



Government of the Republic of Trinidad and Tobago
Ministry of Social Development and Family Services



Social

PROGRAMMES & SERVICES

OF THE MINISTRY OF
SOCIAL DEVELOPMENT

PART 2: PROGRAMMES



@MSDFSTT
www.social.gov.tt

FOLLOW US ON
   

MINISTRY OF SOCIAL DEVELOPMENT AND FAMILY SERVICES
Head Office: CL Financial Building, 39-43 St. Vincent Street, Port of Spain.
Tel: 623-2608 • Toll Free 800-1673 • Fax: 623-8496 • www.social.gov.tt





Senator the Honourable Donna Cox

Minister of Social Development and Family Services

The Ministry of Social Development and Family Services (MSDFS) is the core social sector Ministry charged with the responsibility for coordinating the implementation of the Government's social and human development objectives. The MSDFS is mandated with the responsibility for addressing the social challenges of poverty, social inequality and social exclusion.

Particular emphasis is placed on providing a multifaceted and responsive social safety net, as well as on developing and executing programmes and services that protect and assist vulnerable and marginalized groups in society. Among these include persons with disabilities, older persons, the poor/indigent, widows, the socially displaced (street dwellers), persons affected by substance use disorder, deportees and persons living with HIV/AIDS.

Guided by the tenets, "Helping, Empowering and Transforming Lives", the Ministry seeks to empower its clientele through rehabilitative and skill enhancement initiatives, which promote human prosperity in the context of sustainable development.

The Ministry regards the strengthening and supporting of families as key components of social policy that enable long term solutions to issues such as poverty, crime, domestic violence and child abuse. At the same token, the Ministry is also committed to developing a more resilient and sustainable society through collaboration and deeper partnerships with non-governmental,

faith-based and civil society organisations towards the achievement of human and social development.

The MSDFS remains committed to being data driven, in order to create an environment of seamless integration of services, which will, among other things, reduce duplication and incidents of fraudulent practices; with the potential to measure the level of impact over time.

As you use this Guide to access Social Programmes and Services, we encourage you to share this information with others.

We welcome your feedback and encourage you to reach out via www.social.gov.tt, Facebook or Twitter, and look forward to partnering with you to help, empower and transform lives.

VISION

A dynamic, service-driven organisation that delivers premium social services towards the achievement of sustainable human and social development.

MISSION

Positively transforming the lives of the people of Trinidad and Tobago through the provision of quality social services.

VALUES

We value Respect, Equity, Integrity, Compassion, Responsibility, Innovativeness, Commitment, Resilience and Inclusiveness.

CONTENTS



SOCIAL SERVICES EMPOWERMENT UNIT	4	SERVICES FOR PERSONS WITH DISABILITIES	16
INTEGRATED SOCIAL ENTERPRISE MANAGEMENT SYSTEM (ISEMS)	5 - 6	HIV/AIDS AWARENESS	17
SOCIAL TRANSFORMATION AND EMPOWERMENT PROGRAMME – UPLIFTING PEOPLE (STEP-UP)	7	SERVICES FOR UNDERPRIVILEGED CHILDREN	18
ADULT EDUCATION PROGRAMME	8	SERVICES TO SUPPORT HEALTHY FUNCTIONING FAMILIES	19
NATIONAL SOCIAL DEVELOPMENT PROGRAMME (NSDP)	9-10	SERVICES FOR THE SOCIALLY DISPLACED	20
SOWING EMPOWERMENT THROUGH ENTREPRENEURIAL DEVELOPMENT (SEED)	11	SERVICES TO ENGAGE AND EMPOWER NGO'S	21
SUBSTANCE USE DISORDER	12-13	SOCIAL ASSISTANCE LIST OF REQUIREMENTS FOR GRANTS	22
SERVICES FOR THE AGED	14-15		



The Social Services Empowerment Unit is being developed as a One Stop Shop, single door policy, whereby clients' overall needs will be determined at our offices, via an integrated and whole of Government approach through grants and/or services from our Ministry or other Government agencies and civil society organisations. The Unit will provide a holistic case management approach to clients' needs from the point of entry into the system, to a point where clients could graduate from or exit the system and become self-sufficient and resilient.

