

**FISCAL YEAR 2025
THIRD QUARTER ACHIEVEMENTS
(APRIL - JUNE 2025)**



The Children’s Authority of Trinidad & Tobago (“the Authority”/ “CATT”) is a specialised agency with responsibility for the care, protection and rehabilitation of vulnerable children, especially those who are at risk or have been victims of abuse or neglect.

The work of the Authority is guided by its vision, **“to defend and support child rights and make child protection everybody’s business”**. The organisation also seeks **“to promote the best interest of children through advocacy, prevention, intervention and collaborative strategies, based on multidisciplinary approaches”**.

The information below identifies some of the key achievements of the Authority during the third quarter of Fiscal Year 2025, which represents the period April to June, 2025.

CHILD WELFARE SERVICES

Contact Centre Unit

From the beginning of FY2024/2025 through to the end of the third quarter, the Contact Centre Unit (CCU) remained a hub of activity. This quarter, April to June 2025 saw the CCU team manage a total of 12,271 interactions across multiple communication channels including phone calls, walk-ins, emails, post-mail, and web reports. Notably, 11,240 of these interactions were calls handled through the Contact Centre’s hotline, with agents logging over 761 hours of talk time.

This figure reflects only time spent on phone calls and excludes the substantial hours devoted to critical back-end tasks; such as case creation, coordination, and urgent escalations that are essential to the Unit’s operations and effective intervention support.

Customer Satisfaction and Quality Monitoring: The supervision team continues to closely monitor performance using key metrics, customer feedback, and regular service delivery reviews. Quality Assurance remains a core focus, with client satisfaction surveys offering valuable insights into service effectiveness. This quarter, the Unit achieved a customer satisfaction rate of just over 99%. For the fiscal period, the overall satisfaction rate is just over 98%.

This quarter, the CCU Team led or supported the implementation of key processes designed to enhance client experience and improve service outcomes.

1. Finalised streamlined processes for managing low-risk cases that meet the threshold for referral, but do not require in-person intervention. Leveraging tele-social work, eligible cases will be guided toward safe closure through structured engagement and targeted referrals; ensuring timely support for families, de-escalating potential risks, and optimising organisational resources.
2. Supported the efforts of the operational teams to design and implement a robust Complaints System, providing clients with a formal channel to raise concerns. The system ensures complaints are systematically recorded, tracked, and resolved; strengthening accountability, service quality, and client trust.

3. Collaborated with the Communications Team to develop and implement FAQ recordings about the work of the Authority, which will be integrated into the Contact Centre System (CCS) and played during hold times instead of elevator music. This initiative presents an opportunity to further leverage the CCS platform to support organisational campaigns and strengthen collaboration with partner agencies through the dissemination of targeted, short-form messages.

Regional Case Management Unit

1. **Success Story: Reintegration of Children:** The Authority successfully facilitated the placement of 11 children, with six placed in a family-based setting. Of the 11, eight children were transitioned out of a Community Residence after careful planning to ensure they were placed in stable and nurturing environments that would continue to support their developmental needs.

Additionally, three children were transitioned from hospital care following the completion of investigations. One child was successfully placed in Foster Care to provide a safe and structured setting. Another was reunited with his mother after it was determined that appropriate interventions had been conducted. The third child was placed with a close relative who demonstrated the ability to provide consistent care, support, and supervision for the child. These successful placements support the Authority's commitment to reintegration and securing the best outcomes for children by promoting their safety, well-being, and long-term stability.

2. **Success Story: Participation in Sporting Activities**

- A child in care who has shown tremendous prowess in football will attend a US-based football camp.
- In May, a child in care who participated in the 2025 Special Olympics Trinidad and Tobago National Games, achieved Gold.

3. **Closure of Cases:** During the period the team reviewed and closed 991 cases, indicating completed investigations and appropriate resolutions.

4. **Backlog Reduction:** The Emergency Response Team addressed 49 backlog cases alongside cases assigned for the period.

Child Justice Support Unit

1. **Caseload:** The Unit maintained an average caseload of 456 across Trinidad from April to June 2025. This demonstrates the prowess of the Unit in managing Children in Need of Supervision (CHINS). Despite the high volume of cases, the team remains committed to addressing each matter with professionalism, urgency, and child-centered care.

