



THE GLOBAL SOCIAL WORK ORGANISATION

Report 2021

International Social Service



Protecting children and reuniting families across borders since 1924



WELCOME NOTE

Anno Coroni or Covid year dominated our minds and our work throughout 2020-21. ISS Navigated between the safety of its staff and and more than ever needed social work requiring, close contact, care and effort. The last 2 years turned out to be complex and difficult to manage, yet dedication, professionalism have proven to be essential ingredients to ensure work continuity and timely services world-wide.

Solidarity and perseverance over the period were crucial for the General Secretariat teams to support the ISS network despite the team being spread too thin, working remotely with insufficient resources in uncertain times.

This said ISS continued to provide needed services with minimum disruptio as the ISS casework management system rapidly adapted to the pandemic and with it frequently changing scenarios of confinement and movement restrictions.

A concerted effort among all ISS organs and entities, be it the Governing Board, the Professional Advisory Committee , the Casework Coordinators Group and the General Secretariat, allowed ISS to ride very rough waters keeping a very high output of quality services.

Our resilience starts from our history as ISS was born 98 years ago, following massive migrations the Americas, to provide tracing and family reunification services for those individuals and families who became separated by borders and waters. ISS stayed loyal to this original mandate and has grown to become a professional, agile, and flexible organization, able to cut through multiple threats and trials, Covid 19 being one of them but certainly not the last!

With only 2 years before our Centenary anniversary, ISS continues to transformation along set targets that will be explored in this 2021 Global report.

A word of sincere thanks to the many women and men of ISS, staff and volunteers whose hard work and perseverance enabled our Global network to continue worldwide services and to strive. A word of equal thanks to all individual and institutional donors that believe trust ISS and believe in its capacity to deliver.

JEAN AYOUB
SECRETARY GENERAL & CEO

SUSAN JACOBS
CHAIR GOVERNING BOARD

#ISSContinues
#SSIContinue
#SSIContinua



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MISSION & PRINCIPLES

International Social Service provides cross-border assistance to children and families facing social and legal difficulties as a result of migration. Interventions include services addressing migrant children and their families, international family matters, international child abduction, child protection issues, pre and post-adoption care, search for origins, family reunification and more.

Above other considerations, ISS is committed to the protection of the child's best interest and promotes the rights of children and families. We value independence, neutrality, transparency, confidentiality and impartiality, respect for diversity in race and culture.

These values constitute a commitment shared by every member of the ISS Network and contribute to the realization of its vision and mission.



ISS OPERATING STRUCTURE

Geneva - General Secretariat (HQ)

The ISS General Secretariat has been based in Geneva, Switzerland, since 1924. It is a legal entity recognized under Swiss law as a non-profit international association. The ISS General Secretariat is in charge of oversight tasks for the network, that include:

- Developing and strengthening the operational capacity of the network's members.
- Organizing the communication and knowledge sharing of the organization and promoting the coherence within the network.
- Representing and advocating for the organization at an international level.

West Africa - Regional office

International Social Service - West Africa office (ISS-WA) was created in 2012 and it is located in Dakar, Senegal with a staff composed of professionals from all over West Africa. ISS-WA handles all cross-border casework for the network internationally and within its region.

Asia Pacific - Regional office

The regional office was reintroduced in 2018 and it is fully supported by ISS Hong Kong. Its main activity is to identify, recruit and train ISS future members in the Asia-Pacific region.

Advisory Committees

The Professional Advisory Committee

The Professional Advisory Committee (PAC) is composed of CEOs or Executive Directors of all ISS Members.