INTEGRATED SOCIAL ENTERPRISE MANAGEMENT SYSTEM (ISEMS)



The NEW IT SYSTEM

In its continued efforts to improve efficiency and as part of the Social Services Empowerment Unit (SSE), the Ministry of Social Development and Family Services (MSDFS) has now ventured into digital transformation which aims to provide a network of integrated and accessible social programmes and services to better serve our internal and external clients.

Based on the philosophy of a 'single door approach' to social services delivery with the tagline **"No door is a wrong door, every door is the right door"**, the Integrated Social Enterprise Management System (ISEMS) is being introduced to manage a wide suite of social services through a supportive electronic system, to work faster, smarter and also prevent duplication and fraud. The transition to the integrated service delivery model will also allow for interconnectivity with other government Ministries and agencies to access their relevant services as a result of this collaboration.

As we are all aware, the current system is heavily paper based with various forms and files in separate divisions, which presents challenges and sometimes duplication. ISEMS will now provide automated tools and focus on having client information readily available through a centralized database.

The following are some of the outcomes or benefits of the ISEMS implementation:

1. A single door approach to providing social services.
2. Timely assistance to persons who are deemed to be in need.

INTEGRATED SOCIAL ENTERPRISE MANAGEMENT SYSTEM (ISEMS)

Cont'd

3. A single view of applicants through comprehensive case management tools.
4. Transparency and accountability in the administration of state resources.
5. Increased data security.
6. Real time reporting.
7. Sharing of pertinent information with relevant stakeholders through data collaboration.
8. Introduction of a unique identifier ID for each client/family/ household.

In summary, it is intended that ISEMS will streamline the processing, management and delivery of social support through an online and digitalized system all in an effort to ensure a multifaceted and responsive delivery of social assistance to the vulnerable in our society.





SOCIAL TRANSFORMATION AND EMPOWERMENT PROGRAMME – UPLIFTING PEOPLE (**STEP-UP**)

THE NEW PROCESS FOR CLIENTS

STEP-UP is a psychosocial support programme designed to allow families to build resilience and recover from any socioeconomic shocks that may have taken place and in so doing, recognize and draw on their own strengths.

It utilizes an overall case management approach intended to protect the vulnerable in an effort to prevent further hardship by providing customized developmental opportunities. Persons enrolled in this programme will be introduced to the values, attitudes and behaviours (VABs) concept in an effort to help them recognize that their mindsets will determine their success.

STEP-UP includes offerings intended to protect the vulnerable and prevent further hardship by fostering developmental opportunities and mandatory life skills. Its name signifies an upward movement and its concept is based on the principle that in order to enhance well-being and build resilience, it is necessary to take families from dependency to self-sufficiency.

The programme facilitates the required support to economically challenged and other vulnerable families, as they are denied access to existing social networks and experience psychosocial barriers which prevent them from achieving their full potential.

STEP-UP, while not only designed to treat with the multi-dimensional nature of poverty, treats with other forms of vulnerability as well. As the family satisfies the minimum conditions outlined for each of the pillars of life, they will begin to **STEP-UP** and can successfully graduate from the programme.

The Pillars that STEP-UP improves upon include **personal identification, education, health/wellbeing, employment, housing, financial security, and family dynamics**. It is widely recognized that a social protection system is necessary to mitigate the insecurity and vulnerability experienced by families, especially those who are economically challenged.

ADULT EDUCATION PROGRAMME

The Adult Education Programme (AEP) provides a second chance to persons fifteen (15) years and over, to fully participate in the world of work/entrepreneurship.

The Ministry is re-purposing its Adult Education Programme(AEP) to more effectively respond to the needs of its vulnerable clients. A new 'fit for purpose' AEP will enhance our clients' ability to transition from welfare to self-sufficiency, focusing on areas such as micro enterprise, coaching, mentoring, accessing domestic and export markets and money management, among other things. Clients participating in the Sowing Empowerment through Entrepreneurial Development (SEED) Programme are expected to take full advantage of this newly-structured Adult Education Programme.

NATIONAL SOCIAL DEVELOPMENT PROGRAMME (NSDP)

The National Social Development Programme (NSD) is a social intervention that seeks to improve the standard of living conditions of citizens in Trinidad and Tobago, through the provision of basic infrastructure for essential utility services.

