Report on SAC's was completed and approved by Cabinet in December 2017. The report called for the programme to be restructured and included twelve recommendations. These included: the registration process; a code of ethics for staff and clients; emergency procedures; and job descriptions for key staff positions.
- A Manual on Guidelines and Procedures for the SAC Programme was completed for the implementation of Cabinet's recommendations. The roll out of the programme guidelines and procedures in accordance with this draft manual is carded for fiscal 2019.
- Due to non-receipt of government subventions for fiscal year 2017, (6) existing SAC's were reimbursed for indebtedness incurred. Cabinet approved a total amount of \$650,000.
- Planned expansion of the SAC programme throughout the country was initiated as a publication for requests for proposals for NGO's to operate new SAC's were advertised. To date (12) proposals have been received.

### 5. Public Education Campaign on Ageing:

- Approximately (35) presentations were delivered by the Director to various agencies, inter alia:
  - TTPS- *World Elder Abuse Awareness Day Commemoration*;
  - TTARP-25<sup>TH</sup> *Anniversary celebrations*;
  - UWI *Institute of Gender Development Studies- "Work-Life Balance Programme"*; and various retirement planning seminars both private and public.
- At the National Family Symposium hosted by the Ministry, the presentation addressed Home care for caregivers of aged relatives. Other presentations for the fiscal year addressed various themes such as: Ageing issues; Socio-economic implications of population ageing; and Retirement planning.
- The Division of Ageing partnered with the TTPS Victim and Support Unit (Northern Division) in collaboration with the Woodbrook community to commemorate World Elder Abuse Awareness Day (**WEAAD 2018**). The Woodbrook community was appraised on the various forms of elder abuse and the names of various agencies that

can be contacted for redress. It is proposed that the TTPS together with the Ministry, through the DOA would replicate this event throughout other communities in Trinidad and Tobago with other divisions of the TTPS.

#### **6. Homes for Older Persons (HOP) Legislation:**

- Manuals for Homeowners under the regulatory sections *Physical Requirements and Equipment; Assessments and Inspections; and Standards of Care* were completed. Additional manuals on *Licensure* and *Administration* are at **60%** and **40%** completion respectively.
- A draft Terms of Reference (TOR) for the Facility Review Team was completed and appended to the draft Cabinet Note for the establishment of the Facility Review Team.
- Orientation and training of the newly formed Inspectorate Unit of the Division of Ageing comprising of eleven **(11)** Inspector I's and three **(3)** Inspector II's commenced in the fiscal year and is on-going.
- MSDFS officials and a team from the Ministry of Health met with the Chief Parliamentary Counsel to discuss HOP amendments in preparation for proclamation. The proposed amendments were not substantive enough to differ the proclamation.

#### **7. International Day of Older Persons:**

- In keeping with the United Nations Madrid International Plan of Action on Ageing, of which Trinidad and Tobago are a signatory, efforts to promote a positive image of aged persons was recognized via the commemoration of IDOP on October 1st. The Minister's Address was published in the (3) daily newspapers to endorse the United Nation's 2017 theme: "Stepping into the Future: Tapping the Talents, Contributions and Participation of Older Persons in Society"

### **CHALLENGES FACED IN ACHIEVING PERFORMANCE OBJECTIVES**

- Staff constraints
- Homeowners in the CCP were negatively impacted by the late receipt of payments. This continues to have implications for the quality of care and the willingness of homes to accept persons decanted from overcrowded hospital wards.
- The availability of transportation for officers via GA (amid competing and activities of equal importance), challenged the unit's ability to conduct all scheduled case investigations.

## REMEDIAL PLANS

- Sourcing of OJTs to work as Social Work Assistants to address the increase in OPIC Cases and allow for more focus on Inspections by the Inspectorate for Homes.
- Meetings with the Executive to address/ discuss issues of late CCP payments and possible solutions.
- Establish the full complement of the Inspectorate, in the DOA, and make recommendations for the establishment of the unit in light of the type of work being done to avoid potential for high turnover and wastage of investments in training of officers.

## **RETIRES ADOLESCENT PARTNERSHIP PROGRAMME (RAPP)**

### **DESCRIPTION**

The Retirees Adolescent Partnership Programme (RAPP) is one of the priority Social Sector Programmes to be implemented by the Ministry of Social Development and Family Services. It is a community – oriented programme which seeks to utilize the skills and experience of retired persons to provide assistance in supervision for youths ages 9-21 years.

### **ROLES AND FUNCTIONS**

1. To encourage retired persons to participate in the development of their communities – there is a growing number of retirees among our population whose resourcefulness cannot be allowed to remain unutilized.
2. To engage students aged 9 – 21 years in purposeful activities during their free time. The period after school is dismissed and parents are still at work has the unintended consequences of providing school children with time to assemble on the street corners, frequent arcades and engage in other undesirable behaviour.
3. To make the teaching environment more conducive to learning – this will be achieved through interactive teaching and monitoring in a stable community environment.

### **PERFORMANCE OBJECTIVES**

1. To provide adolescent youths aged 9 – 21 years with access to supplemental and remedial classes and assistance in character formation.
2. To expose participants in the programme to life skills, sports and culture in order to facilitate their holistic development.
3. To engage retired persons in the process of nation building.
4. To promote mentoring and community support for our youth.

### **ACCOMPLISHMENTS**

1. Rapp targets two hundred (**200**) participants (**40 per centre**). Two hundred and sixty-three (**263**) participants attended the centre in this period. (137 Males; 126 Females).
2. **One hundred and nineteen (119) retirees** mentored and trained participants, inclusive of community volunteers.
3. **88%** of participants get along better with their peers and parents.
4. **90%** improved in their academics.
5. **100%** reported good relationships with their mentors.

### **CHALLENGES FACED IN ACHIEVING PERFORMANCE OBJECTIVES**

1. Shortage of staff.



## **GERIATRIC ADOLESCENT PARTNERSHIP PROGRAMME (GAPP)**

### **DESCRIPTION**

GAPP is an intensive short-term Intergenerational Training Programme which imparts knowledge and skills in elder care to young persons. It also aims at empowering young persons to respond to the growing and complex needs of an ageing population.

### **ROLES AND FUNCTIONS**

- Develop a sense of self-worth and self-discipline among young persons.
- Bridge the gap between young persons and the elderly thereby allowing for more effective interaction and positive outcomes.
- Develop caring skills in young people.
- Foster national consciousness.
- Improve social interaction among people in communities.

### **PERFORMANCE OBJECTIVES AND ACCOMPLISHMENTS**

1. Approximately 600 caregivers were assigned to six (6) regions, to assist the Elderly in their homes;
2. 1,719 senior citizens received caregiving services.

**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) commenced operations 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 for reintegration.

### **PERFORMANCE OBJECTIVES**

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.

### **ACHIEVEMENTS**

#### **1. Street Outreach Programme**

For the fiscal period, **one hundred and thirty-five (135) street dwellers** were provided with advice, referrals and counselling re shelter and rehabilitation services, **thirty-seven (37) street dwellers** were assisted with accessing rehabilitation and seventeen **(17) public reports** of persons living on the streets were addressed or investigated.

#### **2. Elderly Relocation Programme**

For the period, **forty-seven (47) persons** were assessed for elderly relocation, **one (1) person** was admitted into elder-care facility, **four (4) persons** received counselling, **eighteen (18) elderly persons** were in special care facilities and nine **(9) elderly persons** were placed in private home. **Four (4) NGOs facilities** were assessed for special relocation of elderly project while **four (4) families** were referred to the Division of Ageing for additional services.

**3. Deportee Reception and Integration**

For the period, **thirty-three (33) deported persons** were provided with counselling, **four (4) deported persons** were referred to Vision on Mission for additional services.

**4. Centre for socially Displaced Persons – Riverside Carpark**

**Twenty-five (25) persons** were referred for admission to CSDP (North), **sixteen (16) cases** were referred for technical advice or queries to CSDP (North); and **Three (3) cases** were referred for technical advice or queries to CSDP (South).

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

A total of **thirty (30) persons** benefitted from admission and care at the New Horizons Facility, **three (3) short crops** such as; cassava, seasoning and pumpkin were grown by residents. **Six (6) persons were assessed** for admission to the Facility and also **six (6) persons graduated** to independent living.

**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 Centre receives its clients from walk-ins, the socially displaced, past offenders, referrals from other treatment and rehabilitation agencies, the Drug Treatment Court and those requiring long-term treatment from other short-term programmes. The programme has a capacity to house fifty (50) residents, within a duration of nine (9) months to one (1) year. The Piparo Empowerment Centre (PEC) also accepts court referrals – the opportunity for rehabilitation is offered as an alternative to sentencing/incarceration and in this instance, completion of the programme is mandatory.

The Centre provides therapeutic interventions (both at the individual and group levels), remedial education and skills training.

### **PERFORMANCE OBJECTIVES**

1. To provide treatment and rehabilitation services for substance abusing clients, towards their successful social reintegration.
2. To provide clients with opportunities for building and/or rebuilding skills to make them more marketable and improve their chances at successful reintegration.
3. To provide continued moral, social and spiritual support to clients and their families, both during treatment and following discharge.
4. To provide clients with a comprehensive array of rehabilitative services, including vocational and remedial skills training.
5. 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.
6. To provide a safe physical environment for residents in treatment.
7. To provide social housing for clients who have no family or social support.
8. To provide a job for those who have no means of economic upkeep or to help with a start-up in a small business.

### **ACCOMPLISHMENTS**

1. Four **(11) residents** completed different courses through Ministry of Social Development and Family Services, PCS Nitrogen, MIC and UWI Open Campus.
2. **Four (4) persons** successfully graduated from the Programme.
3. **Forty three (43) new residents** were enrolled in the Centre.
4. The Agriculture Project were continued with the expansion of a half-acre of land.
5. **Four (4) residents** are currently employed with the CEPEP programme.
6. **Two (2) students** successfully completed the Practicum training.

**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**

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

## **SOCIAL INVESTIGATIONS DIVISION**

### **DESCRIPTION**

The Social Investigations Division (SID) of the Ministry of Social Development and Family Services is the Central Coordinating Research Unit for the social sector. The Division is therefore the repository for information on the social sector. The 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 and programme development and implementation.

#### **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 determine in collaboration with social sector Ministries, a research policy and agenda for the Sector, and to monitor its implementation
4. To liaise with regional and international funding agencies to identify areas for collaboration
5. To develop and maintain a central database on social sector indicators
6. To conduct annual reviews of socio-economic performance and prepare reports examining social conditions, problems and needs at the regional, national and community levels
7. To serve as the operational arm of the Inter-Ministerial Research Council
8. To facilitate the building of capacity in all aspects of social research and analysis

### **PERFORMANCE OBJECTIVES AND ACCOMPLISHMENTS**

#### **1. Conduct of National Family Symposium**

- Planning and Execution of the technical components of the National Family Symposium, which was hosted on June 27-28 to inform the development of a National Family Policy and associated research, programmes and projects to strengthen the institution of the family.



- Preparation of the Symposium Report

## 2. Inter-Ministerial Research Council

- Conducted monthly meetings as of May 2018
- Finalised Work Plan for Ministerial approval
- Commenced developed of a Research Agenda for the Social Sector
- Updated database of social research
- Prepared 1<sup>st</sup> quarter of the IMRC Bulletin

## 3. Undertook Preliminary Work on the Assessment of the Disability Sector – the SID completed a desk review of other projects focusing on an assessment of the disability sector to inform the project proposal. This project is on the research agenda of the National Social Mitigation Plan (NSMP).

## 4. Provided Research/Technical Assistance to the following initiatives:

- ***The Multiple Indicator Cluster Survey 6 (MICS 6) Project*** – provided technical support to the Central Statistical Office in planning the survey.
- ***The National Social Mitigation Plan (NSMP) 2017 – 2022***

During fiscal 2017/2018, the SID provided technical support and assistance for the implementation of the NSMP. This included technical support to the following sub-teams in preparation for the plan launch:

- Food Security and Resilience
- Strengthening the Social Protection System
- Poverty Protection through Financial Security Awareness
- Employment and Enterprise Development

The SID also assisted with the preparation of the Minister’s Parliamentary brief and drafting the project proposal to inform the terms of reference for a Consultancy for Phase 1 of the plan. Additionally, several sensitisation presentations were made to stakeholders about the plan. This included presentations to the meeting of the Deputy Permanent Secretaries and the meeting of Communications Managers within the Public Service.

- ***The Survey of Living Conditions (SLC) 2014*** - provided technical support to the Central Statistical Office in planning the survey.
- ***National Poverty Reduction Strategy (NPRS)***

During fiscal 2017/2018, the SID continued to develop the National Poverty Reduction Strategy (NPRS) in collaboration with the United Nations Development Programme (UNDP). The following activities were undertaken following the completion of the focus groups in Trinidad towards a definition of adult and child poverty:

- Review of Poverty Report for Trinidad (UNDP)
- Review of Voices of Children Report

### iii. Meeting with UNDP and UNICEF Re: Way Forward

UNDP collaboration with the Tobago House of Assembly (THA) to undertake focus groups in Tobago on the Definition of Poverty during the month of August.

The SID also developed a proposal for the training of staff in poverty measurement and analysis.

- ***Standard Means Test for Selected Grants of the MSDFS***

In fiscal 2017/2018, the Standard Means Test was implemented in March 2018. The SID assisted with the implementation through contributing to the design of the form and administration procedures; staff training and monitoring of the implementation and challenges. The SID was also developing a research proposal to conduct a study into ways in which the SMT could be improved.

- ***The MSDFS Strategic Plan 2018 – 2022***

The SID together with the Ministry's internal team continued the task of developing the Ministry's Strategic Plan 2018-2022. In fiscal 2017/2018, the SID assisted with the series of staff engagements in all of the Ministry's regional offices through the following:

- Facilitation of staff engagement sessions
- Collation and analysis of staff contributions
- Preparation of staff consultation report and presentation

The SID also contributed to the development of the Strategic Plan Document by preparing, reviewing and editing chapters, as well as working with the Consultants towards finalisation of the Plan.

- ***Public Information and Sensitisation Sessions (PIES)***

In January 2017, the Ministry undertook the PIES initiative which is geared towards sharing information on its programmes and services. Approximately 27 sessions were held throughout Trinidad during this fiscal. The SID assisted with developing data capture tools and assisted with data collection during sessions. During fiscal 2017/2018, the division commenced entering and analysing data collected at the sessions.