The Casework Coordinators' Group

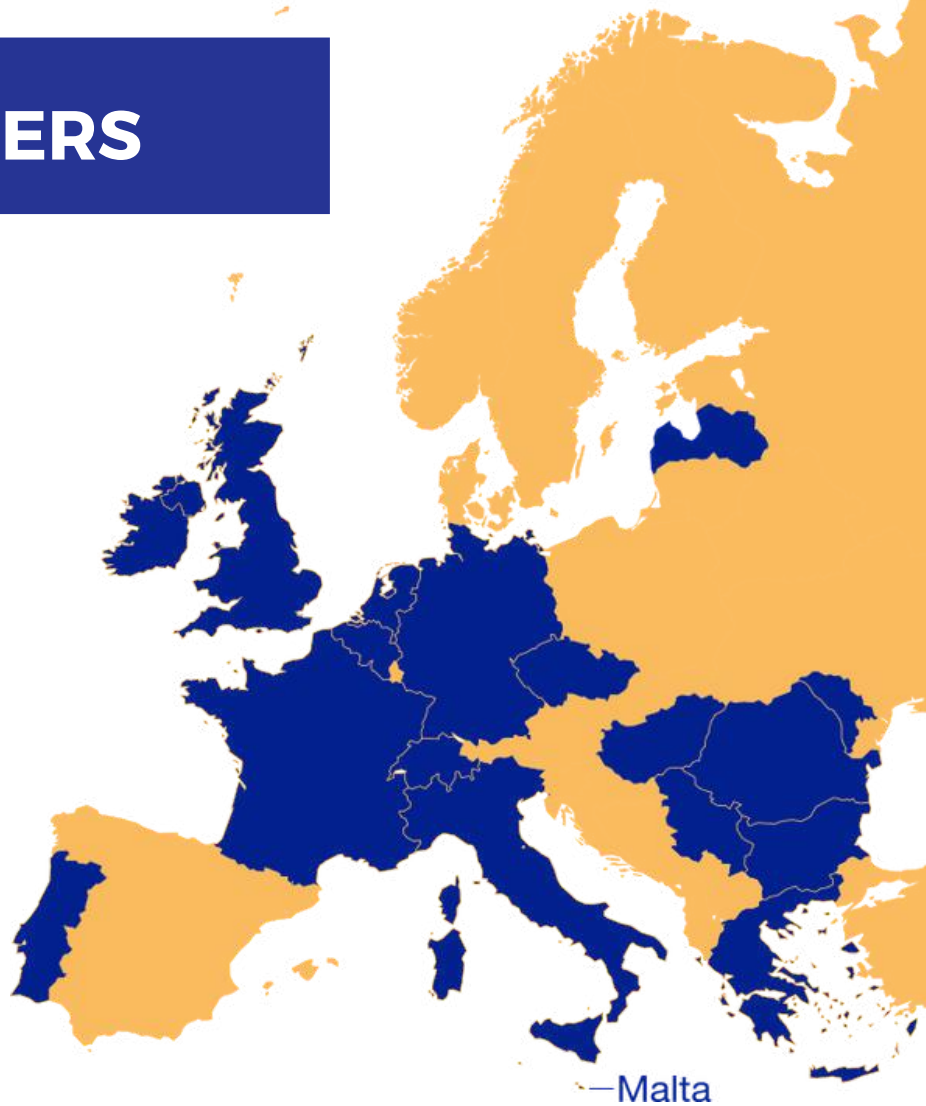
The Casework Coordinators' (CC) Group is composed of senior social workers . The group provides expert knowledge and advice on casework and other matters relevant to ISS core activities.

ISS executive bodies are governed by the **ISS Governing Board** and **the ISS International council** as well as board level **thematic committees**.

ISS MEMBERS

Europe

Belgium
Bulgaria
France
Germany (Berlin)
Germany (Frankfurt)
Greece
Hungary
Ireland
Italy
Latvia
Malta
Moldova
Portugal
Romania
Serbia
Switzerland
The Czech Republic
The Netherlands
The United Kingdom



Africa

Kenya
Cape Verde
Mauritius
South Africa



Americas

Canada
United States of America
Venezuela



Asia and Oceania

Australia
Bangladesh
Hong-Kong
Israel
Japan
Lebanon
Nepal
New-Zealand
Pakistan
The Philippines



ISS PARTNERS

Americas

Argentina
Brazil
Cayman Islands
Chile
Colombia
Dominican Republic
Ecuador
El Salvador
Guyana
Honduras
Jamaica
Paraguay
Peru
Uruguay

Europe

Albania
Croatia
Cyprus
Estonia
Finland
Kosovo
Lithuania
Luxembourg
Monaco
Norway
Poland
Russian Federation
Slovenia
Spain
The Slovak Republic
Ukraine

Africa

Algeria	Mauritania
Benin	Morocco
Botswana	Namibia
Burkina Faso	Niger
Burundi	Nigeria
Cameroon	Rwanda
Central African Republic	Senegal
Egypt	Seychelles
Ethiopia	Sierra Leone
Gabon	Somalia
Gambia	South Sudan
Ghana	Tunisia
Guinea-Conakry	The Democratic Republic of the Congo (DRC)
Guinea-Bissau	Tunisia
Ivory Coast	Uganda
Liberia	Zimbabwe
Madagascar	
Malawi	
Mali	

Asia & Oceania

Afghanistan
Cambodia
China
India
Indonesia
Iraq
Jordan
Laos
Mongolia
Nepal
Palestine
Singapore
Sri Lanka
Taiwan
Thailand
The Republic of Korea
Turkey
United Arab Emirates
Vietnam

WE ARE CONTINUOUSLY LOOKING FOR NEW MEMBERS

Our network development officers would love to have a conversation with you about possible future cooperation