*Clients will be Means Tested

NOTE: This facility is NOT provided for commercial enterprises.

The Programme was established to ensure that citizens in need throughout the country have access in their homes to a supply of pipe borne water and electricity, internal sanitary plumbing facilities and improved dwelling conditions.

The National Social Development Programme provides:

- Material and minor house repairs; and
- Assistance to purchase material for sanitary plumbing.

1. Minor House Repair Assistance

- Roof repairs and other minor structural repairs to homes.
- Cost of materials to a limit of \$15,000.00
- \$20,000 payable in the event of a disaster, which is payable directly to the supplier/hardware.

2. Materials for Sanitary Plumbing Assistance

Cost of materials to a limit of \$15,000.00 is payable directly to the supplier/hardware. In the event of a disaster, \$20,000.00 is payable directly to the supplier/hardware.

NATIONAL SOCIAL DEVELOPMENT PROGRAMME (NSDP)

The National Social Development Programme (NSDP) is a social intervention that seeks to improve the standard of living conditions of citizens in Trinidad and Tobago, through the provision of basic infrastructure for essential utility services.

Cont'd

Who Qualifies?

- Nationals of Trinidad and Tobago who can present proof of ownership via a land deed or letter of authorisation or non-objection;
- Victims of natural or man-made disasters

Criteria / Documents Required

- Standard Means Test, except in instances of disaster.
- Valid National Identification Card
- Birth Certificate
- Proof of Address: Recent Utility Bill
- Proof of Income for all applicable members of the household – **Job Letter/ Payslip/Bank Statement, NIS letter, etc.**
- Proof of home ownership

Land Deed,
Certificate of Comfort,
Land Tax Receipt in the
applicant's name.

Letter of Authorization
from the Land/House
owner along with copies
of the ownership
documents and the
owner's national
identification.

Non Objection
Letter from the Land
Settlement Agency.

- Disaster Victims Only: Fire Report / Letter from Regional Corporation.

FOR MORE INFORMATION, PLEASE CONTACT

National Social Development Programme
NAHOUS Building, 45A – 45C, St Vincent Street, Port of Spain
623-2608 ext. 1501 - 1517

SOWING EMPOWERMENT THROUGH ENTREPRENEURIAL DEVELOPMENT (SEED)



The (SEED) Programme provides financial assistance to vulnerable individuals who are in difficult social and economic circumstances, but are willing to undertake a small business venture or engage in skills training for greater employment and income generation opportunities.

This initiative allows for clients to:

- Establish or expand a micro project (small business) venture;
- Develop competencies and skills through training, which will enhance their ability for employment or self-employment and income generation.

Who Qualifies?

- Citizens and residents of Trinidad and Tobago;
- Persons 18 years or over;
- Unemployed persons from economically vulnerable households; and
- Persons willing to undergo training to enhance their ability for employment or self-employment and income generation.

NOTE: All applicants MUST undergo a Standard Means Test (SMT)

Qualifying Applicants may access up to a Maximum of \$15,000.00 to establish or expand a Micro Business and access Training.

FOR MORE INFORMATION, PLEASE CONTACT

Sowing Empowerment Through Entrepreneurial Development (SEED)
NAHOUS Building, 45A – 45C, St Vincent Street, Port of Spain
Telephone: 623-2608 exts. 1501 - 1517

Are **you**
or **anyone**

you know experiencing
challenges with

SUBSTANCE Use Disorder?

**Remember HELP is available.
ONE CALL CAN SAVE A LIFE!**

Available facilities are:

- **The New Life Ministries, Drug Rehabilitation Centre located at Mount St Benedict**

Call 297 - 5166

- **Rebirth House located at Charford Court, Charlotte Street, Port of Spain**

Call 623 - 0952 /

627 - 8894 and

- **The National Alcohol and Drug Abuse Prevention Programme (NADAPP)**

625 - 7530

Substance Use Disorder occurs when persons are affected by addictions to drugs and other substances, as well as mental illness, as a result of substance abuse.