- ***Social Transformation and Empowerment Programme for Uplifting People (Step-Up) Programme – Policy Document***

The following areas of the Step-Up Programme policy proposal document are being revised:

- Situational analysis
- Conceptual Framework
- Conditionalities

The SID was tasked with revising the Conceptual Framework.

- ***National Parenting Policy (NPP)***

The SID was responsible for the coordination of the conduct of focus group sessions for the NPP. The focus group sessions are expected to take place in Trinidad and Tobago.

The Division reviewed proposals from potential consultants and terms negotiated with a selection to be made subsequently.

- ***National Policy for Persons with Disabilities***

The Disability Affairs Unit is preparing this policy document with assistance from the SID. The SID assisted with writing the Situational Analysis of the Policy.

- ***World Down Syndrome Day Conference 2018***

The SID provided rapporteuring services for the annual conference, which took place on March 21, 2018 at the Hyatt Regency Trinidad.

- ***Survey of Therapeutic Services for Persons With Disabilities***

The SID provided technical support for a survey of therapeutic services in Trinidad and Tobago which included:

- i. Design of Survey Instrument
- ii. Online Administration of Survey
- iii. Data Entry and Analysis
- iv. Preparation of Survey Report

**5. *New Horizons***

The SID Assisted in finalising administrative arrangements for the transfer of The New Horizons facility to the South West Regional Health Authority (SWRHA), Ministry of Health

**6. Reports completed for requests from the following MSDFS Divisions:**

- An analysis of Evaluation Forms from Men Let's Talk Event; HIV Adherence Workshop; and HIV Life Skill Workshop for the HIV/AIDS Coordinating Unit
- Technical feedback on the Service Provider Telephone Survey, Organizations providing Social Services for Victims of Trafficking by the NGO Unit

**7. Reports completed for requests from the following external agencies:**

The SID reviewed and provided comments on the following documents:

- Trinidad and Tobago Public Expenditure Review, for the World Bank
- ILO Report on Youth, Women and Persons from Disadvantaged Communities
- National Performance Framework 2017-2020

**8. Participated in Partnerships and Collaborations on the following initiatives:**

- Street Dwellers Coordinating and Monitoring Committee (SDCMC)

The SDCMC is comprised of members from within the public sector as well as the civil society. The objectives of this committee are to:

- To examine the Street Dwelling Working Committee (SDWC) Report and other outcome documents of the Joint Select Committee (JSC) relating to street dwelling
- To identify the priority initiatives to be undertaken and prepare implementation plan for those initiatives

- To develop an action plan for all recommendations contained in the Report produced by the SDWC as well as the JSC
- To work with Ministries/Agencies to ensure the implementation for priority initiatives
- To identify barriers to the implementation of the initiatives and work with Ministries/Agencies to overcome these barriers
- To monitor and review the implementation of the action plans and implementation schedules
- To provide status reports to the Minister of Social Development and Family Services on the implementation of the initiatives

While the core responsibility for this committee's functions lie within the Social Displacement Unit (SDU), the SID provided functions of a secretariat.

**9. Drug Information Network of Trinidad and Tobago (DIN-TT)**

The Drug Information Network of Trinidad and Tobago (DIN-TT), formerly the National Drug Information System (NDIS) is a component of the National Observatory on Drugs. It was launched in June 2004, thereby acting as the central repository for drug related information.

The DIN-TT is the mechanism through which data on the extent, distribution and volume of the national drug problem is collected from drug related stakeholders and analysed. In addition to providing insight to the different aspects of the national drug problem, the DIN-TT brings together institutions and individuals working in the areas of drug prevention, education, control, and law enforcement to exchange drug-related information, collaborate and support each other's efforts.

During fiscal 2017/2018, members of the SID attended monthly meetings of the DIN-TT to update the committee on the work of the Inter-Ministerial Research Council (IMRC).

- 10.** The MSDFS partnered with UWI/SALISES for the hosting of the Caribbean Child Research Conference (CCRC) 2018. The SID provided membership on the CCRC Planning Committee, including membership on two subcommittees: Protocol/Ministry and Inclusiveness. In particular, input was provided regarding the participation of persons with disabilities at the event, as well as providing sponsorship of prizes for the student researchers.

**11. Facilitated a request for research/information on:**

- Gender-related data on MSDFS programmes for the Institute of Gender and Development Studies, UWI requested

**12. Undertook desk research on the following issues:**

- Poverty – a Caribbean jurisdictional study on NPRS methodology was conducted during fiscal 2017/2018
- Means Testing
- Disability Assessments
- Comparing Online Survey Administration
- International day of Families 2018

- Food Card Grocery List

**13. Social Sector Investment Programme (SSIP) Report:** Staff members played a critical role in the completion of the SSIP Reports 2018 and 2019. SID was responsible for Chapters 3, 6, 7 and Appendix III of the 2019 publication and during the fiscal, data were collected from social sector agencies accordingly. Preliminary drafts were prepared based on data received and final reports were completed after review by the Executive.

## **CHALLENGES FACED IN ACHIEVING PERFORMANCE OBJECTIVES**

1. The lack of a full complement of staff in the Division.

## **POLICY AND PROGRAMME PLANNING AND DEVELOPMENT DIVISION**

### **DESCRIPTION**

The Policy and Programme Planning and Development Division (PPPDD) 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 a holistic manner.

### **ROLES AND FUNCTIONS**

1. To develop social sector policies (including organizational policies) that are evidence-based, culturally relevant, economically viable and sustainable in keeping with the national macro-planning framework.
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 the 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 for collaboration.
7. To prepare Reports, Publications, Briefs, Comments for other government Agencies and local, regional and international organisations.
8. To respond to requests for information from other government Agencies and local, regional and international organisations.
9. To represent the Ministry on Committees both internal and external to the Ministry.

### **PERFORMANCE OBJECTIVES AND ACCOMPLISHMENTS**

#### **1. 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 held one meeting on February, 2018.

- Hosted a meeting with Policy Practitioners in 2018 to:
  - building capacity through training in the primary areas of policy development.
  - Strengthening practitioners' capacity in understanding and properly executing the primary processes in the policy development cycle; and
  - Highlighting the possible gaps that could exist/develop if proper monitoring and evaluation are not factored into these initial processes.

2. **Participated in the development and review of policies:**

- The Division assisted in the drafting of the HIV/AIDS Workplace Policy. This policy aims to promote awareness among the Ministry's client and employee populations about the causes, modes of transmission, consequences, means of prevention and control of HIV and AIDS through comprehensive, needs oriented, gender sensitive, nationwide MSDFS programmes.
- The Division conducted meetings with the Division of Ageing, Retiree Adolescent Partnership Programme and Geriatric Adolescent Partnership Programme to discuss the review and revision of the Ageing policy.
- PPPDD collaborated with DAU to conduct stakeholder meeting during the policy review process for the development of a revised Policy for Persons With Disabilities

3. **Annual Administrative Report**

The Annual Administrative Report for the period 2016/2017 was submitted to Cabinet for approval.

4. **Public Sector Investment Programme (PSIP)**

**Status/Progress Report**

The Status/Progress Report on the Ministry's PSIP achievements for 2017/2018 were completed and submitted on a monthly basis to the Ministry of Finance and Ministry of Planning and Development.

5. **Budget Estimates**

In fiscal 2017-2018, the Division worked closely with the Project Implementation Unit (PIU) and other relevant Units in the preparation of the PSIP Budget Estimates, which was presented to the Ministry of Planning and Development, to facilitate the execution of key projects for the fiscal.

The Division was also responsible for submitting requests for releases and transfers of funds for the execution of the PSIP projects. Site visits were conducted at Toco Senior Citizens Home and the National Enrichment Centre in Carlsen Field, Chaguanas to monitor progress of ongoing projects at those locations.

6. **The Social Sector Investment Programme (SSIP) 2019**

Staff from the PPPDD played significant roles in the production of the SSIP 2019 which involved data gathering, compiling, editing, production and distribution of the document. 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.

7. **National Social Mitigation Plan (NSMP)**

The Division continued to play an integral role in the development of the Social Mitigation Plan through the development of supporting documents to accompany same. During the

preparation of the SMP, the Division also worked closely alongside other key MSDFS Divisions and the UWI HEU Consultant to submit the Plan for Cabinet's approval. Under the NSMP, PPPDD represented MSDFS as an A2O Liaison for the implementation of the Ministry of Labour's Adversity to Opportunity Programme (A2O) (formerly known as the Ten Point Plan). Through the Liaison, retrenched/unemployed persons were referred to MSDFS for financial or counselling services to support them during the negative impact of the country's economic downturn. Additionally, part of the NSMP consultations/sensitization included the preparation of a Ministry Presentation for the Board of Permanent Secretaries Meeting.

**8. Street Dwellers Committee**

Representatives from PPPDD served and provided technical support on the Intersectoral Street Dwellers Working Committee to develop a Report and way forward on the national issue of street dwelling. This Committee was convened subsequent to the Ministry's appearance before the Joint Select Committee on Social Services and Public Administration to provide evidence at the **Inquiry into the Effectiveness of the State's Interventions directed at Socially Displaced Persons in Trinidad and Tobago.**

**9. MSDFS' 5-Year Strategic Plan**

The PPPDD convened and continued to co-lead the Ministry's Internal Working Team for the development of a five-year Strategic Plan.

**10. National Development Centre for Persons with Disabilities**

The Division assisted with the preparation of the Terms of Reference to engage a consultant for the operationalisation and Management of the Centre.

**11. Preparation of Cabinet Notes/Briefs/Parliamentary Responses/Documents**

- **Preparation of Parliamentary responses:**
  - Prepared submission to Parliamentary Committee re: Public Sector Projects undertaken by the MSDFS for fiscal 2017/2018.
  - Prepared summary Statement on Addressing Street Dwelling Situation in Trinidad and Tobago for the Joint Select Committee Session.
- **Preparation of Cabinet Notes:**
  - Drafted Cabinet Note for the rationalization of the National Social Development Programme (NSDP) in the Ministry of Social Development and Family Services and the Residential Electrification Assistance Programme (REAP) and Electrification Programme in the Ministry of Public Utilities.



- Drafted Cabinet Note for the implementation of the Windy Hill, Arouca Water Project under the National Social Development Programme (NSDP).
  - Prepared Cabinet Note in response to Senate Question 112: In light of the pleas from residents of Woodland and other areas in South Trinidad for assistance following the devastation of Tropical Storm Bret, what measures are being implemented by the Ministry to assist these affected residents?
  - Prepared Cabinet Note in response to Senate Question 117: What measures are being implemented to protect the nation's children from physical and emotional abuse?
- **Preparation of Requests:**
- Prepared Ministry Presentation for the PM's Retreat for Ministers and Permanent Secretaries. Status Update and Planned Work for Fiscal 2018.
  - Draft request to Parliament for World Bank Mission.
  - Responded to requests from the Ministry of Planning and Development re: Technical Cooperation and other information.
  - Prepared Status Update on the Services Provided by the then Ministry of the People and Social Development for The Universal Periodic Review – Office of The Attorney General.
  - Preparation of information for Standing Finance Committee and the variation and appropriation of funds 2017/2018.
  - Coordinated and compiled information on matters relating to Disability and Older Persons as input from the Ministry of Social Development and Family Services for the 54th Session of the Commission for Social Development. Re: Ministry of Foreign Affairs.
  - Prepared information for IDB and World Bank Meetings.
  - Prepared information for submission to Ministry of Finance re: Government of the Republic of Trinidad and Tobago – International Bond Issuance.

- Prepared Fiscal 2018 Budget Roster – Schedule and coordinated monitoring of the budget debate sessions in both Upper and Lower Houses.
- Updated Cabinet Minute Database.
- Processing A2O applications referred from Ministry of Labour, Small Enterprise Development.
- **Preparation of Briefs:**
  - Prepared Brief for the Minister of Social Development and Family Services for the National Budget Debate 2017/2018.
  - Prepared a brief on Update on Declarations made at OAS Summit on Social Development 2016.
  - Prepared Public Sector Investment Programme Estimates 2018/2019.
  - Prepared Powerpoint presentation for Street Dwellers Working Committee.
  - Working on Ministry Transition Plan in accordance with new Public Procurement Processes.
  - Processing A2O applications referred from Ministry of Labour, Small Enterprise Development.
  - Processing FOIA applications.
  - Prepared MSDFS' Input to the Minister of Finance's Budget Presentation for 2018/2019.
  - Prepared Written Responses to Questions requiring additional information posed to the Minister of Social Development and Family Services at the Standing Finance Committee Brief for Fiscal 2018/2019.
  - Preparation and compilation of Supporting Documents inclusive of programme/project information Brief for Permanent Secretary Natasha Barrow for attendance at the Eighth ministerial forum for Development in Latin America and the Caribbean and the first meeting of the presiding officers of the regional conference on social development in Latin America and the Caribbean.

- Preparation of document outlining overlapping grants disbursed by Government Ministries of Trinidad and Tobago – in collaboration with Inter-Ministerial National Grants Policy Review Committee.
- Revised Compilation of documents for the development of the National One-Off Grants Funding Policy for submission to Ministry of Planning and Development.
- **Preparation of Cabinet Notes:**
  - Prepared Ministry of Social Development and Family Services - Highlights of Achievements 2017/2018.
  - Developed draft Guide to Social Programmes and Services of the Ministry of Social Development and Family Services.
  - Prepared a Social Sector Situational Analysis Matrix for Ministry of Planning and Development exercise in the development of Vision 2030.
  - Preparation of Proposal on “Improving Service Delivery in the Ministry of Social Development and Family Service”.
  - Compiled inputs for Country Report to IACHR (Inter-American Commission on Human Rights) for the Ministry of Legal Affairs. To provide input for Disability Human Rights Reporting.
  - Updated Directory of Services of the Ministry of Social Development and Family Services.
  - Cabinet Note with respect to Classification of the Inter-Ministerial Social Policy Committee (IMSPC) was prepared and submitted to the Ministry’s Executive and subsequently to Cabinet.

**12. Provided comments on the following:**

- The MSDFS HIV/AIDS Policy.
- The Proposals for national consultations for the draft National Parenting Policy.
- The National Development Strategy 2016-2030 (Vision 2030).
- The Senior Activity Centres.
- The Survey of Living Conditions Dissemination Plan.
- The Education Initiative Grant of the MSDFS.
- The Fifty-fourth Session of the Commission for Social Development.
- United Nations General Assembly Resolution 69/158: “Protecting Children from Bullying”.