Please email and express your interest at
cooperation@iss-ssi.org



CROSS-BORDER SOCIAL SERVICES

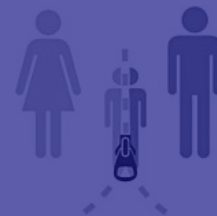
Child Protection

- Child abuse alert / notification
- Child welfare assessment / report (for placement)
- Birth-parent assessment / report (for placement)
- Kinship assessment / report for placement
- Foster placement assessment/report
- Residential care assessment/report
- Assessment / report for visitation and / or access (child in care)
- Post-placement child welfare assessment / report
- Obtain documents (birth certificate, school records, etc.)
- Prior involvement record check (foster care / kinship, child protection)
- Child trafficking



Child Abduction

- Child abduction alert / notification
- Child welfare assessment / report
- Pre-mediation
- Mediation
- Prevention & Counselling (including legal)
- Obtain documents



Family Welfare / Custody & Access

- Cross-cultural counselling
- Pre-mediation
- Mediation
- Advise and support to (re-) establish access / contact & custody
- Tracing
- Family Reunification
- Assessment / report for custody/access/maintenance
- Obtain documents



Adult Protection

- Adult abuse alert
- Adult placement assessment/report
- Migrant, asylum seeker, refugee support
- Identify/notify curator for adult/legal guardian
- Transfer of social benefits
- Obtain documents



Children on the Move

- Tracing
- Reunification
- Obtain documents (ex: birth certificate, passport)
- Repatriation / Reintegration
- Legal support and counselling
- Psychological support and counselling
- Assessment / report for planning (on child or for possible placement)



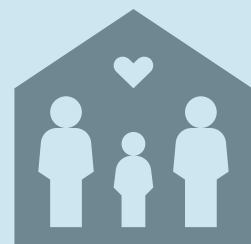
Surrogacy / Donor Conceived Person (DCP)

- Counselling family
- Assessment / report of prospective parents
- Tracing
- Family reunification