Notably, a total of 985 cases, more than double the active average caseload, received some form of intervention during the period. This included, but was not limited to, monitoring and psychosocial support, psycho-educational assessments, psychiatric assessments, medical assessments, admission to vocational programmes, placement

coordination, and referrals to other key stakeholders. The cumulative number reflects the Unit's capacity to manage not only active cases but also transitional matters that require follow-up, re-engagement, or ongoing monitoring. This achievement reflects the diligence, responsiveness, and strategic case management practices of the Unit in fulfilling its mandate to support rehabilitation and protection of the rights of children under the Child Justice System.

- 2. Attendance at Court Matters:** The team attained an outstanding Court attendance record of **90%** for all scheduled proceedings for the April to June 2025 reporting period. This reflects the Unit's ongoing efforts to ensure timely legal representation, advocacy, and support for children involved in the justice system. This level of performance demonstrates strong coordination, effective communication with stakeholders, and an internal culture of accountability. By maintaining a consistent presence in Court, the Unit not only strengthens its credibility but also ensures continuity in case handling and safeguards the rights of children under the purview of the CJSU.
- 3. Case Management:** Communicating with clients is a critical component of case management. As such, for the period April to June 2025, the Child Justice Support Unit recorded a total of **642 physical visits** and **2,330 virtual or telephone follow-ups**, demonstrating the Unit's attentive involvement with children and families at all phases of the legal process. This combined approach reflects the Unit's adaptability in balancing in-person interactions with technology-driven communication to maintain consistent support and oversight.

The high number of follow-ups, especially via phone or virtually, highlights the team's dedication to monitoring, continuity of care, and prompt intervention. These methods are applied particularly in situations where in-person visits are not practical due to scheduling or access. The use of multiple contact methods has strengthened the Unit's capacity to remain connected and provide the necessary psychosocial and legal support to our clients.

CHILD AND FAMILY REINTEGRATION SERVICES

Adoption Unit

- 1.** Two Closed Adoption applications were processed and subsequently approved by the Adoption Committee. Prospective adoptive parents were placed on the list of suitable persons, where they await matching based on their child profile.
- 2.** Six Open Adoption applications were approved by the Adoption Committee. Five of these applications were kinship adoptions, which included one sibling group of two. The prospective adoptees range between the ages of four to 17 years. These approvals will allow the families to pursue the granting of an Adoption Order which provides permanent familial arrangement and support for the children.

3. One probationary period commenced as a two-year-old girl was freed for adoption, and subsequently matched with approved Prospective Adoptive Parents. The Prospective Adoptive Parents and the child completed ten (10) sessions where they engaged in several activities to allow the child to develop a bond with them. The child and the Adoptive Parents have transitioned smoothly into the probationary period, which will continue for six (6) months.
4. Three sensitisation sessions were completed by the Adoption Unit to increase the public's awareness about the adoption process and the various types of adoption that the Authority facilitates.

Assessment Unit

1. Installation of forensic interview equipment at two additional locations - Mt Hope Assessment Centre and South Regional Assessment Centre. This positions the Authority to bring services closer to the public and reduce commute times. It also creates an ease for police officers to access these services closer to their stations as there are now three locations in Trinidad.
2. Launch of the medical function at the South Regional Assessment Centre. This activity saw the operationalisation of the memorandum of understanding between the Authority and the South West Regional Health Authority which was signed in 2020. This allows an ease of access to needed medical services, giving the Authority two locations in Trinidad to provide medical oversight to the clients we serve.

Foster Care

1. Two Foster Care clients were successfully transitioned into family-based environments. The Foster Care Unit continues to build the capacity of and support birth families, in making efforts to be reintegrated with their children, where appropriate, possible and in the child's best interest.
2. Placement of eight children who were in need of care and protection into Foster Care. For the period, four children were placed in traditional foster care, and four children were placed in kinship foster care.
3. As a result of sensitisation efforts and continued collaboration with the Communications Unit, 14 expressions of interest were received for Foster Care. The team engaged in preliminary discussions with prospective applicants, and foster care application packages were shared where there was further interest, and persons were invited to engage in the foster care orientation and assessment process. In some instances, applicants were referred to the Adoption team. The Unit also conducted three sensitisation sessions for the period, and embarked upon a recruitment drive to engage with potential stakeholders.

