



THE GLOBAL SOCIAL WORK ORGANISATION

Partner with us

Celebrating the 100th anniversary of ISS 2020 - 2024

International Social Service

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1. Introduction

ISS in a Nutshell

International Social Service is an international NGO **founded almost 100 years ago, in 1924, in Geneva.**

We are organised as a network of national entities that assists children and families confronted with complex social problems as a result of migration.

ISS is omnipresent in **child protection and child wellbeing activities** thanks to its presence **in more than 120 countries.** Besides direct field activities, ISS engages in training and capacity building of social workers, caregivers as well as officials from government authorities. Advocacy, policy development and research in favour of and to promote the respect of children's best interests and rights are at the heart of our focus.

ISS Core Activities

- We provide **socio-legal assistance** to families and children separated by borders;
 - We specifically **protect children** placed in vulnerable situations or deprived of their families, such as unaccompanied or separated children on the move;
 - We specifically **provide multi-disciplinary support** to adoptees, their adoptive and birth families prior, during and after search for origins and reunification processes;
- We **evaluate national child protection frameworks** and **advocate for laws and policies** in line with the best interests of the child;
- We offer **training and provide tailored technical assistance to all major stakeholders and professionals** involved in child protection, alternative care and adoption.

Key Figures



75'000 families/year
assisted worldwide



Present in **120**
countries



20 staff, volunteers
and interns in Geneva



600+ social workers, lawyers
and other professionals
worldwide



Budget ISS
Global
55 million \$

Budget ISS GS
1.4 million \$

ISS Working Values

ISS strives to **support, protect, reunite, and mediate** for children, families, and individuals separated as a consequence of cross border migration.

- ISS promotes and protects the rights of children, families and individuals according to human rights conventions, including the United Nations Convention on the Rights of the Child.
- ISS values the **best interests of the child** by notably using a participative approach.
- ISS celebrates diversity and continually strives for respecting and promoting the understanding and acceptance of all cultures worldwide.
- ISS values and upholds the principles of neutrality and confidentiality.
- ISS commitment to support families, children and individuals across international borders, unites in action our global network.

Since its foundation nearly a 100 years ago, ISS has assisted several million children and families worldwide.

2. General Secretariat

The ISS Global Network is coordinated by the ISS General Secretariat in Geneva.

Main activities of the General Secretariat

The **ISS General Secretariat** is a legal entity recognised under Swiss law and is in charge of the following tasks:

- Encourage and promote in every country the establishment and development of an independent and duly recognised member;
- Represent ISS and develop and maintain partnerships with international and other organisations according to the working principles of ISS;
- Initiate, conduct and coordinate advocacy and research efforts on behalf of the network;
- Ensure cooperation and coordination among the members in areas such as training, information, consultation and development of standards of practice;
- Develop and manage relevant international programs to give effect to ISS's vision and mission.

ISS Secretary General



ISS Secretary-General (aka CEO) is currently Mr Jean Ayoub, a strategic leader and a senior executive in International, social and humanitarian affairs, with more than 30 years of experience in turnaround management, policy and advocacy as people and program management. Jean is passionate with human and children rights and leads ISS since 2008

20 staff, volunteers, and interns work at ISS General Secretariat in Geneva.

**Director
Network Development
& Partnerships**



**Director
Communications & Talent**



**Director
Alternative Care Programs International Reference Center**



What does it mean to be part of a global network?



"ISS is making a deep difference for us because we can support not only people in the field, whom thanks to ISS we can reach easily, but also people and Iraqis coming from all over the world."

"On many occasions, we have witnessed how relevant ISS activity is for a child's life. Thanks to the care and attention of ISS members in handling transnational cases, some situations can reach a solution very quickly, avoiding useless delays causing additional suffering and infringement."



"The ISS Global Network helps us to access worldwide information and resources, which are essential for the implementation of cross-border social work."