- The Caribbean Development Country Strategy Paper 2016-2020 for Trinidad and Tobago.
- The Ministry of Tourism Draft Eco Tourism Policy.
- The Draft 2016 Action Plan of the Community of Latin American and Caribbean State (CELAC) and prepared memorandum to the Ministry of Foreign and CARICOM Affairs re: CELAC-EU Roundtable on Women's Economic Development.
- The Provision of School Supplies to needy children – Education Incentive. Proposal developed by the MSDFS.
- Inter-American Development Bank Group (IDBG) Country Strategy with the Republic of Trinidad and Tobago.
- The Revision of the National Integrated Water Resources Management (IWRM) Policy.
- The Social Sector Analysis Matrix for the Ministry of Planning and Development.

**13. Members of Staff served on the following Technical Working Committees and provided Technical Support to other Division/Unit**

- Providing technical advice and support for the Means Test Committee.
- Provided assistance to the Social Displacement Unit during the Comparative Street count.
- Discussion held with Ministry of Labour and Small Enterprise Development re: Joint collaboration to facilitate the employability of PWD and welfare to work approach using conditionalities.
- Staff engaged in data collection exercises for the Down Syndrome Family Network; Community Outreaches; Social Mitigation Plan Consultations.
- Member of staff served on the Screening Committee for new Senior Centres to evaluate proposals submitted by NGOs, FBOs.
- Ministerial Team to develop the MSDFS 5-year Strategic Plan.
- Serve on Tender Evaluation Committee of Hernandez Place, Arima.

**14. Staff of the Division represented the MSDFS on the following Inter-Ministerial Committees:**

- a. Inter-Ministerial Committee to promote, protect and monitor the implementation of the United Nations Convention on the Rights of Persons with Disabilities.
- b. Participated in Ten Point Plan (Social Mitigation Plan) activity with Ministry of Labour and Small Enterprise Development.
- c. Citizens Security Programme Steering Committee, Ministry of National Security.
- d. Inter-Ministerial Planning and Coordinating Committee to address the celebration of World Food Day.
- e. Gonzales Joint Community Service Centre, Office of Law Enforcement Policy (OLEP), Ministry of National Security.
- f. Working Committee to address the Issues of Street Dwelling.
- g. Chair the Inter-ministerial Social Policy Committee.

- h. Committee activities/meetings for the production of the National Social Mitigation Plan.
- i. National Parenting Policy.
- j. Socio Economic Indicators for Trinidad and Tobago.

**15. Staff participated in the following training/Conferences:**

- Participated in training for the Measurement of Multi-dimensional Child Poverty – jointly hosted by UNICEF, the University of the West Indies and the MPSD. Through the PPPDD, the Ministry provided administrative support to the planning committee.
- October 13- 14 – COTE Conference at UWI Conference of the Economy - Managing for Development in a Volatile Economic environment: Addressing the Diversification challenge.
- Disability Human Rights Reporting Workshop hosted by the US Embassy towards guiding the reporting process for Disability Human Rights.
- CEDAW (Convention for the Elimination of Discrimination Against Women) Sensitization Training.
- Public Procurement Training with the Ministry of Finance for the implementation of the New Public Procurement Legislation.
- Procurement Workshop for Technical Officers/Leaders at Public Service Academy, Ministry of Public Administration and Communication.
- Two-Day Migrant Smuggling Workshop.

**CHALLENGES FACED IN ACHIEVING PERFORMANCE OBJECTIVES**

- Emphasis was placed on the completion of external requests and not the core mandate of the Division.
- Tardiness in the submission of data for essential reports from other Units/Divisions.
- The lack of a full complement of staff in the Division.

**REMEDIAL PLANS**

- Work with Human Resources Management to get the required staff for the Unit.
- Undertake capacity building for current staff.

## **LEGAL UNIT**

### **DESCRIPTION**

This Unit provides support to the Ministry on all legal matters which impact the Ministry's work. The Legal officer is 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. In fiscal year 2017 the Legal Division was staffed by one (1) Legal Officer and the assistance of one (1) Clerk/Typist discharged to the following functions.

### **PERFORMANCE OBJECTIVES**

- Advising the Permanent Secretary on legal aspects and issues relevant to the operations of the Ministry of Social Development and Family Services.
- Keeping the Permanent Secretary of the Ministry of Social Development and Family Services updated on all legal matters which concern the Ministry.
- Performing legal research and rendering legal opinions.
- Representing the Ministry of Social Development in the Superior Courts of Record.
- Liaising with the Ministry of the Attorney General and Legal Affairs, with respect to litigation brought against the Ministry of Social Development and Family Services.
- Liaising with other Ministries in relation to technical and specialised legal matters which concern the Ministry of Social Development and Family Services.
- Representing the Ministry in contract negotiation, conciliation and arbitration procedures as a member of a team or individually.
- Preparing and reviewing all contracts which the Permanent Secretary of the Ministry of Social Development and Family Services is a party to.
- Preparing and reviewing all memorandums of understanding which the Permanent Secretary of the Ministry of Social Development and Family Services is a party to.

### **ACCOMPLISHMENTS**

#### **Contractual Agreements**

- Drafted and vetted six (6) contracts.

#### **Litigation/High Court Matters**

- Represented the Ministry of Social Development and Family Services at the Industrial Court concerning nine (9) trade disputes.
- Provided support to the Ministry of Attorney General and Legal Affairs on ten (10) legal matters.

#### **Advice**

- Provided legal submission on three (3) matters.

## **CHALLENGES FACED IN ACHIEVING PERFORMANCE OBJECTIVES**

- The department has not been properly constituted despite the continuing effort of the Legal Officer.
- There is need for the establishment of a fully functional Legal Unit.
- Inadequate legal publications within the Ministry's library.

## **HIV/AIDS COORDINATING UNIT**

### **DESCRIPTION**

The core business of the HIV/AIDS Coordinating Unit is to educate and sensitise staff and clients of the Ministry on HIV issues. The Unit is also responsible for integrating the national HIV/AIDS response into the Ministry's development process, including poverty reduction strategies, budgeting instruments and sectoral programmes/initiatives and projects. The HIV Unit, in close collaboration with Divisional Heads and the HIV Multidisciplinary Committee, aims to educate staff and communities on HIV issues, its prevention and control, as well as provide relevant staff with the tools to effectively provide services for clients living with HIV. HIV/AIDS Coordinating Unit, is guided by the following, in the design, delivery and implementation of the HIV/AIDS initiatives:

- The National HIV and AIDS Strategic Plan 2013-2018.
- The Ministry of Social Development and Family Services Strategic Plan.
- The Social Mitigation Plan of the Ministry.
- Vision 2030.
- The Ministry of Social Development and Family Services HIV Multi-Disciplinary Committee.
- Various inputs from working closely with designated Division Heads.

### **ROLES AND FUNCTIONS**

1. Programme HIV issues in the internal (staff) and external (clients, communities etc.) domains geared towards addressing the national response to HIV/AIDS which is categorized as a general epidemic.
2. Implement and operationalize the Ministry's HIV Work Place Policy.
3. Build critical linkages with key stake holders, social sector ministries, relevant international organizations and the private sector to ensure sustained awareness and educational programs on issues related to HIV and AIDS.
4. Help mitigate the negative impact of HIV/AIDS on persons affected in Trinidad and Tobago.
5. Help reduce the incidence of HIV infection in Trinidad and Tobago.

### **PERFORMANCE OBJECTIVES AND ACCOMPLISHMENTS**

1. **To have all staff members sensitized to HIV issues specifically**, HIV prevention and HIV stigma/discrimination: An estimated three hundred and fifty (350) staff members were sensitized at staff events to include International Women's day, father's day and mother's day.)



2. **To sensitize and raise awareness of the the Ministry’s clients to varied HIV issues utilizing a number of modalities/modules such as edu- theater, condom demonstration etc.**
  - Social Welfare clients: An estimated five hundred clients (500) were sensitized. (sensitization initiatives took place at social welfare offices on appointment. (Poinfortin, POS, Aranquez, Tunapina, Chaquanas, Siparia, Sangregrande and Sanfernando).
  - Senior citizens from Senior Citizen activity centers funded by MSDFS: An estimated an estimated three hundred and fifty (350) senior citizens participated in the program. (the unit visited six (6) senior citizen activity centers.
  - Recovering substance abusers from PIPARO Empowerment Center: Twenty-five residents participated in The HIV awareness program.
3. **To educate the Ministry's staff** (specifically social workers dealing with the Ministry's clients) on the importance and issues affecting Medication Adherence and good nutrition in Persons Living with HIV - Approximately 30 social workers Attended the two (2) day workshop.
4. **To commemorate World AIDS Day** by designing and coordinating a feature event that speaks to the International theme. For WAD 2017 the Unit joined the NACC secretariat and Divisions of the OPM to commemorate WAD on the Brian Lara Promenade, distributing IEC materials, condom demonstrations etc.
5. **To commemorate International days** (International Women’s Day, Mother’s Day and Father’s Day) by educating Ministry staff on its relationship to HIV issues – Approximately two hundred and eleven (211) staff members benefitted from programs held. (Internal HIV Mainstreaming).
6. **Education and Sensitization – During the fiscal period, (External-Mainstreaming)** Three hundred and seven (307) prison inmates received information, education and sensitization on HIV Issues, lectures on HIV prevention as well as condom demonstrations. The Unit visited six (6) prisons institutions facilitated by “Vision on Mission”.
7. **Life Skills Program for Young Persons Living with HIV** Fifty young persons living with and affected by HIV attended the ninth (9) annual one-week life skills program hosted by the Unit. A variety of creative teaching modules were used to ensure a successful week’s program.

## **CHALLENGES FACED IN ACHIEVING PERFORMANCE OBJECTIVES**

- The HIV Unit functioned without a full complement of staff.
- Critical budgetary constraints.

## **MONITORING AND EVALUATION**

### **DESCRIPTION**

The Monitoring and Evaluation Division (MED) was established in April 2003 with the overarching mandate to co-ordinate Monitoring and Evaluation (M&E) in the Social Sector and facilitate the provision of timely and reliable evidence-based information for effective decision making.

### **ROLES AND FUNCTIONS**

1. Oversee the application of structured M&E systems in the social sector.
2. Set standards for M&E.
3. Provide 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. Promote the use of evaluation findings among Social Sector Ministries, Departments and civil society organizations, to improve the quality of social interventions.
5. Assess M&E capacity within the social sector on a systematic basis.
6. Conduct periodic training with Social Sector Agencies to build capacity in M&E.
7. Conduct thematic/sector evaluations that cover cross cutting themes or issues pertinent to the Social Sector.
8. Conduct evaluations with significant implications for national policy and other strategic evaluations requested by the Minister or Permanent Secretary in the MSDFS.
9. Conduct an evaluation of an intervention in special circumstances where an independent assessment is requested, through the Minister of Social Development and Family Services or by a Minister in the Ministry responsible for the social intervention.
10. Develop a multi-year evaluation plan for a period of five years. The multi-year plan which is to be approved by Cabinet, will identify the evaluations to be undertaken and the Agencies responsible for the conduct of these evaluations. This plan will not preclude the conduct of evaluations at the discretion of Ministries/Departments.
11. Conduct evaluations where required.
12. Develop and maintain 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.
13. Assess new projects and programmes (above a specified band of estimated expenditure) to ensure that M&E is embedded into the design.
14. Establish a repository of evaluation findings in the social sector.
15. Provide assistance to the Policy, Programme Planning and Development Division of the Ministry of Social Development and Family Services in the monitoring and evaluation of social policies.

### **PERFORMANCE OBJECTIVES AND ACCOMPLISHMENTS**

During this period, the MED was staffed with a Director and an Assistant Programme Officer, with both contracts ending in June 2018. As a result, the MED could not operate to its full capacity.

Reporting on this section of the Report therefore only covers accomplishments for the period September 2017 to June 2018. These are detailed as follows:

**1. Performance Objective: To establish an MSDFS Evaluation Team**

**Accomplishments:** Established an Evaluation Team comprising 10 persons from across various Units in the Ministry.

**2. Performance Objective: To strengthen the M&E capacity of the MSDFS**

**Accomplishment:** Developed a Training Programme in M&E for staff of MSDFS. Conducted a two (2) day M&E training with the NGO Unit.

**3. Performance Objective: To resume evaluations of NGOs and Programmes**

**Accomplishment:** Commenced three (3) evaluations:

1 NGO – CSDP (Data collection completed. Data analysis 40% complete)

2 Programmes – GAPP (Data collection 50% complete)

RAPP (Data collection 75% complete)

**4. Performance Objective: To report on the National Performance Framework/ Vision 2030**

**Accomplishment:** Provided feedback to National Transformation Unit in Ministry of Planning on the draft core indicator set, that the MSDFS would have to align to when reporting on the NPF.

**5. Performance Objective: To determine Data Requirements and Baselines**

**Accomplishment:** Was able to determine the type of data that is and should be collected by 90% of the Divisions/ Units of MSDFS to set the base for the M&E Framework.

**6. Performance Objective: To review reporting templates**

**Accomplishment:** Feedback forms, action plan, work plan, quarterly reporting and quarterly progress report templates finalized. Should be reviewed with finalization of strategic plan.

**7. Performance Objective: To report on the progress of MSDFS initiatives**

**Accomplishment:** Quarterly reports on the progress of MSDFS initiatives for Q1 and Q2. The Executive report was also prepared for Q1.

**8. Performance Objective: To develop Service Level Agreements**

**Accomplishment:** A Draft outline of the Service Level Agreement developed based on Ministry of Health and Community Development agreements. Discussions with MOH, NGO Unit and Division of Ageing to develop SLAs for these Divisions.

**9. Performance Objective: To ensure the M&E component is built into the MSDFS Strategic Plan**

**Accomplishment:** Drafted core indicator set provided. Guidelines for target setting included during initial consultations with HODs.