Placement, Licensing And Monitoring (PLM) Unit

- 1. Placement of 31 Children Into Children's Homes:** From April 1 – June 30, 2025, the PLM Unit successfully utilised 31 arising vacancies at Children's Homes. 13 children deemed by the Court as Children in Need of Supervision (CHINS) and ordered to be received into care by the Authority, were placed at two Children's Homes, while another 18 deemed in imminent danger through the Authority's investigations were admitted across Children's Homes. As there is a dedicated Children's Home for high-risk adolescent girls, 12 CHINS placements for girls formed the greater ratio of CHINS received into care. Only one CHINS boy was placed into a Children's Home. In May 2025, the Unit achieved the admission of a five-sibling group to one Children's Home. This rare opportunity to keep a group of young adolescents and young children together while in care, was facilitated because the Home had experienced a number of discharges of adolescents during the period.
- 2. Completion of 125 Monitoring Visits:** PLM successfully conducted a monthly monitoring visit to each of the Children's Homes, Rehabilitation Centres and Reception Centres during the period.
- 3. Engagement with Stakeholders.:** The PLM Unit has been engaging external agencies that provide services to Children's Homes which are critical to the renewal of licences. The Unit engaged the Chief Fire Officer for visits to Homes whose Trinidad and Tobago Fire Services Certificates of Approval will expire in 2025, and of possible new locations of Homes. Three Homes received 2025 Certificates of Approval from the TT Fires Services and one Home received recommendations to be completed.

The Unit also engaged the Chief Medical Officer for prioritised 2025 food badges for employees of Children's Homes and for visits to Children's Homes for renewals of Public Health Certificates of Approval. To date, 18 Homes have received 2025 Public Health Certificates of Approval and two Homes have received recommendation reports.

The Unit conducted meetings with the Boards of three Homes contemplating voluntary closure in 2025, due to financial challenges and the unavailability of sufficient and suitable staff. The discussions centered on the focused efforts by the Authority with external agencies and with the Home to improve the circumstances of the operations of the Homes. Efforts by the PLM Unit, in collaboration with the Case Management teams, has successfully stymied the closure of one Home.

- 4. Inspections for Licensure:** Two recommendations for licensure are anticipated in this fiscal. A Home, currently in operation, is anticipated to be recommended for renewal of its licence. Another inspection for a proposed new Home in Tobago is expected to bring recommendation for first licensure. This licensure will increase the opportunity

for residential placement for adolescents in Tobago, as placement for children from Tobago have been limited, with some children being placed at Homes in Trinidad. The licensing of a new Home will be an achievement, as placement of children from Tobago within Tobago can improve opportunities of family engagement towards reintegration.

Reception Centre

- 1. Launch of the Farm-to-Table Project:** The Reception Centre launched the initiative which aims to promote nutrition, environmental responsibility, and therapeutic engagement. Children actively participated in planting, maintaining, and harvesting fruits, vegetables, and herbs, which gave them a sense of ownership and pride in producing their own food. Beyond physical activity and nutrition, this project offers emotional and educational benefits. It serves as a therapeutic outlet, reduces stress, and helps children develop patience and responsibility. The initiative also facilitated conversations about healthy lifestyles, sustainability, and teamwork, while reinforcing a sense of normalcy and connection to the natural world.
- 2. Participation in Robotics Programme:** Children at the Centres were engaged in a Robotics Programme that introduced them to the exciting world of science, technology, engineering, and mathematics (STEM). Through hands-on activities and creative challenges, they learned the basics of robotics, coding, and problem-solving in an age-appropriate and engaging format. This programme helps foster critical thinking, collaboration, and digital literacy. For many children, it was their first exposure to such modern technologies igniting curiosity, building self-confidence, and opening their minds to new academic and career possibilities in the tech space.
- 3. Ongoing Psychotherapy and Psychosocial Support:** The Reception Centre continues to provide consistent psychotherapy services for children dealing with trauma, anxiety, grief, and other emotional or behavioural challenges. Individual sessions with licensed clinicians helped children build trust, process complex emotions, and develop healthier coping mechanisms. In addition, structured psychosocial support sessions were offered in group and individual formats. These sessions focused on emotional regulation, social skills, communication, and resilience, laying a critical foundation for long-term healing and reintegration. The consistency of these services demonstrates the Centre's strong therapeutic commitment to each child's emotional well-being.
- 4. Reintegration of 18 Children into Family-Based Placements:** A major success this quarter was the successful reintegration of 18 children into family-based care placements. Each reintegration followed a child-centered, multi-agency process that included case planning, caregiver preparation, and therapeutic support to ensure a smooth and stable transition. These reintegrations are not only administrative successes, but emotional milestones for the children involved. They reflect the Centre's dedication to permanency planning and underscore the importance of placing children in nurturing, stable environments where they can thrive and rebuild attachments.