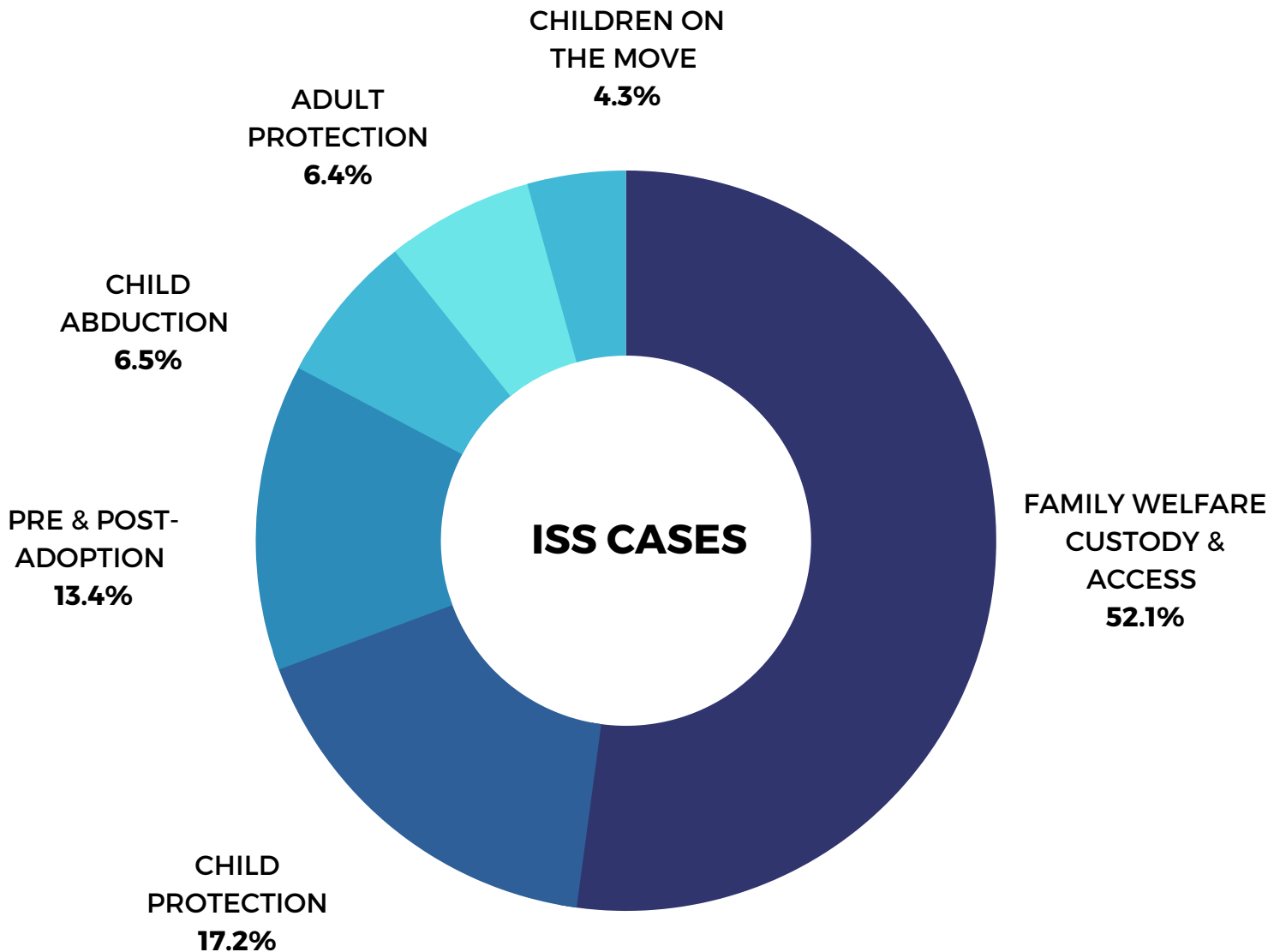


Pre & Post-Adoption Care

- Suitability assessment / report of prospective adoptive parents (PAPs)
- Counselling and preparation of PAPs
- Post-adoption follow up and/or support
- Post-adoption tracing and family reunification
- Relative adoption (In-family)
- Obtain documents



CASE DISTRIBUTION 2021



**ISS handles an average of 75'000 cases
and enquiries every year***

** Each year a number of cases are closed, a number is opened and a non negligible number is carried forward.*

CROSS-BORDER CASEWORK

What is social work ?

Social work is a practice-based profession and an academic discipline that promotes social justice, human rights and social change. Social work engages people and structures to address life challenges and enhance wellbeing. *(ISFW definition)*

What does ISS social workers do ?

ISS Social workers help individuals and families restore their capabilities to function in society. ISS social workers connect people with systems and institutions (private and governmental) that provide services and resources.



ISS social work is driven by the need to challenge and change the structural conditions that contribute to social exclusion and aims to create an environment for better care and support



NETWORK DEVELOPMENT & TRAINING

From its presence in 120+ countries today, ISS ambitions to grow further to reach 175 partners by 2024, its 100th anniversary.

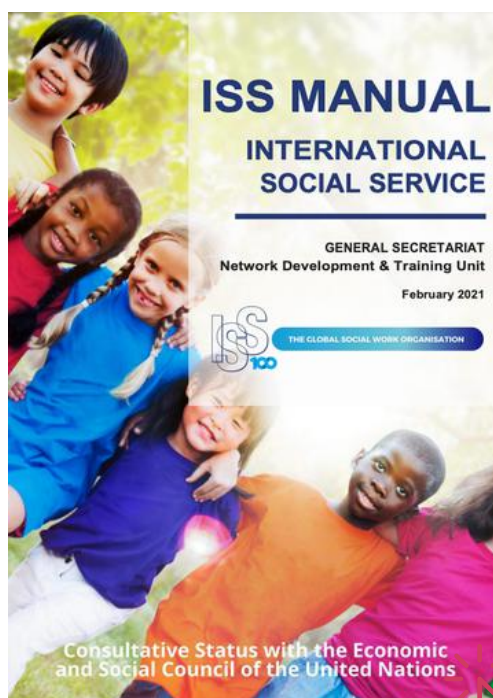
A dedicated Network Development and Training (NDT) team of staff and volunteers, working onsite or remotely is at the helm of this substantial effort to develop the network, with the support of ISS directors and casework coordinators.

The NDT works continuously to identify new partners to expand the network's outreach.

ISS expects its partners to provide top-notch cross-border case management in a timely and structured manner, based on the ISS Casework Manual directives.

To this purpose, all new partners undertake ISS basic training. Furthermore partners are in touch with ISS professionals and other actors to build and adapt their skills while training on the job.

A Code of Conduct and several policies and guidelines govern ISS work requirements.



NDT achievements in 2021 :

- Search and identification of a potential partner in **30 countries**
- Finalized cooperation agreements with **10 new partners**
- Explored potential cooperation with **14 partners**
- Revisited contractual cooperation with **52 existing partners**



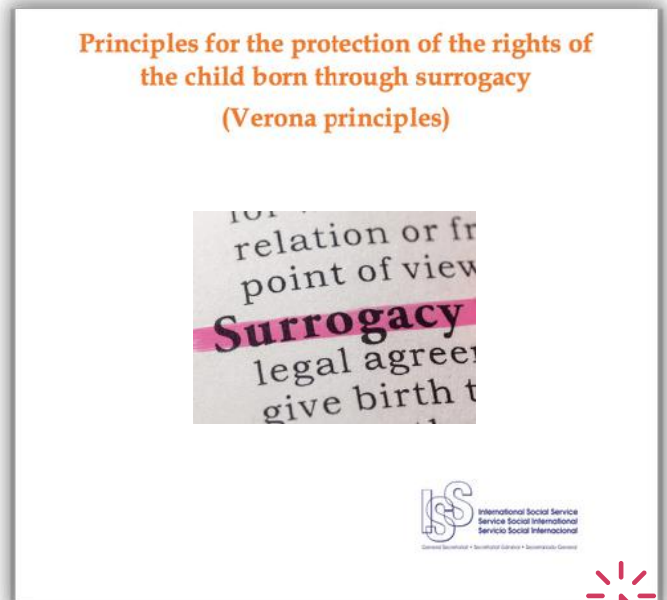
RESEARCH & ADVOCACY

Promoting the rights of children and families continues to be the main focus for ISS and is an ongoing integral part of our daily work. Through its cross-border casework, ISS also advocates for strong protection of more than 75'000 families every year.

