



MEDIA RELEASE

Friday, 06 November 2020

FOR IMMEDIATE RELEASE

Priority: **HIGH**

MSDFS and MPADT/ IGOVTT meet to discuss Digitalization of Social Services

In the quest to improve the delivery of social services to citizens, the Ministry of Social Development and Family Services (MSDFS) has begun talks with the Ministry of Public Administration and Digital Transformation (MPADT), to assist with digitalization of the grants and services provided by the MSDFS. This initiative is in keeping with an announcement in the 2020-2021 budget presentation by Finance Minister, The Honourable Colm Imbert. IGovTT is the agency under the MPADT that will be working closely with the Information and Communications Technology (ICT) staff of the MSDFS to implement this initiative. The first meeting between the two Ministries was held on Wednesday 4th November, 2020, at NALIS building, Port of Spain.

Senator the Honourable Donna Cox, Minister of Social Development and Family Services led her team of the Ministry's Executive, which comprised Acting Permanent Secretary, Sheila Seecharan, Acting Deputy Permanent Secretary, Vijay Gangapersad, Michael Reid, Chief Technical Officer, and Paul Kanneh, ICT Director. The Ministry of Public Administration's team included Senator the Honourable Allyson West, Minister of Public Administration and Digital Transformation, Senator, The Honourable Hassel Bacchus, Minister in the Ministry of Public Administration and Digital Transformation; and Permanent Secretary Claudelle McKellar, together with IGovTT CEO, Kirk Henry and other Ministry representatives

The discussions were centred around the recent commencement of the ICT project to implement the Integrated Social Enterprise Management System (ISEMS) by the MSDFS, with the aim of providing a *single door* approach for accessing social services. ISEMS will also improve the effectiveness of the social services, through automation and integration of business processes; allowing data and information sharing across the organization, as well as integration with external entities. Among these entities include other Government Ministries and Agencies, Regional Corporations, the Elections and Boundaries Commission and the Immigration Division.

With the right infrastructure, as well as cyber security considerations in place, this initiative will ultimately be beneficial for all stakeholders, as its implementation will allow for remote and easy access to real time, accurate information, as services are delivered to clients in a timely manner; as the Ministry forges ahead in its commitment to "helping, empowering and transforming lives."



Minister of Social Development and Family Services, Senator the Honourable Donna Cox accompanied by (L-R) ICT Director Paul Kanneh, Advisor Miriam Jacobs and Acting Permanent Secretary, Sheila Seecharan meet with the Ministry of Public Administration and Digital Transformation to discuss the digitalization of Social Services at NALIS on November 4th.



Minister of Social Development and Family Services, Senator the Honourable Donna Cox and a team from the Ministry join Senator the Honourable Allyson West, Minister of Public Administration and Digital Transformation and Senator the Honourable Hassel Bacchus and a team from the MPADT/IGOVTT for a virtual meeting to discuss the digitalization of Social Services.

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For more information:

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