- 5. Partnership with the Caribbean Sports Development Agency (CSDA):** The Reception Centre partnered with the Agency to launch a Sports Development Programme for children in care. Through this partnership, children engage in structured physical activities that promote discipline, teamwork, and personal growth. Sport is used as a therapeutic and developmental tool, to help children release stress, build confidence, and develop leadership and communication skills. This partnership brought fresh energy to the Centre's programming, reinforcing the value of physical health and emotional wellness through recreation.

TOBAGO SERVICES

- 1. Successful Identification of Fit Persons for Child Placement:** During the reporting period, the Authority made significant strides in identifying and assessing relatives as potential fit persons, for the placement of children who are currently residing in Community Residences. This process required careful coordination, including home visits, psychosocial assessments, criminal background checks, and stakeholder case conferences. By prioritising placement with relatives who demonstrated the capacity to provide safe and nurturing care, the Authority has moved several children closer to reintegration with family, thereby reducing reliance on institutional care. This achievement is critical, as research consistently highlights the importance of familial bonds in promoting emotional stability, identity development, and long-term social outcomes for children in care.
- 2. Enhanced Stakeholder Collaboration in High-Risk Cases:** Several cases classified as high-risk showed significant progress due to increased inter-agency collaboration and information sharing. The Authority intensified its engagement with various stakeholders including the Division of Health, Wellness and Social Protection, Student Support Services Division, the Trinidad and Tobago Police Service, and non-governmental service providers, through joint planning sessions and multi-disciplinary case management. These partnerships have allowed for the implementation of integrated Care Plans that address not only the child's immediate safety needs but also broader concerns such as educational support, family therapy, and housing stability. The proactive and consistent involvement of these stakeholders have proven instrumental in improving the resilience of families in crisis.
- 3. Timely Interventions Facilitated Through External Partnerships:** Children and families at the Authority's attention benefited from a range of timely and targeted interventions delivered by external agencies. These included access to mental health services, substance abuse counselling, parenting workshops, and emergency support for basic needs. Through these efforts, the Authority observed positive trends in child functioning such as, improved emotional regulation, reduced behavioural incidents, and greater school engagement. Families, in turn, have expressed increased confidence in their parenting abilities and decision-making. The cumulative impact of these interventions continues to support the Authority's broader goal of family

preservation and safe reintegration, while also preventing re-entry into the child protection system.

- 4. Continued Advocacy for Rehabilitative Responses to Juvenile Offending:** The Child Justice Support Unit remained steadfast in its advocacy for a rehabilitative approach for minors appearing before the Court for criminal offences, and as Children in Need of Supervision (CHINS). Through direct case advocacy, stakeholder consultations, and case recommendations, the Authority emphasised the importance of addressing the root causes of child offending and problematic behaviour such as trauma, neglect, and social disadvantage, rather than defaulting to punitive responses. In several instances, the Authority successfully recommended diversion to therapeutic programmes, structured supervision, and restorative justice models. This approach aligns with international best practices and ensures that children are given meaningful opportunities for reform, rehabilitation, and reintegration into society, rather than being subjected to further harm through detention or stigmatisation.