Building on this expertise, ISS conducts advocacy at multiple levels. It primarily aims to impact key stakeholders and decision makers through targeted projects. Advocacy partners include government authorities, UN agencies, NGOs, international organizations and professionals.

For example, via the IRC, ISS continued its active participation in various expert groups, such as the Global Policy and Advocacy Working Group (Transforming Children's Care Global Collaborative Platform), the HCCH Working Group on Preventing and Addressing Illicit Practices in Intercountry Adoption, HCCH Experts' Group on the Parentage / Surrogacy Project.

Further, ISS published in March 2021, the **Verona principles for the protection of the rights of the child born through surrogacy** (click on the picture) after a multi-year and global consultation process.



Similarly, ISS research capability draws on nearly 100 years of experience managing individual cases.

ISS publishes specialized papers and guidelines that target professionals and the public at large to provide information about rights and responsibilities in cross border situations.

Guided by international public and private law related to human rights and children's rights, ISS uses relevant benchmarks of international standards to implement all activities and influence decision makers.

CHILDREN ON THE MOVE

Today, an ever-increasing number of children and young people are on the move to escape poverty, conflict, abuse and the consequences of environmental hardship. For the estimated 40 million international migrants under the age of 20, the life they find can often be more traumatic than the one they left behind.

ISS advocates for the treatment of every child with full respect of their rights – under all conditions. Implementing these rules requires strong and stable collaboration between States and child protection agencies, NGOs and grassroots organizations.



To support this, ISS published the manual **Children on the Move – From protection towards a quality sustainable solution**. The guide proposes an eight-step process for developing a well-connected, transnational network of child protection professionals.

In 2021, ISS and the IRC teams continued the practical implementation of its methodology in eight steps in the frame of operational projects in North Africa, in particular Morocco and West Africa.



CHILDREN WITH DISABILITIES ALTERNATIVE CARE PROGRAM

ISS global program “**A better future is possible**” aims to promote family life and adapted care for children without parental care with a specific focus on children with disabilities (CWD). ISS currently implements this program in partner countries on request and in collaboration with national and/or local authorities in Vietnam, Cambodia, Burkina Faso, Haiti and Ivory Coast. We managed to navigate through the Covid context in 2021 by putting realistic goals and thanks to a smooth collaboration with partner countries.



PROJECTS HIGHLIGHTS IN 2021

VIETNAM Project implemented since 2014 in collaboration with MOLISA, SPOON, with precious support of Embassy of France in Vietnam and Swiss-based foundations. Thanks to fundraising efforts in 2021, we managed to secure funding to launch a pilot program on Family Reintegration for children with disabilities 2022-2023. Our priority is to help children with disabilities in residential care return home when it is possible and in their best interest. Our primary goal is to empower families of CWD during the process of family reintegration by supporting them in their parenting role to make sure family reintegration is safe, successful, and sustainable.

End 2021, strategic planning, budgeting and concrete workplan for 2022-2023 have been established with the national child protection authorities (MOLISA) our historical partner for this project. Furthermore, preparatory activities have been led to launch, early 2022, a study on root causes of relinquishment and consultation with families within 4 provinces and aims to reach about 120 families of CWD, Orphanages, Pagodas and Civil society organisations.

BURKINA FASO Project implemented since 2014 thanks to the collaboration with Child protection authorities, ISS West Africa, the National Union of the Residential care Institutions (UNCAED) and our generous donors.

In November 2021 our pilot and specialized foster care program for children with disabilities came to its ends with positive outcomes and lesson learnt. A comprehensive procedure has been developed with adapted tools for each step. A small pilot group of children have successfully transited from residential care to family care (family of origin, kinship and foster care). We have proven that family care and a better future is possible for children with disability even in low-income country such as Burkina Faso!

ISS envisions for 2022-2024 to carry out a next phase in order to facilitate dissemination of the procedure and lessons learnt from this pilot phase. We would like also to keep providing our technical assistance to the government to develop community-based care for children with disabilities to prevent unnecessary separation of the child with his/her family and reinforce families.

CAMBODIA Our work continues there since 2016 thanks to the coordination of ISS Australia and UNICEF Cambodia's support. In 2021, ISS Australia took part to the national training effort of the Cambodian social workforce led by NISA (National Institute of Social Affairs), with a specific focus on children with disabilities. For 2022, the partnership with UNICEF and NISA will continue in parallel of a specific project on Deinstitutionalization for CWD with 5 orphanages.