**10. Performance Objective: To ensure the M&E component is built into the NSMP and implemented**

**Accomplishment:** M&E component reviewed and revised following submission by Consultant.

**11. Performance Objective: To ensure M&E component is built into Standard Means Test and implemented**

**Accomplishment:** Following meetings attended, one feedback form from DSU was revised. Overarching framework required.

### **CHALLENGES FACED IN ACHIEVING PERFORMANCE OBJECTIVES**

1. The strategic direction of the Division and determination of key performance objectives could not be established and met due to the Human Resources challenges. A number of vacancies to be filled within the Division. These staff limitations inhibited the MED from undertaking its core roles and functions.
2. The MED is heavily dependent on timely submission of reports to perform its core duties. The poor response rates affect MEDs productivity.
3. The MED is heavily dependent on data from varying sources within the Ministry to perform its core duties. The quality of data is impacted due to data storage and lack of access.
4. Varying interpretations of M&E processes. It is difficult to engage in M&E practices when everyone has a different view on what M&E is or how it should be done. This complicates implementation procedures and can reverse all efforts if no one is on the same page.

### **REMEDIAL PLANS**

1. Address the human resource needs of the MED by filling key positions.
2. Implement accomplishment accountability on phased basis so persons are not overwhelmed.
3. Implement change management mechanism.
4. Implement annual planning process cycle for the MSDFS.
5. Implement the use of project charters and profiles. For operational items, key activities must also be documented.
6. Continued implementation of the participatory approach to M&E.
7. Adjust the organizational structure to capture the changing environment of the Social Sector and meet the needs of the National mandate regarding the conduct of monitoring and evaluation in the Public Sector.

## **CORPORATE OBJECTIVE 8 – Improve Performance**

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

### **DIVISIONS/UNITS**

- ❖ Corporate Communications and Education Unit
- ❖ Development Support Unit
- ❖ Project Implementation Unit
- ❖ Information Technology Division
- ❖ Non-Governmental Organisation Unit

## **CORPORATE COMMUNICATION AND EDUCATION UNIT**

### **DESCRIPTION**

The Corporate Communications and Education Unit of the Ministry of Social Development and Family Services seeks to add value to the Ministry's corporate image by providing strategic counsel and creatively utilizing Communications and Public Relations Strategies that increase awareness of the Ministry's programmes and achievements among its internal and external publics.

One of the Unit's key objectives is to build and maintain a positive image and reputation for the Ministry. Advertisement of the work of the various delivery Units and the commemoration of important days relevant to the Ministry's overall mandate are key to this objective.

### **PERFORMANCE OBJECTIVES**

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 Ministries and agencies 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 and other key persons within the Ministry.
6. To fulfil the internal communications function geared towards building staff camaraderie.
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.

### **ACCOMPLISHMENTS**

1. Increased knowledge and awareness of underserved individuals, families, communities through the hosting of Public Information and Education Sessions across Trinidad. **Nine (9) sessions** were conducted. It was administered to:
  - **REGIONAL HEALTH AUTHORITIES**
    - South West Regional Health Authority - October 30th 2017
    - Eastern Regional Health Authority - November 24th 2017
    - North West Regional Health Authority - November 29th 2017
    - North Central Regional Health Authority - January 22, 2018

- **MINISTRIES/GOVERNMENT AGENCIES**
    - Housing Development Corporation of Trinidad and Tobago - September 14th 2018
  - **OTHER**
    - National Parent/Teachers Association – Barataria Anglican - July 25, 2018
    - St Augustine Community Council
    - Malick Community Council - August 16, 2018
    - Beetham Community Centre - September 12th 2018
2. Established, improved and maintained the image of the MSDFS- Drafted, edited and published **three (3) Speeches** and **five (5) Messages**.
  3. Improved communication of programmes and services available to underserved individuals by participating in a cumulative **total of 31 outreaches** across the country.
  4. The Unit also planned press conferences and other media activities to proactively raise awareness of assistance being provided by the Ministry, new programmes and or services being developed by the Ministry. Press conferences organised by the Ministry to highlight assistance being provided include:
    - Distribution of SEED grants to 19 recipients
    - National Parenting Policy Stakeholder Consultation
    - Distribution of Letters to NSDP Clients on Thursday August 2nd 2018
  5. Assisted with the planning, coordination and coverage of the National Parenting Stakeholder Consultation.
  6. Planned and coordinated the “Leadership in a time of Transformation” one-day session.
  7. Planned and coordinated a series of events and provided coverage for the Green Paper on National Parenting Policy Consultation, UNICEF’s Eastern Caribbean Office, workshops and symposiums.
  8. Assisted in providing event management support for the following:
    - Social Media Campaign – Creative Competition on ‘First Peoples of Trinidad and Tobago Historical Questions
    - CSR Training Workshop
    - Media Clinic
    - Poverty Definition Regional Consultations
    - Inaugural National Symposium on the Family Values, Attitudes and Behaviours Campaign
    - Inter-Ministerial Social Research Council
    - Distribution of Christmas Food Support Cheques for Christmas 2018





## **DEVELOPMENT SUPPORT UNIT**

### **DESCRIPTION**

The Development Support Unit (DSU) was established by Cabinet – Minute No. 2005 of July 22, 2004. The Unit’s vision presents a commitment to give continuing support to the organisation through its journey from Developmental Status to Transformational Status. On this journey and with the quest to also achieve and sustain high levels of performance without compromising overall wholeness and wellness, the Unit is positioned as an advocate for balancing organizational stability and addressing the needs of Executive and staff.

### **ROLES AND FUNCTIONS**

#### **Roles:**

1. Providing service to the organization in a facilitative and solution-oriented role
2. Fielding, collating and interpreting the concerns of staff, and sharing them with the Executive in the form of formal proposals for remedial interventions.
3. Receives the thoughts and needs of the Executive and designs tangible, practical initiatives as solutions for achieving viable results.

#### **Functions:**

1. Gives attention to the MSDFS’s organisational wellness – in the context of providing change management strategies for the design and rollout of new initiatives; lobbying for service excellence (internal and external); establishment of strategic and operational planning.
2. Designs and develops initiatives that support the interests and mandate of the organization, in conjunction with Divisional/Unit heads.
3. Designs and develops initiatives that build team consciousness, teamwork and synergy among staff.
4. Applies Change Management theories and practices into the operations of the Ministry that would:
  - facilitate the smooth transitioning of the change involved in new initiatives and procedures in the MSDFS.
  - keenly ensure that the ‘people side’ of the change - those pertinent matters which influence staff’s ability to adapt to new procedures and operations – are properly communicated, supported and utilized.

### **PERFORMANCE OBJECTIVES AND ACCOMPLISHMENTS**

#### **PERFORMANCE OBJECTIVES**

1. **Organisational Development**  
Seeks to provide support for the Ministry's Developmental Agenda, towards safeguarding the strategic wholeness, wellness, ‘teamness,’ synergy and general advancement of the organisation.

## 2. Leadership Development

Provides a strategy for augmenting the leadership stock of the organisation; a systematic approach for expanding the performance competencies in leadership roles; celebrating achievements; insisting on quality standards; displaying appreciation and engaging in strategic organisational planning and ‘actioning.’

## 3. Innovation and Recognition

Seeks to promote innovation and recognition of individuals, teams, Divisions/Units that conceptualize frame-breaking ideas that add value to operations, and go the extra mile in service to the benefit of the organisation, its staff, clientele and other stakeholders.

## ACCOMPLISHMENTS

### Achievements

#### Organisational Development: Premium Client Care (PCC)

- Drafted and submitted strategy for supplementary proposal Ministry-wide PCC rollout
- Developed PCC ‘Fish Philosophy’ video used in the Ministry-wide Strategic Plan liaison efforts.
- Client Care CSR/CCR Training Proposal drafted, submitted and approved.
- Implementation of Orientation and Client Care Training of CSRs/CCRs.
- Draft Client Care orientation Training proposal developed.
- Development of PCC soft launch video.
- Development of draft PCC User Guide for printing and distribution to all staff.

### Change Management

- Draft proposal for Social Welfare Division Meeting of Local Boards for Director of Social Welfare.
- Draft Change Management Framework developed and submitted for approval.
- Draft Change Management Plans submitted for approval for all Social Welfare Division Regional Offices.
- Developed draft Change Management Framework User Guide for printing and distribution to all staff.
- Commenced draft Change Management Proposal and accompanying Presentation for staff sensitization sessions.
- Developed draft Change Management Plan for the Human Resources Division.

### Social Welfare Division and Food Support Merger

- DSU Officers Local Board Quarterly Visits – Transition Progress.
- Completion of authentication process of the Social Welfare Divisional Training with the Social Welfare Division Leadership.
- Development of draft proposal for Social Welfare Division staff Training submitted for approval.

- Development and submission for approval of draft training manual and accompanying Presentation for the Social Welfare Division.
- Completed authentication process of the Social Welfare Divisional Training with Social Welfare Division Leadership.

#### **Strategic Plan**

- Participated in the development and completion of a working-strategy for developing a new Strategic Plan for the MSDFS.
- Facilitation of Strategic Plan staff consultations.

#### **Social Mitigation Plan**

- Participation in the development of the national Social Mitigation Plan Team, which was facilitated and coordinated by the MSDFS.

#### **Integration**

- Recertification Exercise – Social Welfare Division.  
Recertification Exercise proposal and accompanying Change Management Plan drafted, submitted for approval and approved.

### **CHALLENGES FACED IN MEETING PERFORMANCE OBJECTIVES**

- **Project / Initiative Funding:**  
Lack of funding posed a challenge for the Unit in various avenues.
- **Process Owners Engagement:**  
In executing performance objectives, engaging process-owners sometimes posed some challenges, in that the Unit could not impose haste or assume roles that belonged to others. At other time, unforeseen situations emerged on the part of process-owners (outside the purview of the DSU), served to delay progress.

## **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. The PIU is responsible for the management and implementation of all Public Sector Investment Programme (PSIP) projects within the MSDFS and manages the relationships among and between the internal and external stakeholders of the various projects. The purpose of the Unit is to enhance the implementation process of programmes/projects of the Ministry of Social Development and Family Services (MSDFS) consistent with client satisfaction and Government's vision.

### **PERFORMANCE OBJECTIVES**

1. To enhance the implementation process of programmes/projects of the Ministry of Social Development and Family Services (MSDFS) consistent with customer satisfaction and Government's vision.
2. To ensure that the Ministry's projects are implemented on time, within budget and according to best practice.
3. To ensure that projects meet planning objectives.
4. To establish and approve contracts, inclusive of feasibility studies, for each project.
5. To liaise with Government, various agencies and consultants and maintain professional networks.
6. 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.
7. To focus on output management and achievement of desired and sustainable outcomes.
8. To ensure that the project deliverables are fit for purpose and are satisfactory for clients and or stakeholders.

### **PERFORMANCE OBJECTIVES AND ACHIEVEMENTS**

1. Collaborated with PPPDD with the preparation of Annual Draft Budget Estimates for Projects in the Public Sector Investment Programme (PSIP).
2. Collaborated with PPPDD to prepare Mid-term Review of the PSIP.
3. Collaborated with PPPDD to prepare Reports including Monthly Reports for the Ministry of Planning & Development and the Ministry of Finance.
4. Prepared Project Documents such as Terms of Reference (TOR), Scope of Works, Designs and Cost Estimates.
5. Collaborated with the Tenders Committee regarding the Award of Contracts.
6. Conducted site visits, Monitored, Evaluated and Certified works completed satisfactorily on Projects.
7. Recommended and obtained approval for Payments for Agencies and Contractors.
8. Attended Meetings with other Heads of Units, Agencies regarding implementation of PSIP projects.

9. Submit Request for Releases on a monthly basis.
10. Prepared monthly Progress Report on projects of the Ministry of Social Development and Family Services in the PSIP.

### **CHALLENGES FACED IN ACHIEVING PERFORMANCE OBJECTIVES**

1. Limited project staff to facilitate the proper implementation and monitoring of projects.
2. Lack of sufficient expertise relevant to the Engineering disciplines.
3. Inadequate Project Proposals, Policy and Project Documents, Tender documents resulting in delays in Project's start up.

### **REMEDIAL PLANS**

- Ensure Cabinet Approvals are actually being finalized before requesting Funds to implement projects.
- Ensure Projects are in a state of readiness – Project Proposals, Feasibility Studies, etc.
- Provide Training for existing Staff.
- Hire Staff with relevant expertise.

## **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.

### **PERFORMANCE OBJECTIVES**

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

### **ACCOMPLISHMENTS**

#### **1. Continued Development New Ministry Domain – social.gov.tt**

Future proofing the domain, so that in the event of any organization name change, the domain name remains consistent. Design, Develop and Configure new domain. (social.gov.tt to meet the needs of the Mini).

#### **2. IT Service Desk Service**

The ICTD implemented an electronic service desk (Spiceworks) to log and respond to all request for service or support. The IT Service Desk continued to receive and troubleshoot technical issues experienced by users within the Ministry. This enabled user to obtain a speedier resolution to their issues and improves the efficiency and effectiveness of internal and external communications. Response times were reduced and planning and management capabilities improved.

#### **3. Ministry ID Badges**

The ICTD continued to supply ID Cards/Badges for all staff members and On-the-Job Trainees within the Ministry.

#### **4. Data Management**

##### **1. *Cheque to Bank Project (Direct Deposit)***

Continue to facilitate the transfer of clients on a monthly basis from cheque to bank via Direct Deposit.

##### **2. *Data from Ministry of Legal Affairs***

Began to receive and process death data from the Ministry of Legal Affairs.

##### **3. *Food Card***

Add new Clients, Validate Clients, Remove Clients, Produce Payment file and Reporting.

##### **4. *Cheque Reconciliation***

Processing Payment files produced by NIB and Encashed cheques from Central Bank

#### **5. 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.

The Information and Communication Technology Division (ICTD) has continued to strengthen and maintain data links to all our local offices and established secure access for all users. Continue Development and maintenance of a secured network infrastructure (Local Area Networks (LANs) and WAN).

#### **6. 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.

Expansion of this PBX system included all MSDFS remote sites.

#### **7. Web Development**

The MSDFS main website was re-designed and maintained during the fiscal 2017-2018.

The Division also collaborates with our internal Communications Unit to provide accurate information on the services provided by MSDFS on their website. Development of an online Standard Means Test Form to check for client eligibility.

#### **8. Data Centre**

The design phase and Fire suppression, access controls, generators, precision cooling and General Works scopes for the Data Centre and Storage was completed. Data Centre will consist of storage devices and servers.

#### **9. Integrated Social Enterprise Management System**

The ISEMS is a strategic information technology (IT) approach for the management of a complex array of social service programmes offered by the various divisions of the Ministry. Further, it is a Business Transformation and modernization project based and built upon well proven Enterprise Resource Planning (ERP) technologies and the Social

Enterprise Management (SEM). During the fiscal year, an attempt was made to procure the System but none of the vendors met the pre-defined requirements during the evaluation process.