CORPORATE SUPPORT SERVICES

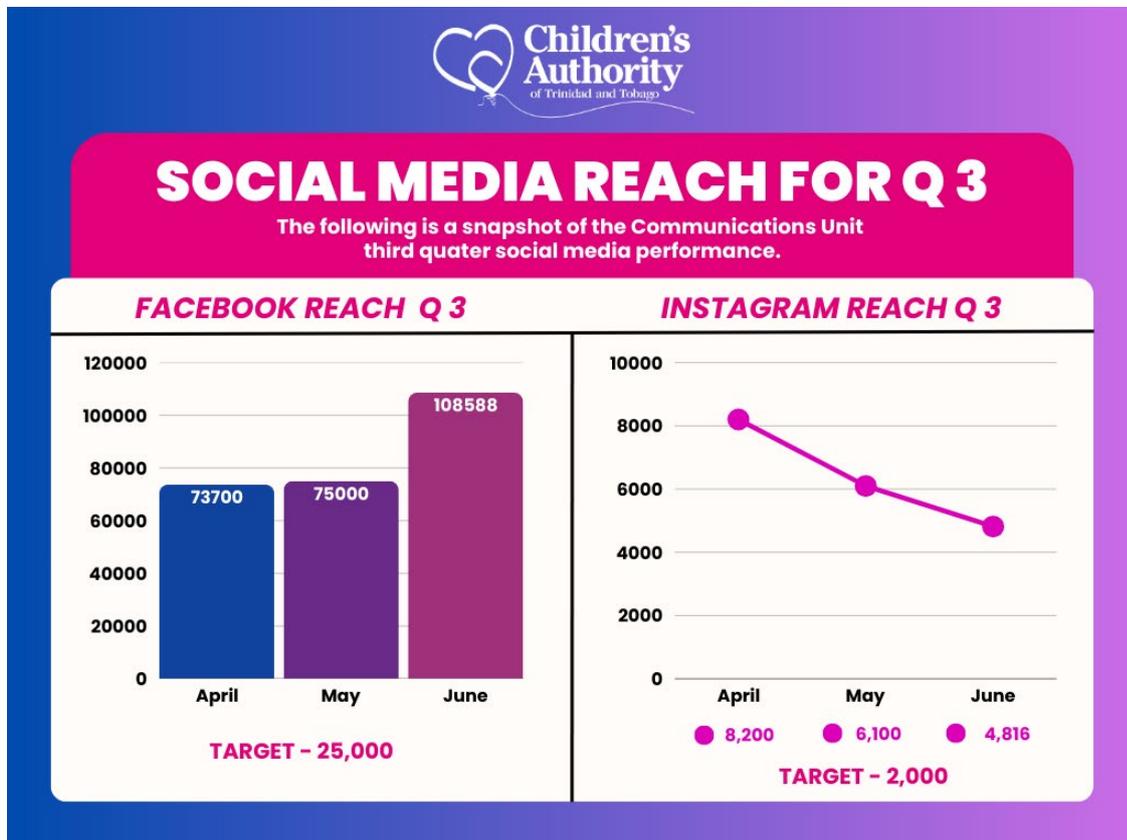
People, Leadership, and Transformation

- 1. Recruitment:** As of 30th June, 2025, 83% of the approved positions within the Authority's org structure have been filled.
- 2. Child Protection and Safeguarding Training:** The Training which commenced in February 2025 concluded in July 2025 with a total of ninety-nine (99) participants who noted that the training was relevant and valuable, since it aligned with their roles and day-to-day duties.
- 3. Building a Performance Management Culture/Lanteria Training:** CATT continues to aggressively sensitise and provide the required training on its Performance Management System and the use of HRIS – Lanteria. The primary objective of the training is to embed a performance-driven culture throughout the organisation by fully leveraging the capabilities of the Lanteria platform.

COMMUNICATIONS UNIT

- 1.** During the reporting period, the Corporate Communications Unit paid particular attention to a few topical areas of interest. April was Child Abuse Awareness and Prevention Month and the Unit increased messaging regarding the prevention of abuse and maltreatment of children. Simultaneously, the Unit highlighted the work the Authority has done since inception to promote the protection and well-being of children in Trinidad and Tobago. This continued into the month of May in which the Authority celebrated its tenth Anniversary. June saw a continuation of the topical approach toward content with emphasis placed on issues of grooming, parentification and parental alienation. Additionally, in the lead up to the July-August vacation period, parents and guardians were provided with tips about keeping children safe

- Social media continues to be a key tool in the Communication Unit’s arsenal through which we share information on child protection, child rights and parenting tips. Below is a chart which shows the reach the Unit was able to garner through its social media platforms - Facebook and Instagram. As noted in the graph below, the Unit exceeded the targets set.



- Stakeholder engagement is another key facet of the Unit’s work and efforts are made to engage a wide cross section of the society each month. During the period April to June 2025, the Communications Unit engaged 18 groups across Trinidad and Tobago. The groups included Non-Governmental Organisations and stakeholder groups such as Youth Groups, Schools and other government agencies in the child protection sector. See the breakdown below:

SENSITISATIONS FOR Q 3

The following is a snapshot of the Communications Unit third quarter sensitisation activity across Trinidad and Tobago.

SENSITISATION BREAKDOWN