HAITI Our project there addresses the needs of all children in residential care in collaboration with IBESR, Rapha International and SPOON, with the generous support of the Embassy of France in Haiti. We focus our activities on the public Transit Center based in Port au Prince as a crucial and good starting point for this project. The complex context faced by Haitian population with increased insecurity and political crisis impacted the project activities in 2021, we managed, though, to lead a round table with key actors in Alternative Care in Haiti and to deliver an online training on family reintegration and Nutrition for the transit center staff as well as staff from 2 civil society organizations. In 2022, we aim at conducting reintegration plans for 10 pilot children with our partner Rapha and we plan to draft and disseminate a standardized operating procedure for family reintegration.

IVORY COAST In direct collaboration with the Child Welfare Authorities (DPE), ISS local partner Vie Saine, and ISS France and thanks to the support of the Embassy of France in Ivory Coast, a major first step has been achieved in 2021. A Need's Assessment on the alternative care system for children with disabilities has been successfully conducted leading to 30 recommendations and a concrete action plan to better protect the right of CWD to live in a family setting.

The Alternative Care Report has been officially released in December 2021. Starting 2022, we plan to initiate a unique project on two main components: prevent family separation at community level and promote family reintegration with dedicated intervention tools and adapted procedures. A technical assistance to develop a specialized foster care program is also foreseen with the Ivorian authorities.

Our Alternative Care Report in Ivory Coast is available in French : [20211203_SSI_Rapport_Côte d'Ivoire.pdf - Google Drive](#)

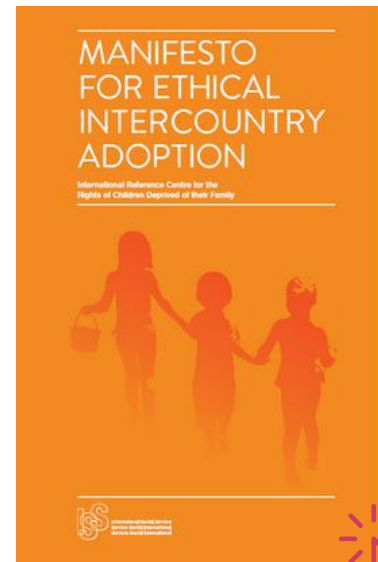


INTERNATIONAL REFERENCE CENTER

The International Reference Center for the rights of children deprived of their family (IRC) is a program of the ISS General Secretariat. Introduced in 1993, the IRC has been actively developing and implementing international standards relating to 1- the alternative care of children deprived of their family or at risk of being so and 2- adoption. The IRC promotes the exchange of knowledge, experience, and dialogue between professionals of governmental and non-governmental agencies throughout the world.

The IRC's founding principles are to inform and equip alternative care and adoption professionals with the appropriate resources and promising practices.

The work of the IRC covers regular and thematic publications, country analysis, technical assistance and training missions as well as multi-agency projects.



Highlights in 2021

Aside from regular service delivery, in 2021, the IRC focused on specific projects and subjects, in particular:

- Technical assistance project in Honduras and in Burkina Faso;
- Development of Guides on the search for origins (now available in German and Dutch) and on the assessment of activities of accredited adoption bodies;
- Updated analysis on the use of new technologies in the adoption process, including Covid-specific aspects;
- Capacity-building project in Morocco and Mexico focusing on the child protection system and on finding durable solutions for children on the move;
- Verona principles (see page 15).



"If we are to teach real peace in this world, and if we are to carry on a real war against war, we shall have to begin with the children." *Mahatma Gandhi*



"Everything exists, and moves, under only one law - life." *Frida Kahlo*



ISS STRATEGIC PRIORITIES 2020-2024



As we redirect most available resources to our cross-border casework activities, we need to secure additional funds to continue to develop our current strategic priorities.

1 NETWORK DEVELOPMENT & MAINTENANCE

Strengthen the capacity of current members to carry out transnational social services effectively and efficiently. Recruit and integrate new partners from priority countries to expand further ISS outreach.

2 MEASURE SOCIAL IMPACT

In adopting AI and Machine Learning capabilities and setting forth Key Performance Indicators, ISS can measure its social impact on individuals and communities on both a national and global level, and place itself as a key professional and competitive actor among peers in the business.

3 EXTERNAL COMMUNICATION & COOPERATION

Broaden the visibility, recognition and understanding of ISS work and its worldwide impact through a structured and dynamic communication strategy with an appropriate social media presence network wide. This also entails developing and maintaining a diverse and sustainable funding base.

4 INTERNAL COMMUNICATION & COOPERATION

Redefine intra-network cooperation and strengthen internal communication and information sharing using top scale communication and knowledge management platforms.