**10. Board of Survey**

Non-functional and obsolete ICT devices have been inventoried for disposal through the Board of Survey exercise in compliance with industry standards and recommendations from the Internal Audit and General Administration departments.

**11. ICT Inventory**

An electronic inventory system was implemented to manage the entire Ministry's ICT equipment. The ICT Division embarked and on an inventory exercise based on the recommendation of the Internal Audit and the Auditor General where all the Ministry's ICT devices were documented in a standardized format.

**12. Disaster Recovery**

Develop a DR site and associated BCP procedures in conjunction with backup solutions.

**13. Social Service Client Management System**

The SSCMS is an interim client management system that is being developed within the ministry to formalise and add structure to client's data with the goal of an easy transition into the ISEMS.

During the last year, different modules of the SSCMS has been implemented and is currently used by various departments throughout the Ministry.

**14. Payment Processing System**

Develop Requirements, Developed RFP, Issued RFP, Received Proposals, and Engaged IgovTT to Assist in Procurement.

**CHALLENGES FACED IN MEETING PERFORMANCE OBJECTIVES**

1. Release of Funds/ No Funding available.
2. Lack of sufficient staff needed.
3. Continuous change of requirements and project priority.



## **NON-GOVERNMENTAL ORGANISATION (NGO) UNIT**

Cabinet in 2011 approved the establishment of a Non-Governmental Organization (NGO) Unit in the Ministry of the People and Social Development (MPSD). **In May 2013, the Ministry officially established the Unit**, to fulfil the Cabinet mandate to manage the Ministry's relationship with service delivery partners involved in the delivery of social services in communities.

### **ROLES AND FUNCTIONS**

1. To identify suitable organizations to undertake the delivery of services or the conduct of social programmes and projects in communities.
2. To manage contractual arrangements, with organizations, for the delivery of social services and programmes.
3. To register organizations involved in the delivery of social services.
4. To collaborate with relevant social service delivery agencies and divisions to ensure the effective and efficient delivery of services to clients.
5. To process and assess requests from organizations for subventions, grants and other types of assistance, and making appropriate recommendations.
6. To ensure compliance by organizations, in accordance with established criteria, for the delivery of social services.
7. To develop mechanisms to monitor and evaluate the operations of NGOs and other organizations in receipt of financial assistance from the MPSD.
8. To conduct research into matters pertaining to the non-governmental sector in order to advise State agencies on the operations of various NGOs.
9. To promote training and capacity building programmes for NGOs so that they would be better equipped to fulfil the delivery mandate.
10. To maintain an NGO Database.

### **PERFORMANCE OBJECTIVES AND ACCOMPLISHMENTS**

1. **To promote a better 'value for money' culture in the delivery of social services and to improve efficiency by NGOs in their expenditure of Government funding for social programmes/projects:**  
Audits were conducted on the NGOs in receipt of subventions. Quarterly projection statements as well as monthly actual Income and Expenditure Statements were submitted by all NGOs in receipt of subvention. A review and research of a fee-for-service model for subvention provision was undertaken.
2. **To submit disbursement requests for subvention payments:**  
Submission of monthly/quarterly disbursements for twenty-four (24) NGOs inclusive of Statutory Boards for subventions.

3. **To partner with NGOs, CBOs and FBOs towards a decentralised approach for the delivery of social services to vulnerable groups in society:**

Two hundred and three (100) requests for (contributions and donations) for social projects were reviewed. Ninety-seven (54) organizations received funding. Ten (10) requests for one-off grant for social projects and 6 organisations received funding.

4. **To conduct site visits to NGOs:**

Site visits were conducted to thirty-two (32) NGOs that requested financial assistance.

5. **To submit to Cabinet recommendations for renewals of subvention:**

Reviewed relevant reports and provided required data for renewal of one (1) subvention.

6. **To review the contractual arrangements of all NGOs receiving subventions for the delivery of social services and programmes:**

Legal Agreement for NGOs receiving subventions

- ✓ Met with Legal Department to continue amending current document.
- ✓ Reviewed second draft.
- ✓ Working with M&E Unit to include:
- ✓ M&E Components.
- ✓ Procurement aspects.

Continued research and discussions held with M&E Department regarding the Service Level Agreement Template.

Continued review of NGOs' Cabinet Mandates to ensure compliance in accordance with established criteria for the delivery of social services.

7. **To update bi-annually the national NGO Directory:**

The NGO Directory was edited and updated.

8. **To collaborate with three (3) Stat. Boards to ensure effective and efficient delivery of services.**

Awaiting a report from the President of the TT'BWA with an updated status of the recommendations.

9. **To prepare Annual Trend Analysis of Expenditure Reports to assist in identifying underlying causes of fiscal stress and prediction of future financial outcomes, which may provide valuable information about the organization's current and future fiscal health:**

Continued follow-up and collaboration with the Trinidad and Tobago Blind Welfare Association (TT'BWA) to ensure completion of recommendations of the Joint Select Committee.

Assisted the T&T Association for Retarded Children Lady Hochoy Homes (TTARC)

Met with stakeholders to discuss the hosting of a Symposium for the stakeholders in the sector for the Intellectually Disabled.

Continued collaboration with the Trinidad and Tobago Hearing Impaired Association (TTAHI).

Facilitated placement of UWI Social Work Students at DRETCHI to assist with their Practicum. Students' progression was monitored through the NGO Unit.

**10. To collaborate with relevant social service delivery agencies and divisions to ensure the effective and efficient delivery of services.**

✓ *To collaborate with the Ministry of the Attorney General and Legal Affairs.*

Reviewed the amendments to the Companies Act., Draft NPO Bill and Draft National Policy

✓ *To partner with the Counter-Trafficking Unit (CTU), Ministry of National Security to assist with the social services aspect.*

**11. Increased networking and integrating services through continued collaborative meetings with the ten (10) Ministries that disburse funds to Non-Profit Organizations.**

Exchange of information with the membership of the Inter-Ministerial Grants Committee re: applicants for financial assistance thereby avoiding duplicity.

**CHALLENGES FACED IN ACHIEVING PERFORMANCE OBJECTIVES**

1. Funds being released on piecemeal basis. Funds have to be requested multiple times.
2. Reacting to NGOs inefficiencies while using a proactive approach.
3. No representation of the Ministry on Boards such as the Trinidad and Tobago Blind Welfare Association (TTBWA).
4. Unit understaffed. Recruitment process is very slow.



## OTHER CAPACITY BUILDING AND INSTITUTIONAL STRENGTHENING ACTIVITIES

- ❖ Training and Development
  - ❖ Committees
- ❖ Future Plans and Projects (Fiscal 2019)

## **TRAINING AND DEVELOPMENT**

The Ministry of Social Development and Family Service'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 continuous training and development.

For Fiscal 2017/2018, officers were exposed to various areas of training and development. These were aligned to the Ministry's Corporate Objectives and focused on areas such as substance abuse prevention and treatment and HIV/AIDS.

## COMMITTEES

| <b>Committees within Ministry/Department Fiscal 2017/2018</b>       |  |   |
|---|--|---|
| Social Ambassadors Committee  | To administer the Social Ambassadors project   | Cabinet Appointed: CM No. 1020-2013/04/18 |
| Sports & Cultural Events Planning Committee                         |  | Ministerial                               |
| Autistic Support Centre of Trinidad and Tobago Committee            | To develop the logistics of establishing the Centre, including the design, programming, training, staffing and governance model  | Cabinet Appointed: CM No. 2352-2013/08/22 |
| Central Public Assistance Board                                     |  | Public Assistance Act Chapter 32:03       |
| Clinical Assessment Committee                                       |  | Cabinet Appointed                         |
| Disaster Coordinator, MSDFS Disaster Response Team                  |  | Ministerial                               |
| Evaluation Committee for the Pre-qualification listing              | To Provide the Ministry with an approved list of suppliers for goods and services to the Ministry of Social Development  | Ministerial                               |
| HIV/AIDS Committee.   | To guide the Ministry's HIV/AIDS Frame for Action; the development of the Workplace Policy; and to independently review and evaluate the Ministry's mainstreaming processes. | Ministerial                               |
| Inter-Ministerial Committee to Address the Issue of Street Dwelling | To make recommendations to the Minister of the MPSD on some of the interventions detailed in the Implementation Strategy to address the issue of street dwelling in T & T    | Ministerial                               |
| Inter-Ministerial Social Policy Committee                           | To coordinate policy development, implementation, monitoring and assessment in the Social Sector   | Cabinet Appointed: CM No. 2399-2013/08/29 |
| National Development Centre for Persons with Disabilities Committee | To oversee the establishment of a National Development Centre for Persons with Disabilities  | Cabinet #1843 Note NS(12) 173             |

|   |  |                   |
|---|--|-------------------|
| Permanent Secretary's Tender's Committee  | To review requests for specified supply services or products sourced by external service providers | Ministerial       |
| Public Sector Investment Programme (PSIP) | To provide PPPDD's input to the Ministry's 2016/2017 submission of the PSIP                        | Ministerial       |
| Social Housing and Outreach               | To formulate Policy on Social Housing and streamline outreaches. Direct Effect/Impact schedule.    | Cabinet Appointed |
| SSIP Committee                            | To prepare the SSIP publication in time for the annual budget                                      | Ministerial       |
| Socio Economic Database                   | Creation of a computerised central database on social indicators                                   | Ministerial       |
| Strategic Planning Committee              |  | Ministerial       |
| National Parenting Policy Committee       |  | Ministerial       |



## TRAINING UNDERTAKEN DURING FISCAL PERIOD 2017/2018

Staff from the various divisions of the Ministry participated in the following training courses/workshops for fiscal 2017/2018:

### 1. DISABILITY AFFAIRS UNIT

- Training in preparing Terms of References.
- Training in project management.
- Training in writing in Cabinet notes.

### 2. DIVISION OF AGEING

- In-house orientation/ training sessions on OPIC & CCP for new Inspectors.

### 3. MONITORING AND EVALUATION DIVISION

- Monitoring and Evaluations for Public Policy with Ministry of Public Administration.

### 4. NATIONAL FAMILY SERVICES

- The Fundamentals of Best Practice Crime Prevention hosted by Ministry of National Security.
- Recognizing and Servicing Victims of Trafficking hosted by Counter Trafficking Unit.
- Living with Incarceration Symposium hosted by UWI.

### 5. PIPARO EMPOWERMENT CENTRE

- Drug and violence Prevention, Treatment and Rehabilitation Programme. Hosted by NADAPP/ OAS/CICAD.
- Two (2) Staff members.

### 6. RETIREE ADOLESCENT PARTNERSHIP PROGRAMME

- Trauma and Child Development at the Eric Williams Medical Sciences Complex at Mt. Hope.
- Training for Service Providers and Community Group members.  
*Four (4) Sessions including the following topics:*
  - Intelligence
  - Life Skills
  - Budgeting
  - Strategic Planning
  - Changing the Trajectory of our Children's Lives

The following are some major plans and projects for fiscal 2018:

### 1. DISABILITY AFFAIRS UNIT

- Fully operationalize the National Enrichment Centre.
- Commence the process to develop the National Registry for Persons with Disabilities.
- Conduct sensitization sessions with the public and private sectors.
- Develop and print brochures on disability issues.
- Seek approval for the National Policy on Persons with Disabilities as a White Paper.
- Commemorate IDPD.

### 2. DIVISION OF AGEING

- Proclamation of the Homes for Older Persons legislation (Tabled for October, 2020)
- Strengthen regulatory arrangements with the Ministry of Health with respect to the Inspection and Monitoring of Homes for Older Persons.
- Networking interventions to align organizational structures and systems to effect a coordinated service delivery both inter and intra ministerially.

### 3. DEVELOPMENT SUPPORT UNIT

#### Short Term Future Plans:

- Acquisition of additional staffing to enable and expand on the DSU's operations.
- Ministerial Project: DSU supervision of Recertification Officers, short term contracted officers, with a remit to update the socio-economic data set of all food support beneficiaries who were previously assessed prior to the implementation of the Standard Means Test which came into effect from March, 2018.
- Continued rollout of the Premium Client Care Supplementary Proposal (Phase 2) Strategy.
- Hosting of Change Management Sensitization Workshops for HODS, DHODS, selected general staff, together with the review of the MSDFS Change Management Framework.

#### Medium Term Future Plans:

- Continued rollout of the Premium Client Care Supplementary Proposal (Phase 2) Strategy.
- Hosting of Change Management Sensitization Workshops for technical and clerical staff, together with the review of the MSDFS Change Management Framework.
- Facilitation of the hosting of one (1) HODs Retreat.
- Provision of Support for the MSDFS Integration Agenda.
- The introduction of a 'Solution Building Idea' initiative.
- Business Process Reengineering Exercises – Social Welfare Division.

### **Long Term Future Plans:**

- Overall appreciation for the importance of embracing a right attitude to change...and acquired skills in managing change, by the personnel of MSDFS.
- The adoption of a client-centric, service-excellence culture change among staff of the organization.

#### **4. HIV/AIDS COORDINATING UNIT**

- Multidisciplinary and multisectoral collaboration to alleviate budget and staffing constraints.
- Staffing the unit with appropriate skills-mix individuals.

#### **5. INFORMATION TECHNOLOGY DIVISION**

- **Integrated Social Enterprise Management System**

The ISEM is a strategic information technology (IT) approach for the management of a complex array of social service programmes offered by the various Divisions of the Ministry. Further, it is a Business Transformation and modernization project based and built upon well proven Enterprise Resource Planning (ERP) technologies and the Social Enterprise Management (SEM).

- **Data Centre**

The design phase of the Data Centre and Storage was completed. The Storage Area Network Appliances and Backup Solution have been procured. Data Centre will consist of storage devices and servers.

- **Removal of Life Certificates**

This will allow the Ministry to have access to real time information pertaining to deaths thereby allowing the Ministry to ensure proof of life. Finalising the MOU with Immigration Division.

- **Social Services Client Management System**

Continued Development, Implementation and Adoption on a Module-by-Module Basis.

- **ICT Training for MSDFS Staff (Staff sensitization)**

To provide end user training for more effective use of the software tools used in daily duties and guidance on ICT Policies.

- **Document Management System**

Develop the requirements for a Document Managements System and Begin Procurement Process to get the required software and Licenses to implement a solution that best fits our needs.

