

# Implementation Framework

**Ensure** By 2023, the Ministry would be a premier organisation, characterised by a culture of service excellence, innovation, effective resource management and resilience

**Reduce** By 2023, Trinidad and Tobago would have significantly reduced poverty levels to less than 10% of the population, on track to surpass SDG targets

**Protect** By 2023, families have access to critical services to help, empower and transform and be re-established as the institution that is the cornerstone of the society

**Promote** By 2023, the population understands and embraces resilience as necessary for personal, family and national development

## ACKNOWLEDGEMENT TO STAFF

The Executive and the Strategic Planning Team takes the opportunity to thank you for your contribution towards the development of the Strategic Plan and look forward to your continued support for its successful roll-out.



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



# STRATEGIC PLAN 2018 - 2023

Easy Read Brochure

## Fellow Colleagues

As the MSDFS pursues its goal to become a more customer-focused, high performance organization, you are invited to work together with the Ministry's Executive Team to advance some of the transformative, capacity building projects and initiatives, which are highlighted in the strategic plan. First and foremost include the organizational assessments of the Ministry and the core division – the Social Welfare Division, which is being pursued in collaboration with the Ministry of Public Administration. We are also pursuing the implementation of the the National Social Mitigation Plan, with specific focus on the establishment of new Units such as the Social Services Empowerment, Procurement and Quality Assurance Customer Service Units. There is also a concerted drive to complete the recruitment process. More specifically, the expected outcomes of our strategic plan include:

- the establishment of a National Resilience Framework, to ensure a cohesive and integrated approach to resilience planning, especially in light of recent economic and climatic shocks;
- the development and mainstreaming of a VABs Strategy, to reduce and replace the dependency culture with strong work ethos, adherence to national laws, regard for civic duty and respect for all;
- cohesive and integrated support mechanisms to strengthen the family utilising a unique identifier for households which customises the support services provided by partner social sector ministries;
- The establishment and coordination of a Social Sector Coordinating Committee for the implementation of Vision 2030 to measure performance and determine goal attainment;
- the establishment of a Customer Relations Management System and a Quality Assurance Unit to strengthen customer service by ensuring that both internal and external clients are comfortable and satisfied; and
- the establishment of a Strategic Management Unit in the Office of the Permanent Secretary to act as a “Strategic Think Tank” of the Ministry, involved in ongoing forecasting/research analysis, visioning, planning, work programming/implementation, monitoring and evaluation and agile management.

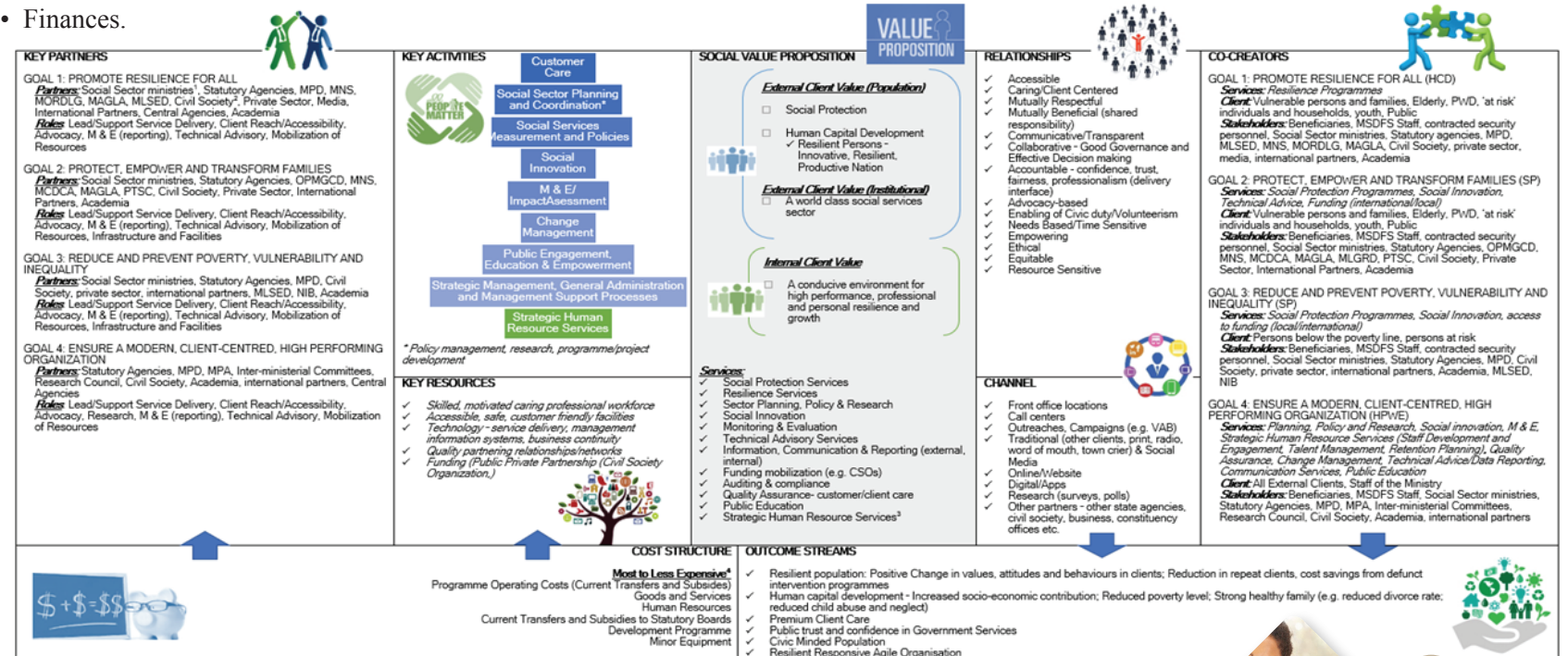
**Let's work together to achieve this!**