FOLLOW US ON
@MSDFSTT
www.social.gov.tt



Government of the Republic of Trinidad and Tobago
Gender and Child Affairs






SERVICES

FOR OLDER PERSONS

The Ministry's Division of Ageing (DOA) provides services and support to the ageing population of Trinidad and Tobago. Focus is placed on ageing initiatives in Trinidad and Tobago and on educating and sensitising key stakeholders and the general public on ageing issues, as well as enhancing the quality of life of older persons.

Among the functions, initiatives and services provided by the DOA:

- Developing standards of care for Older Persons Homes and compliance with set standards;
 - Monitoring and coordinating the implementation of the National Policy on Ageing;
 - Organizing and coordinating training programmes, seminars and workshops for care providers of older persons;
 - Developing and implementing programmes and projects for the benefit of older persons;
 - Conducting research on matters pertaining to ageing and older persons;
 - Conducting nationwide public sensitization programmes on ageing issues;
 - Operating an Older Persons Information Centre (Help Desk) to provide information on products and services available to older persons; and
 - Networking with social-sector Ministries, the private sector, and civil society to develop and coordinate the implementation of the National Plan of Action on Ageing.
 - Recognizing and Honouring Older persons who have contributed to National Development via The National Centenarian Programme.
- 

SERVICES

FOR OLDER PERSONS

Cont'd

Older Persons Information Centre (OPIC)

The Older Persons Information Centre (OPIC) serves as a referral mechanism within the Division of Ageing, linking the elderly with key services available to them through both public and private agencies.

Through OPIC, the following are provided:

- Information on inquiries about Homes for the Aged;
- Information on abuse cases regarding the elderly and appropriate referrals which are made for assistance and monitored accordingly;
- Referrals to providers of medical equipment and services;
- Access to Caregivers and other similar services;
- Information on legislation related to older persons; and
- Contact information for services related to older persons.

FOR MORE INFORMATION PLEASE CONTACT

The Older Persons Information Centre (OPIC)

Hotline 800-OPIC (6742)

opic@social.gov.tt

SERVICES FOR PERSONS WITH DISABILITIES



The Disability Affairs Unit promotes programmes, practices and attitudes which facilitate the full inclusion of persons with disabilities (PWDs), in all spheres of life.

The following initiatives are pursued in support of persons with disabilities:

- Co-ordinating and Monitoring the Implementation of the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD);
- Co-ordinating, developing and monitoring the implementation of the National Policy on Persons with Disabilities;
- Advocating for the rights and inclusion of persons with disabilities;
- Providing technical support and referral for persons with disabilities, their families and all other persons interested in learning about disabilities;
- Networking with pertinent NGOs, mass media and international organisations to collect and disseminate information on disabilities;
- Implementing programmes that empower persons with disabilities;
- Sensitising and increasing public awareness of issues pertaining to persons with disabilities; and
- Conducting research and collecting data on persons with disabilities; and
- Facilitating Sign Language Training and providing Sign Language interpreters.

PERSONS INTERESTED IN ACCESSING INFORMATION

(e.g. Revised Draft Green Paper on Persons with Disabilities in Braille Copy) may contact the
Disability Affairs Unit
at NAHOUS Building, 45A-45C, St. Vincent Street, Port of Spain
623-1983 or 623-2608 ext. 1153, 1155, 1156 & 1158

HIV / AIDS AWARENESS

AND PREVENTION

The HIV/AIDS Co-ordinating Unit functions under the umbrella of the National AIDS Coordinating Committee (NACC) of the Office of the Prime Minister, to address the overarching goals of the National Strategic Plan for HIV/AIDS within the Ministry of Social Development and Family Services.

The core functions of this Unit are to:

- Strengthen the implementation and coordinating capacity of the Ministry with regard to HIV/AIDS related activities;
- Facilitate the development of Information, Education and Communication (IEC) Material and other Behaviour Change Communication (BCG) strategies on HIV/AIDS;
- Promote opportunities for streamlining advocacy efforts on HIV and AIDS among staff as well as among external stakeholders and clients;
- Coordinate programmes for the delivery of HIV and AIDS education services internally (staff) and externally (the Ministry's clients);
- Develop a robust research agenda on those infected and affected by HIV with focus on:-

The Impact of HIV on vulnerable populations

- Facilitate the implementation of the HIV Workplace Policy within the Ministry.
- In some instances, these services may be extended to clients of the Ministry.