- **Project Server**

Implement Microsoft Project Server.

## **Website Redesign**

Restructure and redesign functional, dynamic website.

### **6. SOCIAL INVESTIGATIONS DIVISION**

#### **Ministerial:**

- Institutional Strengthening - Establishing a Robust Research Culture
- (a) Develop a Research Agenda for MSDFS
- (b) Hosting of Seminars/Lectures/Workshops
- (c) Producing a Research Manual
- (d) Conducting a MSDFS Research Day

#### **Other Activities**

- Operation of the Inter-Ministerial Research Council (IMRC)

### **7. LEGAL UNIT**

- Finalising the debit food card contract between the Ministry and First Citizens' Bank Limited.
- Establishing a functional contract registry.
- Review of legislation in relation to the National Social Mitigation Plan.
- Provisions of assistance to achieve to proclamation of the Homes for Older Persons Act, 2007.

### **8. MONITORING AND EVALUATION DIVISION**

- **Short Term Future Plans** - provide a proposal for addressing the human resource needs of the MED.
- **Medium Term Future Plans** - continue to provide support to Divisions and Units where needed despite staff limitations;
  - build M&E capacity among staff of other Divisions and Units;
  - foster partnerships/ "think tanks" in M&E within the MSDFS as well as with stakeholders external to the Social Sector.
- **Long Term Future Plans** - strengthen and sustain M&E capacity among staff of other Divisions and Units as a means towards institutionalizing M&E in the MSDFS;
  - continue to build partnerships in M&E;
  - continue implementation and sustain the M&E system for the MSDFS.

### **9. NON GOVERNMENTAL ORGANISATION DIVISION**

- Host training and capacity building workshops for the NGOs in receipt of subvention.
- Host symposiums targeted to the following sectors:
  - Intellectually Disabled.
  - Deaf and Hard of Hearing.
- Follow-up on recommendations from the following symposium.
  - Blind and Visually Impaired.

- Continue working towards updating the Ministry’s current policy on financial assistance to NGOs: “Framework to Guide the Relationship between Government and Non-Governmental Organizations for the Delivery of Social Services in Trinidad and Tobago – 2007.
- Continued Registration of NGOs in receipt of financial assistance from the NGO Unit for the update and upkeep of an NGO database.
- Follow-up of mechanisms implemented to monitor and evaluate the operations of NGOs and other organizations in receipt of financial assistance.
- Continued research into matters pertaining to the non-governmental sector in order to advise State agencies on the operations of various NGOs.
- Follow-up on Training and Development/ Capacity building / Institutional Strengthening/ sessions with NGOs.
- Develop and implement a national quality care accreditation system for service delivery agencies.
- Develop and implement Service Level Agreements.
- Continued focus on impact performance of the delivery of services provided by NGOs.
- Continuous benchmarking with the UNDP and the UNRISD.

#### **10. PIPARO EMPOWERMENT CENTRE**

- To increase the infrastructural capacity to accommodate a larger cadre of persons seeking treatment thus maximising the use of the compound.
- To gain Cabinets approval for contracts for all staffing positions- give staff security of tenure so that they will be more comfortable and motivated to offer services.
- To acquire a full complement of Staff in the fiscal year 2018-2019 – this will enable PEC to function optimally, as it is incumbent upon us to provide adequate service to the residents for 24/7.
- To increase the number of therapeutic counsellors (i.e. get full complement) and therapeutic sessions (one on one) with Residents to help them deal with their underlying problems which led them to substance abuse. Additionally, the Therapeutic Community Counsellors are presently performing extra duties as Peer Counsellors.
- To Acquire Drip Irrigation System via the Ministry of Social Development and Family Services -Training in the use of the drip irrigation system from the Ministry of Food Production.
- To increase agricultural production-apart from providing food for the Residents it also provides a form of therapy and skills training for Residents.
- To continue Staff training at CARIAD.
- To host a Family Day in December, 2018.
- To continue to serve our Residents to the best of our ability on their road to recovery.
- To revisit the programme to accommodate persons on a shorter term basis.

#### **11. PROJECT IMPLEMENTATION UNIT**

- Recruitment of additional staff for the Unit who possess training and qualifications in the field of Project Management and Financial Management.

#### **12. RETIREE ADOLESCENT PARTNERSHIP PROGRAMME**

- **Long Term Future Plans** - To set up at least ten (10) more R.A.P.P Centres.
- **Short Term Future Plans** –
  - To acquire temporary storage for three (3) Centres.

- Centre Staff Training: Counselling and Understanding the adolescent.
  - RAPP's Sports and Family Day – July 2019.
  - Family Life Seminars – each centre to conduct one (1) annually.
  - Establishing formal relationship with NFS to access counselling services for participants.
  - RAPP inter centre pan competition.
  - R.A.P.P's July Camp 2019.
  - Adult Literacy Training (ALTA).
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2/5/18

2017/18

**ADMINISTRATIVE REPORT**

**OCTOBER 2017 TO SEPTEMBER 2018**

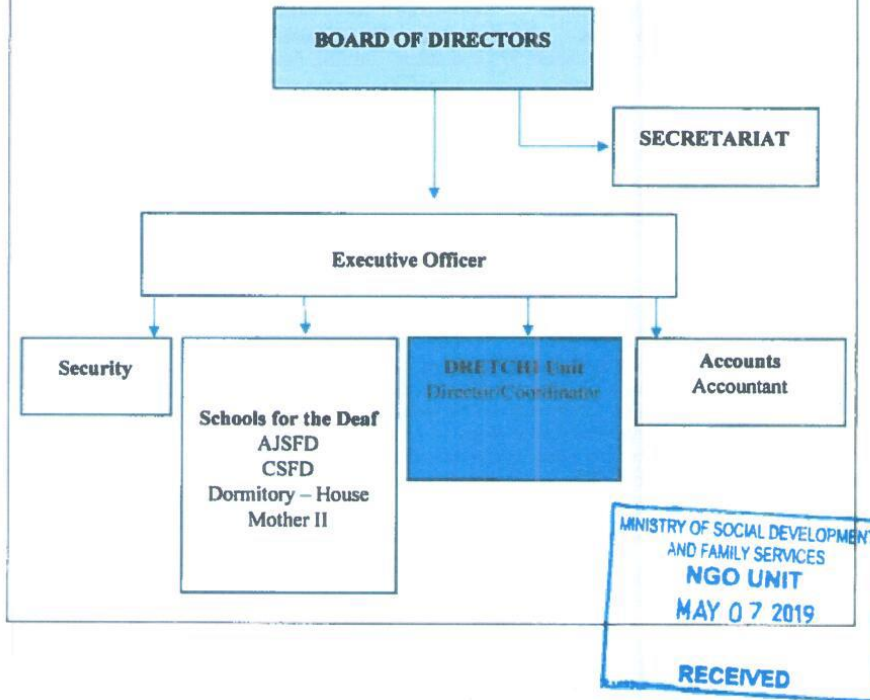
**Divisional Profile**

The Trinidad and Tobago Association for the Hearing Impaired was established in July 1963 as the Association in Aid of the Deaf and Dumb. In 1962 the Association was incorporated by Act 18 of Parliament and renamed the Association in Aid of the Deaf. In September 2000 the old act was repealed and the association was incorporated under Act 53 of 2000. It was at that time the name of the Association was again changed to the current name.

Over the years, there has been an international call for deaf organization to embrace the word hearing impaired with the term Deaf. The Association is currently going through the process of a name change. After 75 years and for the first time its history, the organization now has a Deaf President. The President is supported by 16 (sixteen) other directors who are either deaf or supporters of the deaf.

The purpose of the Association is to improve the quality of life for the Deaf and late deafen in Trinidad and Tobago by establishing schools and other institutions to facilitate and encourage the employment of DHH, operate diagnostics services, provide counseling and psychological support for the families of the DHH and other.

**Organizational Structure for 2017 -2018**





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**ROLE AND FUNCTION**

**Board of Directors** – Responsible for the general conduct and direction of the affairs and finances of the Association. The implementation of policies and planning and coordinating programs and projects to assist with the holistic development of the DHH.

**Executive Officer** - Reports to the Board of Directors (BOD) and has overall responsibility of leading the organization toward attaining its vision, mission, strategic goals and financial objectives. The EO is responsible for overall management, operation and protection of the organization's assets (financial and other) while ensuring compliance with its rules and Board directives. Has general oversight of both schools and is also responsible for maintaining a relationship and reporting to the line Ministry and other Ministries on operational and financial matters relating to the business of the Association.

**DRETCHI Director/ Co-ordinate** - Reports to the Executive Officer and has responsibility to oversee and manage the daily functions of the clinical services provided and staff within the DRETCHI Unit. The department is responsible for providing audiological evaluation, tinnitus rehabilitation, ENT services, hearing aid fitting and repairs and maintenance services and outreach partnerships.

**Audrey Jeffers School for the Deaf**

Focus on providing effective education to DHH students. Submit reports to the Executive Officer on monthly basis through Heads of Department (HOD) meetings about the operational and HSE functions of the school.

**Cascade School for the Deaf**

Focus on providing effective education to DHH students. Submit reports to the Executive Officer on monthly basis through Heads of Department (HOD) meetings about the operational and HSE functions of the school.

**DRETCHI Director/ Co-ordinate** - Reports to the Executive Officer and has responsibility to oversee and manage the daily functions of the clinical services provided and staff within the DRETCHI Unit. The department is responsible for providing audiological evaluation, tinnitus rehabilitation, ENT services, hearing aid fitting and repairs and maintenance services and outreach partnerships.

**Accounts Unit**

To safe guard the financial and other physical assets of the Association. To oversee procurement and purchasing and ensure they are in accordance with best practice. To manage budgets, revenues and cash flows and provide monthly reports to the Board and Ministry of Social Development and Family Service-the line Ministry on the revenue and expenditure based on the government subvention and adhere to prescribed practice on policy as mandated by government through the Executive Officer. To provide monthly financial reports to the BOD inclusive of bank reconciliations and schedules required for year-end audit and the Annual General Meeting (AGM). Reports to Executive Officer. Treasurer of the Board oversees this department.





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**Administration Unit**

Managed by Executive Officer

**PERFORMANCE OBJECTIVES AND ACCOMPLISHMENT**

|                                     |  |
|-------------------------------------|--|
| <p><b>BOARD OF DIRECTORS</b></p>    | <ul style="list-style-type: none"> <li>o TTAHI became an Associate Member of the World Federation of the Deaf – October 2017</li> <li>o Hosted Thanks Giving Service in commemoration of TTAHI 75th Anniversary - November 2017</li> <li>o Held meetings with THA to foster a partnership with TTAHI - December 2017.</li> <li>o Celebrated 75th Anniversary with a Diamond Jubilee Expo – July 2018</li> <li>o Hosted constitution amendment meeting – May 2018</li> <li>o Appointed a committee to review the constitution and hosted a constitution amendment with TTAHI members - May 2018</li> <li>o Hosted 69th Annual General meeting – June 2018 and continued in November 2018 where a Deaf President was elected for the first time in the history of the Association.</li> <li>o Sent letter to parliament to begin the name change process</li> <li>o Approved the rewiring of CSFD and Dormitory to ensure the safety of the students at the school and quarters</li> <li>o Started discussions Meeting re partnership with Ministry of Education</li> <li>o Approved staff development classes for Deaf staff in Math, English and EDPM – June 2017</li> <li>o Approved the start of Sign Language News project -June 2017</li> <li>o Purchasing of BAHA Hearing Aid for Vimal Rattan (75,000.00)</li> <li>o Approved sponsorship for Deaf basketball</li> <li>o Approved Sponsorship for Deaf Cricket</li> <li>o Rewiring of dormitory located at Cascade School for the Deaf – July 2017.</li> </ul> |
| <p><b>MANAGEMENT 2017- 2018</b></p> | <ul style="list-style-type: none"> <li>o Cleared up most staff related Industrial Relations matters- October 2017 to March 2018.</li> <li>o To complete Roof Replacement project – Was unable to complete.</li> <li>o Partnership:</li> <li>o Developed partnership with JFI Sound System- October 2017</li> <li>o Developed a partnership with Quota International TT – Nov. 2017</li> <li>o Partnership with OJT – January 2018</li> <li>o Launched first Protect Your Ear Campaign – Feb. 2018</li> <li>o Christmas Comes to TTAHI – Quota TT – December 2018</li> <li>o Partner with National Carnival Commission, Regional Carnival Committee to host traditional carnival character workshops with the students at CSFD- Feb 2018</li> <li>o Sports and Family Day – DSTT supported by TTAHI and MSDFS – June 2018</li> <li>o Partnership with Magic Mist in hiring Deaf and Hard of Hearing- June 2018</li> </ul>   |



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|                           |  |
|---------------------------|--|
|                           | <ul style="list-style-type: none"> <li>o Partner with Desperadoes Steel Orchestra – Teaching deaf students’ music and the playing of pan – Ongoing</li> <li>o Resubmission of proposal for sign language dictionary July 2018 to present</li> <li>o Commitment from Lions Club with the sponsorship of \$25,000.00 for the purchasing of hearing aids for Vimal Ramrattan – July 2018</li> <li>o Partnership with UWI School of Education and Gallaudet University Teacher Orientation and Professional Development for Educators of the Deaf and Hard of Hearing Learners – July 2018</li> <li>o Back to School Initiative with Quota TT – September 2018</li> <li>o Discussions about partnership with Princess Elizabeth Centre re: Sedated ABR - July 2018</li> <li>o Conducted Police Sensitization workshop with TTPS Training Academy – August 2018</li> <li>o Attended re - opening of NEC centre at Carlsen Field – December 2018</li> <li>o Conducted sign language classes with Princess Town Senior citizens Centre</li> <li>o Sign language class with school -</li> <li>o Sponsorship of Deaf Basketball DBA – March to June 2018, Sponsorship of Deaf Cricket DSTT – March to July 2018.</li> </ul> <p>Started discussions with MOE to provide continuous support and resources for Deaf and Hard of Hearing students – September 2017 to present</p> |
| <b>PUBLIC AWARENESS</b>   | <ul style="list-style-type: none"> <li>o Media Clinic Workshop hosted by Ministry of Social Development and Family Services to commemorate International Week of the Deaf and raise awareness about Sign Language.</li> <li>o Sensitization session</li> <li>o ‘Deaf Voices’ the radio program in preparation of the International Week of the Deaf was launched – July 2018</li> </ul>  |
| <b>STAFF AND STAFFING</b> | <ul style="list-style-type: none"> <li>o Appointed Social Worker – January 2018</li> <li>o Hired Security Supervisor – March 2018</li> <li>o Engaged a Speech and Language Therapist – Sep. 2018</li> <li>o Defensive driving workshop with all staff and drivers at TTAHI – Nov. 2018</li> <li>o Staff participated in Blind Welfare ‘Walk for Sight’ – Sep. 2018</li> <li>o Staff members participated in Buddy walk – Downs Syndrome Network- Oct 2018</li> <li>o Conducted a series of Staff Development Workshop with all staff: March 2018, Emotional Intelligence – Nov. 2018</li> <li>o Seven members of staff completed sign language level 1 and 5 members completed sign language level 2 Appointed Social Worker for DRETCHI Unit -</li> <li>o Hired a Speech and Language Therapist -</li> <li>o Continued staff counselling sessions – ongoing</li> </ul>  |
| <b>STAFF AND STAFFING</b> | <ul style="list-style-type: none"> <li>o Appointed Social Worker – January 2018</li> <li>o Hired Security Supervisor – March 2018</li> <li>o Engaged a Speech and Language Therapist – Sep. 2018</li> <li>o Defensive driving workshop with all staff and drivers at TTAHI – Nov. 2018</li> <li>o Staff participated in Blind Welfare ‘Walk for Sight’ – Sep. 2018</li> <li>o Staff members participated in Buddy walk – Downs Syndrome Network-</li> </ul>  |