## Overview

- The MSDFS Business Canvas
- The MSDFS Strategic Framework
- Implementation Framework

## Business Canvas

- The Business Model Canvas is a strategic management template for developing new or documenting existing business model for your organisation.
- It is a visual chart with elements describing your organisation's:
- Value proposition – that is the service or products you provide that fill your client's needs;
- Infrastructure,
- Customers, and
- Finances.



<sup>1</sup> Education, Health, Sport & Youth Affairs, Housing, THA, Community Development, Housing, OPM  
<sup>2</sup> Non-government organizations, community-based organizations, faith-based organizations, Service Clubs etc.  
<sup>3</sup> (Staff Development and Engagement, Talent Management, Retention Planning)  
<sup>4</sup> Review of estimates and expenditure for 2016, 2017 and 2018

## Implementation Framework

The Implementation Framework highlights the SPECIFIC ACTIONS (i.e. the major initiatives column) to be taken in relation to each goal.

It also outlines TIMEFRAMES, KEY PARTNERS both internal and external to the ministry (i.e. under the core responsibility column of the Framework), as well as possible ENABLERS and BARRIERS for each related goal.



# The Strategic Framework to 2023

<b>Vision 2030</b>	<p><i>"...a united, resilient, productive, innovative, and prosperous nation with a disciplined, caring, fun-loving society comprising healthy, happy and well-educated people and built on the enduring attributes of self-reliance, respect, tolerance, equity, inclusion and integrity..."</i></p>			
<b>Vision</b>	<p>A dynamic, service-driven organisation that delivers premium social services towards the achievement of sustainable human and social development.</p>			
<b>Mission</b>	<p>Positively transforming the lives of the people of Trinidad and Tobago through the provision of quality social services.</p>			
<b>Core Values</b>	<p>We value Respect, Equity, Integrity, Compassion, Responsiveness, Innovativeness, Commitment, and Inclusiveness.</p>			
<b>Services</b>	<p>Social Protection Services, Resilience Services, Sector Planning, Policy &amp; Research, Social Innovation, Monitoring &amp; Evaluation of the Social Sector, Technical Advisory Services, Capacity building for the NGO Sector, Information, Communication &amp; Reporting, Resource mobilization, Auditing and Compliance, Quality Assurance, Public Education, Strategic Human Resource Services</p>			
<b>Goals (Key Result Areas)</b>	<p><i>Promote Resilience for All</i></p>	<p><i>Protect, empower and transform families</i></p>	<p><i>Reduce and prevent poverty, vulnerability and inequality</i></p>	<p><i>Ensure a modern, client-centred, high performance organization</i></p>
<b>Strategic Objectives to 2023</b>	<ul style="list-style-type: none"> <li>▪ Facilitate greater capacity for resilience of the population by 10% (against agreed human development indicators)</li> <li>▪ Increase the incidence (over baseline) of progressive values, attitudes and behaviours among the population (across all age groups/developmental categories) by 20%</li> </ul>	<ul style="list-style-type: none"> <li>▪ Increase the level of support provided to targeted families by 30%</li> <li>▪ Increase inclusion of vulnerable groups by 25% to restore family cohesion and functionality</li> </ul>	<ul style="list-style-type: none"> <li>▪ Continually improve strategies for poverty reduction through stakeholder consultation</li> <li>▪ Foster strong, beneficial collaboration among social sector partners compliant with international standards good governance for the social sector</li> </ul>	<ul style="list-style-type: none"> <li>▪ Improve organisational performance by 50% by 2023 against agreed management and efficiency indicators</li> <li>▪ Improve Client Perception of the MSDFS by 50%</li> <li>▪ Establish a culture of continuous learning, innovation and operating for results</li> </ul>