5 LEADERSHIP, GOVERNANCE & ACCOUNTABILITY

Develop, implement and model effective leadership and governance and leadership across the network.

6 ADVOCACY & RESEARCH

Promote ISS positions on key topics around children rights, to increase our ability to effectively take positions and disseminate knowledge. This includes leveraging hundreds of linear meters of valuable archives.

7 RECRUIT & TRAIN TALENT

Consolidate existing skills, recruit, and train talent to strengthen diversity based on identified needs.

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#SSIContinue
#SSIContinua

ISS TRANSFORMATION TARGETS

2020-2024



Stemming from our strategic priorities and lessons learned from the 2014-2019 Strategic priorities, the ISS GS will use external resources and expertise to focus on the following transformation targets ahead of its centennial anniversary in 2024.

CONTINUE **Network Development & Training**

For the 3rd consecutive year, the ISS GS will press on with recruiting new members according to our strategic expansion country list consolidating worldwide presence. With the ISS basic casework training being compulsory now, additional efforts will be deployed to secure additional thematic and specialized training for ISS professionals.

CREATE **Knowledge & Research Cloud**

Hundreds of linear meters of archives at the ISS GS and other members' archives will be digitized and integrated into a shareware platform putting to light the immense value ISS has created throughout nearly 100 years in the areas of children and migration rights and its invaluable contribution to the development of related international instruments over the years. With the troves of digitized data, the ISS "Research cloud" will be well positioned as an open-source asset for the promotion of international justice and social welfare, freely accessible to all.

INTRODUCE

Artificial Intelligence and Machine Learning Capabilities to Social Work

In recent years, AI has demonstrated transformative capabilities in most aspects of daily life where numerous organizations have been able to better serve and assist users through the adoption of myriad AI based tools. Similar AI technology will be leveraged by ISS to bring sweeping improvements to our current social work service delivery methodology, leveraging organizational history of casework to eliminate repetitive work, cut cost, save time for ISS caseworkers, and allow them to remain focused on children and families we serve.

INSTIGATE

Social Impact

Harnessing the power of the ISS Network inevitably demands that ISS can quantify and qualify its global social impact starting from the national level. Through the years, ISS has collected substantial data on the number of cases and beneficiaries of its interventions. Adapted tools and training are being developed to transform our monitoring and evaluation methods into social impact measurement.

ENHANCE

External Communication & Fundraising

ISS/GS continues to develop a capacity to reach a larger public and diversify and solidify its funding base. More focused communication through various channels enables ISS to deliver its message to a wide range of internal and external audiences. ISS aims to increase the visibility of ISS as a credible and efficient partner. Striving to showcase the positive impact ISS support has on children and families is an ongoing effort. To position ISS ahead of its 100th anniversary, a separate campaign is being developed and aims to start in 2022.

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#SSIContinue
#SSIContinua

2021 FINANCIALS



90% of the ISS General Secretariat resources are invested for direct impact on CHILD AND FAMILY PROTECTION OBJECTIVES

2021 FINANCIALS

Profit and loss statement for the financial year ended December 31, 2021 (with comparative figures for the financial year 2020)

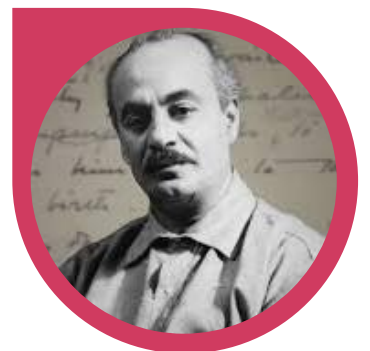
	2021 CHF	2020 CHF
Membership and contributions for General Secretariat	744'883	737'519
Donations	100'407	3'675
Other income	20'102	12'823
Loss on ISS and IRC contributions	(3'648)	(19'877)
TOTAL OPERATING INCOME	861'744	734'140
TOTAL OPERATING COSTS	(766'981)	(631'552)
Recognition of funds used for projects	298'238	532'697
Recognition of funds allocated to projects	(233'303)	(419'570)
ALLOCATED FUNDS RESULT	42'102	113'127
DEPRECIATIONS AND IMPAIRMENTS	(12'577)	0
Bank fees and exchange loss	(1'191)	(1'645)
FINANCIAL RESULT	(1'191)	(1'645)
Charges on previous years	(45'000)	0
EXCEPTIONAL PROFITS AND LOSSES	(45'000)	0
NET RESULT FOR THE YEAR	78'098	214'070



"Generosity consists not the sum given
but the manner in which it is
bestowed." *M. Gandhi*



"It is when you give of yourself that
you truly give." *Khalil Gibran*



ISS GS DONORS IN 2021

pennyappeal.org®

fondation
Gertrude Hirzel



KNOTT Family New York

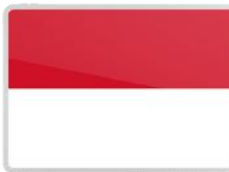
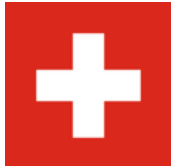
Fondation ABOUZEID



And many individual donors who wish to remain anonymous

fondation **sesam**

ISS GS DONOR GOVERNMENTS





"If the house of the world is dark, love
will find a way to make windows"

Djalâl ad-Din Rûmî



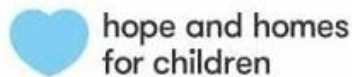
"I don't think of all the misery, but of
the beauty that still remains."