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|   |   |
|---|---|
|   | <p>Oct 2018</p> <ul style="list-style-type: none"> <li>o Conducted a series of Staff Development Workshop with all staff: March 2018, Emotional Intelligence – Nov. 2018</li> <li>o Seven members of staff completed sign language level 1 and 5 members completed sign language level 2 Appointed Social Worker for DRETCHI Unit -</li> <li>o Hired a Speech and Language Therapist -</li> <li>o Continued staff counselling sessions – ongoing</li> </ul>   |
| <b>SCHOOLS</b>  | <ul style="list-style-type: none"> <li>o Provided both schools with a term fund of \$20,000. To assist with stationery and supplies</li> </ul>  |
| <b>REWIRING PROJECT</b>                                 | <ul style="list-style-type: none"> <li>o Oversee the rewiring of Dormitory at Cascade School for the Deaf – July 2018.</li> </ul>   |
| <b>SIGN LANGUAGE</b>                                    | <p>Ongoing assistance is given to various sectors with sign language Interpret</p> <p>ters support.</p> <ul style="list-style-type: none"> <li>o Engaged sign language interpreter to assist Deaf student at Freeport Junior Life Centre - October 2018 – present</li> </ul>  |
| <b>DRETCHI SERVICES</b>                                 | <p>Purchases and Donations:</p> <ul style="list-style-type: none"> <li>o Ministry of Health ABR machine is housed at DRETCHI Unit as the ministry does not have the space for the machine. DRETCHI is now the only organization in the Caribbean with such a machine.</li> <li>o Received a donation of projector from Imran —</li> </ul> <p>Admin:</p> <ul style="list-style-type: none"> <li>o Increase request for outreach services from January 2018</li> <li>o Training of five staff members to conduct hearing screening. This allows for the doctors to focus on in-house testing – March 2018</li> <li>o Ongoing testing, fitting and reprogramming of hearing aids.</li> <li>o Ongoing Tinnitus therapy.</li> <li>o Ongoing Speech and Language therapy</li> <li>o Began restructuring of DRETCHI Unit</li> <li>o Partnerships:</li> <li>o Partnership with Arima Lions Club and Upper Scarborough Lions Club Tobago – January 2018</li> <li>o Ongoing partnership with MoH</li> </ul> |
| <b>CASCADE SCHOOL FOR THE DEAF (CSFD) AND DORMITORY</b> | <ul style="list-style-type: none"> <li>o Re-established the education committee with members from various organizations.</li> <li>o Participated in Special School Sports (Powered) - March 2018</li> <li>o Donation of stationery supplies from Quota TT – Sep. 2018.</li> <li>o Rewired the dormitory – July 2018.</li> </ul> <p>Continued Traditional Carnival Character workshop with NCC – February 2018.</p>  |
| <b>AUDREY JEFFERS SCHOOL FOR THE DEAF (AJSFD)</b>       | <ul style="list-style-type: none"> <li>o Participated in Special School Sports (POWERGEN) – March 2018</li> <li>o Participated in CODO VSA concert- June 2018</li> </ul>  |
| <b>ACCOUNTS</b>   | <ul style="list-style-type: none"> <li>o Successfully completed and defended Draft Estimates –2018 -2019 – May 2018</li> </ul>  |



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|  |   |
|--|---|
|  | <ul style="list-style-type: none"> <li>o Addressed the concerns of the ministry Auditors by implementing, life certificate, updating of pay records cards conducting staff appraisals – June 2018</li> <li>o Paid back pay to all staff – Oct. 2018</li> <li>o Addressed the concerns of the ministry Auditors by implementing the vote book system – October 2018</li> </ul> |
|--|---|

| <b>CHALLENGES FACED IN MEETING PERFORMANCE OBJECTIVES</b> |  |
|---|--|
| <b>GENERAL MANAGEMENT</b>                                 | <ul style="list-style-type: none"> <li>o The lack of strong policies and systems prove challenging with HR management.</li> <li>o The late receipt of subventions continues to result in management and the Board presiding over late payment of salaries and loss of suppliers.</li> <li>o The accessibility to Foreign Exchange continues to be a challenge in purchasing hearing aids, accessories and other equipment.</li> <li>o The late receipt of subvention and the inability to access Foreign Exchange continue to pose a challenge for the Association in paying for foreign orders.</li> </ul> <p>The inability to complete the Roof Replacement Project due to Ministry query on legality of the Board</p> |
| <b>EDUCATIONAL</b>  | <ul style="list-style-type: none"> <li>o Inability to facilitate DHH students effectively with the required number of Sign Language Interpreters which leads to performance gaps.</li> <li>o Limited transportation support for Audrey Jeffers School for the Deaf.</li> <li>o Specialized Training required for Teachers of the Deaf and Sign Language Interpreters.</li> </ul> <p>The restructuring of the School Syllabus.</p>  |
| <b>DRETCHI</b>  | <ul style="list-style-type: none"> <li>o Inability to fit the number of clients expecting hearing aids due to the ongoing challenges in acquiring foreign exchange.</li> <li>o The inclusion of Social Workers and an additional audiologist to assist to complement the unit.</li> </ul>  |
| <b>ACCOUNTS</b>   | <ul style="list-style-type: none"> <li>o The receipt of late subvention and the challenge to acquire foreign exchange in a timely manner resulted in late payment for hearing aids and other supplies to effectively manage the Association.</li> <li>o Inability to complete final payment to hearing aid provider in a timely manner.</li> <li>o Getting up to date with reporting and understanding what is required.</li> </ul>  |

| <b>REMEDIAL PLANS (IF ANY AS IT RELATES TO PERFORMANCE GAPS)</b>  |
|---|
| <p>The Association now has a new board therefore; we are now looking forward to working with the ministry and completing the roof replacement project</p> <ul style="list-style-type: none"> <li>o Purchasing a bus for Audrey Jeffers School for the Deaf</li> <li>o Partnering with other organization to continue the development of deaf education and teachers training</li> <li>o Increasing awareness about sign language</li> <li>o Seeking out other means of paying for hearing aids and accessories (e.g.) use of credit card</li> </ul> <p>Fostering additional partnership with other groups, organizations and companies and engage in more fund raising activities to assist in meeting some of the infrastructural needs of the Association and its schools</p> |
| <b>FUTURE PLANS (SHORT, MEDIUM AND LONG TERM – FISCAL 2016 AND BEYOND)</b>  |



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- Ongoing advocacy and outreach. Engage other registered NGO's to work with TTAHI to assist in meeting the mandate.
- Increase our sign language interpreting capacity
- Develop a sign language interpreters training program
- Hosting of a deaf regional congress as WFD members
- Engagement of a Health and Safety consultant to assist with the development of a Safety Plan, training of wardens, identifies muster points and providing general safety training for staff for one-year period.
- Complete the sign language dictionary project
- Register the Association of Sign Language Interpreters to begin the process of training, evaluating and licensing of sign language interpreters
- To help break the communications barrier redo TTSL Sign Language Dictionary.
- Provide training for teachers of the Deaf.
  - Form a committee with both schools to discuss and lobby for syllabus and curriculum that focus on the teaching of the Deaf and Hard of Hearing students.

**TRAINING UNDERTAKEN DURING THE FISCAL PERIOD**

- Staff Personal Development Sessions – HR Technologies (All Staff)
- Emotional intelligence workshops for all Staff - Human and Foundation Development
- Defensive Driving Workshop
- NGO
- Training for the use of XEROX printer
- Sign Language Classes for Staff
- Hearing Aid Screener training
- EDPM, Math and English Classes for Deaf staff – Various tutors who are qualified in working with the Deaf.

Submitted by

  
Qushiba La Fleur  
Executive Officer





# THE TRINIDAD & TOBAGO ASSOCIATION FOR RETARDED CHILDREN

Parent Body: Lady Hochoy Home, Cocorite: Lady Hochoy Home, Gasparillo, T.T.A.R.C. Day Centre, Penal, Merrisa Centre, Arima

2/12/4



## ADMINISTRATIVE REPORT

October 2017 - September 2018

### Divisional profile

The Trinidad and Tobago Association for Retarded Children was established in 1958 to cater to the needs of persons with Intellectual Disabilities in Trinidad and Tobago. The Corpus Christi Carmelite Sisters are responsible for the administration of the Centres operated by the Association. An Annual Subvention is received from the Ministry of Social Development and Family Services.

Our Mission Statement is as follows: to provide an environment for persons with Intellectual Disabilities and to enable them to achieve their full potential for integration into the mainstream of a well informed inclusive society.

The first Centre- the Lady Hochoy Home Cocorite was opened in 1961 with the acceptance of 25 residents. Since then five other centres have been established.

- Lady Hochoy Home, Harmony Hall Gasparillo
- Lady Hochoy Special School, Harding Place, Cocorite
- Lady Hochoy Vocational Centre, Dunlop Drive, Cocorite
- Lady Hochoy Special School, Clarke Road, Penal
- The Memisa Centre, Heights of Guanapo, Arima

### Role and Functions

1. The Trinidad and Tobago Association for Retarded Children is the governing body for the Lady Hochoy Centres
2. The Corpus Christi Carmelite Sisters were contracted by the Association to manage the Lady Hochoy Homes and Centres
3. Employees at the various centres provide support in managing the daily activities needed to create a professional and caring atmosphere.



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| 4. | <p><b>Lady Hochoy Home, Cocorite (Residential Centre) # of Residents 78 (60 Adults and 18 Children).</b> The Lady Hochoy Home opened in 1961 as Residential Facility for children with intellectual disabilities who have no one able or willing to care for them. At present the female adult population is the highest number. Care is provided for children and adults with Intellectual disabilities and includes persons with cerebral palsy, autism, spina bifida, down syndrome. Hydro and micro cephalous and seizure disorder. Some residents have multiple disabling conditions. The Lady Hochoy Home's mandate is to support the mission of the Association by providing quality care, treatment and training in a professional manner, always mindful of the human dignity of each client.</p> <p>The Early Intervention program provides Physical therapy for young children and developmental training for parents so that they can participate in their child's development. This program assists in reducing some of the stress and anxiety that occurs with having a child with a disability. There were 11 children enrolled in this program. Three children are micro cephalic from the mother being infected by the Zika virus. Four children with cerebral palsy and three with global developmental delay. There is a whatsapp group that connects parents and staff where they can share their children's progress and give support to each other.</p> |
| 5. | <p><b>Lady Hochoy Home, Gasparillo.</b> There are One Hundred and Fourteen (114) students at the school and Twenty-Seven (27) children in the Early Intervention Program. This program helps with the meaningful attempt at rehabilitation of persons with disabilities at an early age. It specifically caters to children from birth to 6 years old.</p>  |
| 6. | <p><b>Lady Hochoy School, Penal.</b> There are currently Eighty (80) students at the school and Nineteen (19) children in the Early Intervention Program.</p>   |
| 7. | <p><b>The Memisa Centre (Residential Care).</b> This centre situated at the Heights of Guanapo- Arima, caters to the need of Thirty-Seven (37) male residents with Intellectual Disabilities 18 yrs and over. The population is comprised of men, whose families are unable to care for them. Adult male residents from the Lady Hochoy Home, Cocorite who are moderately handicapped, are transferred to this Centre. These residents are occupied in the growing of small crops and fish farming. There is a sheltered workshop/vocational centre attached. Where young persons are taught life skills and the programme allows for the maintenance of reading and writing skills already taught at school.</p>   |
| 8. | <p><b>Lady Hochoy Vocational Centre.</b> There are currently Eight-Five (85) trainees at the centre. This Centre trains students in a number of skills and acts as a sheltered workshop for those who are unable to work on the open market. They are taught in the field of hairdressing, sewing, art and craft, woodwork and the preparation and distribution of Cocktail nuts.</p>   |
| 8. | <p><b>Lady Hochoy School.</b> There are currently Fifty-Six (56) students at the school ranging from ages 5-16 years of age.</p>  |

**Performance Objectives and Accomplishments**

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| 1. | To create spaces where children and adults can live and grow to reach their maximum potential.            |
| 2. | To provide quality professional services that meets the needs of our clients.                             |
| 3. | To collaborate with other organizations that caters to the needs of persons with handicapping conditions. |
| 4. | To promote the U.N Declaration of Rights for Persons with Handicapping Conditions.                        |





|                     |   |
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| 5.                  | To work with stakeholders to promote the Trinidad and Tobago Policies for persons with handicapping conditions and assisting in the review of this Policy document.   |
| 6.                  | To keep upgrading and maintaining our present facilities and equipment.   |
| 7.                  | To continue to focus on the need for more community based services, especially for our adult population with aging parents.   |
| 8.                  | To continue the message of inclusion of persons with intellectual disabilities in areas of life in Trinidad and Tobago.   |
| 9.                  | To continue staff training so that they can keep abreast with the current best practices in their job specification.  |
| <b>Achievements</b> |   |
| 1.                  | A legal person has joined the Board of the T.T.A.R.C.   |
| 2.                  | Process of name change of the Association has begun.  |
| 3.                  | All centres had a good showing of athletes at the T&T Special Olympics. Six persons from the different centres were selected to represent the country at the International games.   |
| 4.                  | There was an upgrade to the security system at the Lady Hochoy Home & Special School. More cameras were added and we also installed a fire alarm system at the special school.  |
| 5.                  | There was a restructuring of the building plans for the new Early Intervention centre at Lady Hochoy Home, South.   |
| 6.                  | The Memisa centre built a covered walkway between two buildings and a ramp for wheel chair accessibility in one of the buildings. Residents assist with planting short crops such as celery, tomatoes, pimentos and hot peppers. They also have co operation with the Public Health Care system to meet the medical needs of the children and adults. |