Psychosocial issues

FOR MORE INFORMATION, PLEASE CONTACT

Ministry of Social Development and Family Services
HIV/AIDS Co-ordinating Unit
NAHOUS Building, 45A – 45C, St Vincent Street, Port of Spain
Telephone: 623-2608 exts. 1454, 1457, 1458, 1466

SERVICES TO SUPPORT HEALTHY FUNCTIONING FAMILIES



The National Family Services Division (NFSD) is the primary institution in Trinidad and Tobago that provides a range of social work interventions such as counselling services and psychosocial support to the family unit in order to assist in enhancing the quality of life and wellbeing.

Family issues/challenges:

Abuse/Incest,
Family Life, Family
Violence,
Domestic Violence,
Substance Abuse.

Marital Problems,
Life Crises,
Depression,
Financial Issues

Parenting,
Behavioural Issues,
Suicide, Trauma,
Teenage Pregnancy.

Programmes and services provided:

Community Workshops,
Parenting Skills.

Violence in the Family,
Support for Parents and
Caregivers of Children

Radio Programme:
It's Family Time...
Let's Talk,
Promoting Positive
Values.

Rehabilitation Services for Families, Individuals & Children through:

Counselling Services:
• Suicide Prevention
Hotline
• 24/7 Active Listeners
800-COPE (2673)

Networking and
Collaboration

Mediation Services
Conflict Resolution

FOR MORE INFORMATION, PLEASE CONTACT

National Family Services Division Head Office
Law Association Building, Frederick Street, Port of Spain
Telephone: 623-2608 exts. 6700 - 6713

SERVICES FOR THE SOCIALLY DISPLACED



The Social Displacement Unit monitors a network of treatment and rehabilitation alternatives that would empower socially displaced persons (including street dwellers) and facilitate their reintegration into society, through collaboration and networking with Key Stakeholders.

The core functions and services include:

- Provision of transitional housing facilities;
- Provision of rehabilitation programmes and services;
- Developing and coordinating rehabilitation programmes and services;
- Provision of information and advice on policies, programmes and services;
- Monitoring and evaluating services and programmes for the socially displaced;
- Coordinating public sensitization campaigns; and
- Networking with local, regional and international agencies.

FOR MORE INFORMATION, PLEASE CONTACT

The Social Displacement Unit
Telephone: 623-2608 ext. 5705



Services to Engage and Empower NGO's

The NGO Unit manages the relationship between the Ministry of Social Development and Family Services (MSDFS) and NGO's, CBO's and FBO's involved in the delivery of services to the communities.

Through this relationship the Government aims to ensure access to quality social services through various programmes and projects administered by civil society organizations. Organizations include Statutory Bonds, Non-Governmental Organisations (NGOs) and Civil Society Organisations (COs)

The core functions of this Unit are to:

- Identify organizations to undertake the delivery of social programmes and projects.
- Manage contractual agreements with these organizations for pre-determined social programmes and ensure compliance with established guidelines of service delivery
- Manage a database of organizations involved in the delivery of social services which includes registration of Non-Governmental Organisations (NGOs) with the MSDFS.
- Collaborate with relevant social service delivery agencies to ensure effective and efficient delivery of services.
- Promote training, capacity building and information exchanges towards effective service delivery.

The MSDFS provides financial assistance to NGOs via two main forms:

SUBVENTIONS

A subvention is partial financial assistance provided to an NGO for recurrent expenditure to enable the sustainable delivery of a social service.

ONE-OFF GRANTS

This is a one-time financial support to an NGO to assist in the execution of a special social development programme or project.

FOR MORE INFORMATION, PLEASE CONTACT

NGO Unit

2nd Floor, Nahous Building 45A-45C St. Vincent Street, Port of Spain

Telephone: 623-2608 – Ext. 5023 or call 800-1MSD (1673)

Email: ngounit@social.gov.tt



SOCIAL ASSISTANCE LIST OF REQUIREMENTS FOR GRANTS

FOOD SUPPORT PROGRAMME

- Computerized Birth Certificate (Affidavit where necessary)
- National Identification Card
- Personal declaration of income (form provided at Local Board Office)
- Recent cheque stub from Social Assistance Grants (e.g. Disability Assistance Grant, Public Assistance Grant, Senior Citizens' Pension, if applicable)
- Job letters, pay slips and NIS numbers, if employed
- Recent savings statement from a bank, credit union or other financial institutions such as the Trinidad & Tobago Unit Trust Corporation
- Rent receipt, if a tenant
- Mortgage statement, if applicable
- Proof of property rental, if a landlord
- Land tax receipt, if a land owner