Anne Frank



ISS GS COLLABORATES WITH

International Organizations



International Organizations

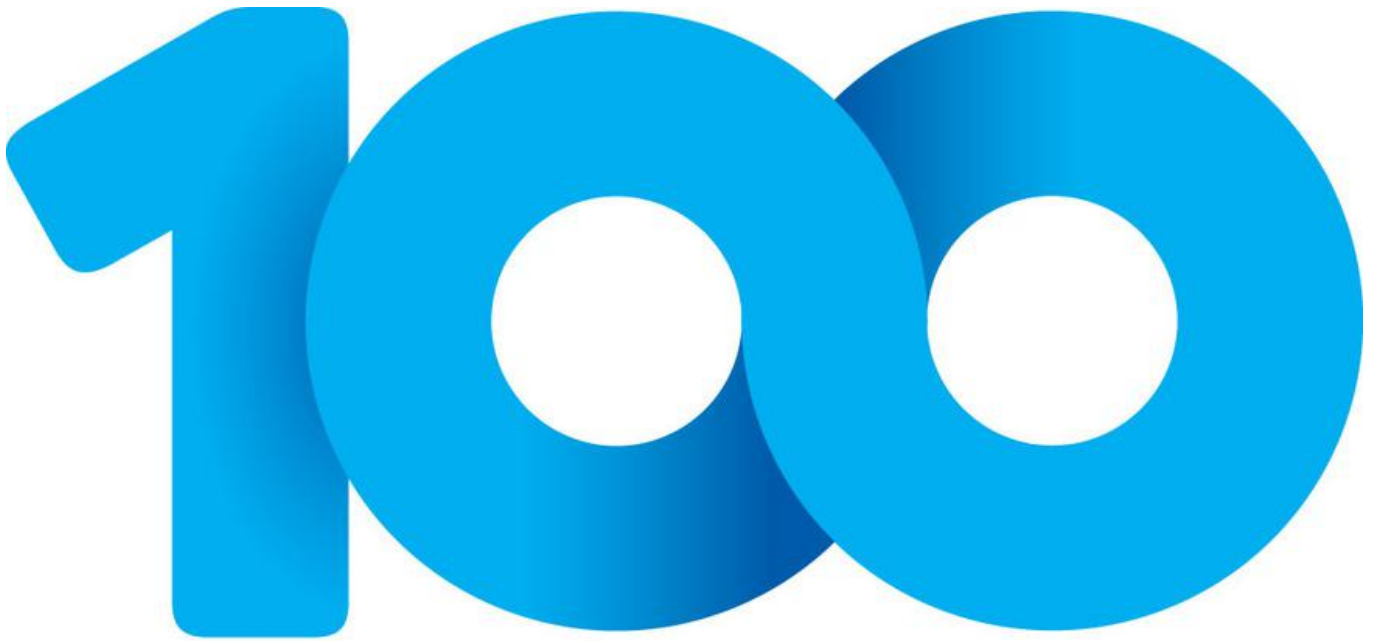


Academic Partners



100TH ANNIVERSARY

In 2024, ISS will be celebrating its centennial anniversary. ISS is committed to continuous development in order to meet the ever-increasing demand for services.



Join the ISS Centennial Committee!

The ISS Governing Board has established a Committee to oversee the celebration of the 100th anniversary of ISS in 2024. We are looking for ideas to make this event special and you are welcome to join the brainstorming Committee.

CONTACT

ISS CEO and Secretary General
Mr Jean Ayoub
jean.ayoub@iss-ssi.org

THANK YOU !

For the life and success of an organization like ISS, donor support, both private and institutional, is crucial to allow us to fulfil our mission and ambition.

A special word of thanks to ISS General Secretariat donors

EVERY DONATION COUNTS

IBAN: CH5800279279C01457310

BIC: UBSWCHZH80A

DONATE



Five years of sustained support will accompany the ISS 5-year strategy (2020-2024) leading the ISS organization into its 100th anniversary.

It will also help ISS design its next 100 years of dedicated services to children and families.

ISS GS SOCIAL MEDIA

#ISSGS #ISSContinues #migrants #crossborder
#childprotection #humanrights #childrensrights
#NetworkDevelopment #nooneleftbehind
#familiesNOTorphanages #StrongerTogether





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