**Challenges Faced in meeting Performance Objectives**

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| 1. | Exorbitant cost of maintaining the facilities and equipment.   |
| 2. | Reduced Government funding and Private donations.  |
| 3. | No legislation in place to encourage/mandate that employers hire a percentage of staff with disabilities.                                    |
| 4. | There is no facility available for adults with intellectual disabilities and mental illness who have limited self care skills.               |
| 5. | There is no National Housing Policy concession to accommodate adults with Intellectual disabilities. Community based group homes are needed. |
| 6. | Absence of qualified Speech & Occupational Therapists on staff at all centres. Outsourcing these services very expensive.                    |



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| 7. |  |
| 8. |  |

**Remedial Plans (if any as it relates to Performance Gaps)**

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| 1. | To obtain a Government Subvention for the Memisa Centre- Arima and to also gain recognition as an Establishment.   |
| 2. | To formulate a Pension Plan for workers of the Lady Hochoy Special School Penal, as there is no benefit packages for them when they have reached the retirement age of 60 years. |
| 3. | There is a need for persons at all Centres for Specialist services in Speech and Occupational Therapists.  |
| 4. |  |
| 5. |  |
| 6. |  |
| 7. |  |
| 8. |  |

**Future Plans (Short, Medium and Long Term – Fiscal 2017 and beyond)**

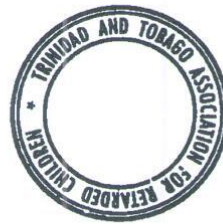
|    |   |
|----|---|
| 1. | To continue maintaining and upgrading buildings and equipment.  |
| 2. | We propose to collaborate with other Governmental agencies to establish a community based facility to house adults with Intellectual Disabilities whose aged parents can no longer care for them. |
| 3. | Complete the name change of the Association.  |
| 4. | Continue to collaborate with organizations that have similar interests.   |
| 5. | Finalize plans to build the Holiday House on the land at La Filette given to the Association (T.T.A.R.C) by the late Lady Thelma Hochoy.  |
| 6. | Continue the recruitment drive for membership to the Association.   |
| 7. | More aggressive Fund Raising.   |
| 8. | Apply to Ministry of Social Development and Family Services for posts of Speech & Occupational Therapists for the Centres.  |

**Training undertaken during the fiscal period**



|    |  |
|----|--|
| 1. | Advanced Sign Language course conducted by Cascade School for the Deaf.          |
| 2. | Workshops on Disaster Preparedness.  |
| 3. | First Aide Programme conducted by the St. John's Ambulance Service.              |
| 4. | Certificate in Sign Language conducted by the Cascade School for the Deaf        |
| 5. | Industrial Relations seminar.  |
| 6. | Course on Prevention & Management of Aggression conducted by St. Ann's Hospital. |
| 7. | Training in Aqua Phonics.  |
| 8. | Workshop on UN Convention on the rights of Persons with Disabilities.            |

*Sr. Bertell Jean*  
SUPERINTENDENT





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216/6

2018

# TRINIDAD AND TOBAGO BLIND WELFARE ASSOCIATION

Founded May 18, 1914

[ttbwa1914@gmail.com](mailto:ttbwa1914@gmail.com)

118 Duke Street, PORT OF SPAIN, TRINIDAD West Indies

Phone/Fax: Port of Spain- (868) 624-1613/4675, San Fernando 652-2079, Tobago 639-2248

## ADMINISTRATIVE REPORT 2018

Same as 2017

**Divisional profile**

The Trinidad and Tobago Blind Welfare Association is a non-profit, voluntary rehabilitation organization whose mission is to ensure that persons who are blind and visually impaired are included into society, through advocacy, delivery of quality services and increased opportunities.

The late Mr. James Alves started the work for the Blind on 18th May, 1914. The Institute for the Blind as it was known in those days became known as the Trinidad and Tobago Blind Welfare Association by an Act of Parliament on 13th June, 1947.

The Association operates from four locations:

|  |   |          |
|--|---|----------|
| HEADQUARTERS PORT OF SPAIN<br>116-118 Duke Street, Port of Spain | - | 624-4675 |
| SAN FERNANDO BRANCH<br>121 Coffee Street                         | - | 652-2079 |
| TOBAGO BRANCH<br>Fairfield Complex, Scarborough                  | - | 639-2248 |
| Santa Cruz Branch<br>Pax vale, Santa Cruz                        | - | 316-0311 |

MINISTRY OF SOCIAL DEVELOPMENT  
AND FAMILY SERVICES  
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**Role and Functions**

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|----|--|
| 1. | Committed to assist blind and visually impaired people in coping with the problems that result from limited vision, failing vision and total blindness |
| 2. | To prevent blindness.  |
| 3. | To promote public awareness in the community.  |
| 4. | To promote independence and integration of persons who are blind and visually impaired.  |
| 5. | To act as a resource centre for persons who are blind and visually impaired  |

| <b>Performance Objectives and Accomplishments</b> |  |
|---|--|
| 1.  | External Audited Financial statements for the years 2018. (Completed).   |
| 2.  | To complete operational manual of the Association by December 2016. (Work In Progress, 30% Completed)  |
| 3.  | Persons who are blind and visually impaired have the opportunity to use guide dogs to assist in their mobility. They no longer need to depend on sighted persons. Update: At present this is a policy decision. In order for this to be fully functional this policy needs to become law. The Association will continue to advocate for this policy to be changed to law.  |
| 4.  | The removal of quarantine on guide dogs/ potential guide dogs. This was completed.   |
| 5.  | To enhance the ability of persons who are visually impaired to identify money and various notes. Achieved making the \$50.00 note accessible to persons who are blind. 1. Central bank is no longer pursuing polymer notes. Tactile features will be placed on cotton notes instead; Application on cellular phones can now identify the Trinidad and Tobago dollar.   |
| 6.  | To provide one thousand (1,000) white canes for blind and visually impaired persons free of charge. The Association was able to purchase 150 white canes in 2017 and again in 2018.  |
| 8.  | Policy has been drafted on building codes. This was jointly done between The Trinidad and Tobago Bureau of Standards and The consortium of Disability Organisations. (Accomplished –the Association will continue advocating for this Policy to become law).   |
| 9.  | Implementation on internet banking was done in September 2016. (98% of salaries are currently being paid through ACH System).  |
| 10.   | Improved services to visually impaired students through conducting socialization programs. Programs included: children's Christmas treat; Client's Dinner and continuation of Saturday classes and assistance with securing large print text books in Braille and computer format; field trip to Mayaro beach and the Botanical Gardens. The Association will be providing text books on tablets for secondary school students. Also books will be provided on refreshable Braille display. This should reduce the use of paper text books and the student who is blind can now have all their books for school on a tablet making it easier for transportation purposes.  |
| 11.   | To represent persons who are blind and visually impaired on matters relating to national issues <ul style="list-style-type: none"> <li>a. Amendments to the copyright Act. The Trinidad and Tobago Blind Welfare Association and NALIS are the entities recommended to convert copyright work into an accessible format for the print disable. Presently draft legislation is at the office of the attorney general to be taken to the parliament for debate and approval. Once this is done the book famine will come to an end.</li> <li>b. Legislation to protect persons with a disability. (The government of Trinidad and Tobago ratify the united nation charter on the rights of persons with disabilities. The next step is to have laws pass in the parliament to protect persons with disabilities). The government completed a policy to protect person with a disability. Once this become national policy the next step is to convert this policy to law.</li> <li>c. Amendments to the Equal Opportunities Act to meet the needs of persons with disabilities. (Work in Progress).</li> </ul> |
| 12.   | To distribute hampers to visually impaired clients. Over 120 hampers were distributed to clients of the Association for the year 2018.   |

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| 13. | Continue to partner with University and Colleges to provide support for their students. This program allowed persons of various tertiary educations to conduct practicum and other academic related work with respect to Visual Impairment and Blindness. (Accomplished)  |
| 14. | Client Participation. Clients in Music Literacy, Braille Literacy and Computer Literacy are to receive certificates for participation.  |
| 15. | To improve the volunteer registration program. The volunteer programs attracted volunteers, who assisted with scanning and editing documents for embossing, sighted guide assistance at our "Jewels of the Evening Concert", planning committee for fund raising events, usher individuals at our charity dinner and volunteers were utilised to drive our vehicle. |
| 16. | To contribute to the income of the Association. The following was completed: Provide Braille embossing services to the public; provide print to audio translation services to various companies and the distribution and collection of donation boxes. (Ongoing)  |
| 17. | Handicraft Production- The projected target for sale is 420,000.00. 2018 Sales were 357,439.00  |
| 18. | Fundraising-The branch successfully hosted two fundraising projects. These were our annual concert and charity dinner.  |

#### **Challenges Faced in meeting Performance Objectives**

|    |  |
|----|--|
| 1. | Insufficient funding. Financing continues to be a challenge for the Association. A number of measures are being considered to address this situation. (Down turn in the economy).  |
| 2. | Lack of timely information. Information sometimes takes a long period to be gathered and hinders proper decision making. An improved file management system has been put in place. |
| 3. | Lack of technical expertise in technological equipment, software, skilled workers and staff to collect data. We are looking to outsource the requirements of the Association.      |
| 4. | Reduced Sales. We are considering increasing profit margins through the rental of spaces.  |

#### **Remedial Plans (if any as it relates to Performance Gaps)**

|    |   |
|----|---|
| 1. | Training of staff in customer service.  |
| 2. | Annual review of the strategic plan.  |
| 3. | Continue to review methods of increasing income and reducing cost.  |
| 4. | The division of tasks into projects that is proposal for funding.   |
| 5. | Use of alternative materials in the workshops. More specifically the use of plastic instead of rattan. (Ongoing). |

|                          |   |
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| 6.                       | <p>Fostering a more harmonious industrial relations climate through improvement in information and communication amongst all employees. The Collective Agreement between the TTBWA and All Trinidad General Workers Trade Union.</p> <p>Train person to assist persons who are blind with adjustment to blindness. The Association is moving in the direction of training teachers through partnering with the Perkins School for the Blind. Completion of the national training agency on certifying welfare officers and volunteers on adjusting with blindness program. The Association is now partnering with the University of Trinidad and Tobago (UTT) in training their teacher in reading and writing Braille.</p> |
| <b>S</b>                 |   |
| <b>SHORT TERM GOALS</b>  |   |
| 1.                       | To improve production in the workshops thereby increasing sales in an attempt to reach the budgeted sales figure of 420, 00.00.   |
| 2.                       | Rental Income. Continue to increase rent by renting out additional space or increase rent to get as close as possible to the expected rental income as stated in the draft estimates.   |
| 3.                       | Implementation of a collective agreement for monthly paid workers. Proposal and counter proposal were exchanged. This matter is outstanding.  |
| 4.                       | Increase training programs offered to clients including massage therapy, awareness caravans, farming (Fishing and agriculture) and basketry which will be used to start clients in cottage industry. (On going)   |
| 5.                       | To expand fundraising efforts with the view of raising additional income from these streams. Through increase ticket sales for concert and boat cruise.   |
| <b>MEDIUM TERM GOALS</b> |   |
| 1.                       | Computerization of the organisation which will include: networking of all locations; setting up and managing a website; starting an online radio station and the upgrade and update of the Association's face book page.  |
| <b>LONG TERM</b>         |   |
| 1.                       | To establish relevant policies and procedures for Human Resource Management by January 2019.  |
| 2.                       | Clients to receive completion certificates from internationally accredited institutions for courses of studies in Braille, Computer Studies, Mobility training, the Performing Arts Such as Music, Dance and Drama. Work in progress  |
| 3.                       | To increase "Adjustments to Blindness" technicians by December 2019. (Ongoing)  |
| 4.                       | To provide technical support to persons who are blind and visually impaired.(Ongoing)   |
| 5.                       | To register 100 new volunteers by 2019. (Ongoing)   |
| 6.                       | To have a goal ball team participate in the Para-Olympics in 2024. (Ongoing)  |



|    |   |
|----|---|
| 6. | <p>Fostering a more harmonious industrial relations climate through improvement in information and communication amongst all employees. The Collective Agreement between the TTBWA and All Trinidad General Workers Trade Union.</p> <p>Train person to assist persons who are blind with adjustment to blindness. The Association is moving in the direction of training teachers through partnering with the Perkins School for the Blind. Completion of the national training agency on certifying welfare officers and volunteers on adjusting with blindness program. The Association is now partnering with the University of Trinidad and Tobago (UTT) in training their teacher in reading and writing Braille.</p> |
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| 4.                       | Increase training programs offered to clients including massage therapy, awareness caravans, farming (Fishing and agriculture) and basketry which will be used to start clients in cottage industry. (On going)                      |
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| 5.                       | To register 100 new volunteers by 2019. (Ongoing)  |
| 6.                       | To have a goal ball team participate in the Para-Olympics in 2024. (Ongoing)   |

|     |  |
|-----|--|
| 7.  | To provide a dedicated hotline for persons who are blind and visually impaired. Partnering with the Ministry of Gender, Youth and Child Development. (Ongoing) |
| 8.  | To use the media in the month of and October to focus on issues surrounding the Association and blindness. (Ongoing).  |
| 9.  | To network with other groups to advocate for laws to protect persons who are blind and visually impaired. (Ongoing)  |
| 10. | To increase current streams of income by 25%. (Ongoing).   |

| <b>Training undertaken during the fiscal period</b> |   |
|---|---|
| 1.  | Training in Handy-craft (Basketry).<br>Music, Braille, computer literacy and adjustment in blindness. |

Prepared by :

  
.....  
Ms. Dixi Ann Delpesche

Approved by :

  
.....  
Mr. Kenneth Suratt  
Executive Officer

