



Government of the Republic of Trinidad and Tobago

Ministry of Social Development and Family Services



MEDIA RELEASE

April 8, 2024

FOR IMMEDIATE RELEASE

Priority: HIGH

Ministry of Social Development and Family Services advances its Digitalization Initiative

Port of Spain - In alignment with the Government of Trinidad and Tobago's Digital Transformation Agenda, which mandates that all Ministries and Government Departments digitize their records; the Ministry of Social Development and Family Services (MSDFS) has partnered with the Ministry of Digital Transformation (MDT) to achieve this objective. The aim of this project is to digitize client records across Service Delivery Units and Departments, in preparation for the full implementation of the **Social Services Management Information System (SSMIS)**, which serves as the platform for the Integrated Social Enterprise Management System (ISEMS).

As part of this collaboration, MDT has engaged the United Nations Development Programme - Sustainable Development Goals Platform (UNDP-SIGOB) to advance the digitisation of the Ministry's records. A delegation from the UNDP-SIGOB has commenced a series of visits to the Ministry's physical archives at local offices from April 8-12, 2024, with the objective of gathering information on the Ministry's client records. This data will be used to develop a work plan for designing the digitization policy for the MSDFS.

The primary objective of this mission is to engage with the Ministry's key stakeholders such as the executive and senior leadership, as well as key personnel at selected Local Boards and Service Delivery Units. The mission will also include assessments of archive digitization parameters and interviews with Officers responsible for physical files and records.

The MSDFS has been identified as a key Ministry whose client information will lay the groundwork for various digital initiatives, including the National e-Identity, a Social Benefits Wallet and the Interoperability Programme, among others, as part of the Government's broader Digital Agenda and e-Strategy. The SSMIS will streamline the client eligibility application process to facilitate an array of social benefits offered.

The Ministry of Social Development and Family Services views this partnership as a key strategy towards advancing its digitalization agenda and enhancing the efficiency of social service delivery through the use of digital tools.



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For more information:

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Left to right: Rachael Russell- Project Associate, UNDP T&T, Director ICT- MSDFS, Aldwin Hylegar, Tomás Orozco- International Consultant, Rodrigo Porta - International Consultant, Permanent Secretary, MSDFS Ryan Ramcharan, Isele Robinson-Cooper- Programme Manager, Wyatt Achong -Project Coordinator



Far left, staff from the Ministry's Division of Ageing; Sophia Kennedy & Anderson Cyrus, both Inspector I, engage with Tomás Orozco, Rodrigo Porta, both UNDP International Consultants



Permanent Secretary –MSDFS Mrs Lenor Baptiste-Simmons (at right) leads the discussion with the team from MDT/UNDP.