SENIOR CITIZENS' PENSION

- 65 years & over
- Birth Certificate (Affidavit where necessary)
- National Identification Card
- Passport (where necessary)
- Bank Passbook/Recent Bank Statement (if any)
- Marriage Certificate (where applicable)

DISABILITY ASSISTANCE GRANT

- National Identification Card
- Passport (if any)
- Birth Certificate (Affidavit where necessary)
- Previous & current passports
- Completed Medical Form approved by a

Government Medical Officer

- Other supporting documents if required

PUBLIC ASSISTANCE GRANT

- Birth Certificate (Affidavit where necessary)
- Passport (if any)
- National Identification Card
- Bank Passbook/Recent Bank Statement
- Marriage Certificate (where applicable)
- Child's birth Certificate (where applicable)
- Death Certificate (where applicable)
- Doctor's Certificate (where applicable)
- Other supporting documents if required

NATIONAL SOCIAL DEVELOPMENT PROGRAMME (NSDP)

Electrical Wiring, Sanitation Units & Roof Repairs

- National Identification Card
- Copy of deed/deed of comfort
- Utility bill
- Job letter
- Estimate from hardware
- Other supporting documents if required

SOWING EMPOWERMENT THROUGH ENTREPRENEURIAL DEVELOPMENT (SEED)

- Citizens of Trinidad & Tobago
- 18 years or over
- Unemployed persons who have a business idea & desire to start a business
- Existing small business owners who are considered vulnerable space.



Government of the Republic of Trinidad and Tobago
Ministry of Social Development and Family Services

Head Office: CL Financial Building, 39-43 St. Vincent Street, Port of Spain.
Tel: 623-2608 • Fax: 623-8496 • www.social.gov.tt
Toll Free: 800-1(MSD) 1673

SOCIAL WELFARE
LOCAL PUBLIC ASSISTANCE BOARD OFFICES

**MTS Plaza, Aranguez
Road, Aranguez
623-2608**

**Ext. 1602 - 1608 &
1610 - 1615**

**Lot 11 Naparima
Mayaro Road, Rio Claro
623-2608**

Ext. 2500 - 2511

**107 Eastern Main Road,
Tunapuna (opposite
Royal Castle)
623-2608**

Ext. 1702 - 1721

**Omardeen Building,
59-61 Cipero Street,
Gooding Village, San
Fernando**

623-2608

Ext. 2302 - 2322

**Eleanore Street,
Chaguanas 623-2608
Ext. 6200 - 6219**

**Marlsons Building, 97
High Street, Princes
Town
623-2608**

Ext. 2402 - 2419

**Siparia Social Services,
Siparia Administrative
Complex, Corner SS
Erin Road and Allies
Street, Siparia**

**623-2608 ext. 6602 &
2800-2816**

**Corner Richmond and
Duke Street, Port of
Spain**

623-2608

Ext. 5900 - 5914

**11 Richardson Street,
Mahaica, Pt. Fortin
623-2608**

**Ext. 2630-2640 and
2600 - 2616**

**Corner Savi Street and
Boodooville Circular,
Sangre Grande
623-2608**

Ext. 1902 - 1914

**Tam Building,
Glen Road,
Scarborough,
Tobago
639-2673**

**National Social
Development
Programme**

623-2608 Ext. 1501

**National Family
Services Division
623-2608**

Ext. 6701- 6713

**THIS PUBLICATION IS INTENDED FOR USE AS A REFERENCE GUIDE AS CONSIDERATION IS
GIVEN TO THE UNIQUE CIRCUMSTANCES OF EACH APPLICATION.**

**A PUBLICATION OF THE CORPORATE COMMUNICATIONS AND EDUCATION UNIT OF THE
MINISTRY OF SOCIAL DEVELOPMENT AND FAMILY SERVICES**

SEPTEMBER 2021

www.social.gov.tt

#Mysocial

@MSDFSTT

FOLLOW US ON