3. ISS 2024 Transformation Targets



1. Artificial Intelligence (AI) and Social Work

AI technology will be used by ISS to bring improvements to our current social work service delivery methodology, leveraging the organisational history of casework to **eliminate repetitive work, cut costs, free up time for caseworkers and allow them to remain focused on ISS beneficiaries.**

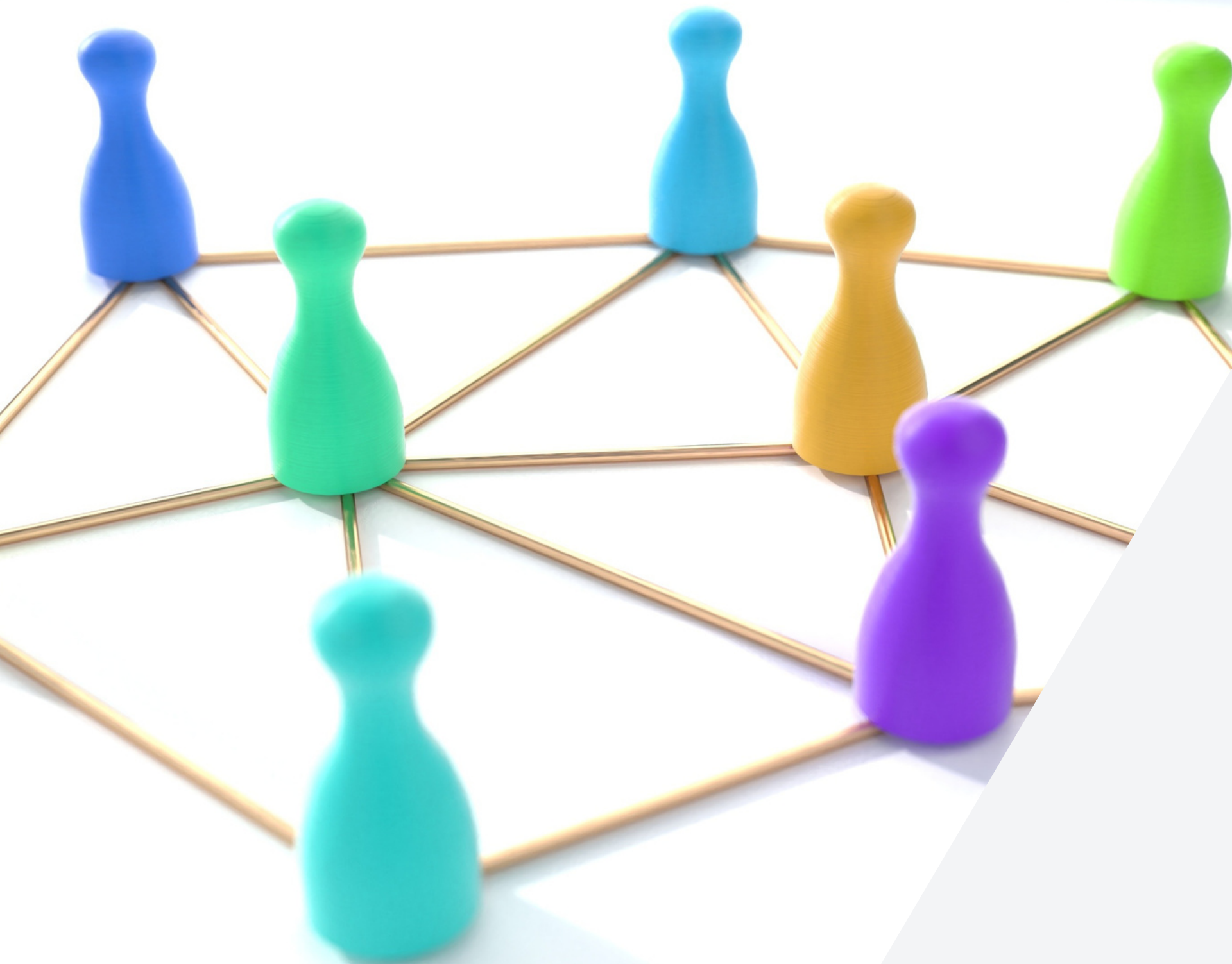
Budget: 350'000 \$ (2 years)

2. Knowledge and Research Platform

Anchored in Geneva, the Knowledge and Research Platform will include 9 decades of experience from tens of thousands of ISS conducted cross-border cases. 200 linear meters of ISS archives will be digitalised and integrated into the database. Research and publication capacity, in support of ISS advocacy in child protection and children's rights, will expand exponentially.

The ISS Knowledge and Research Platform will be an **open-source** and **multi-linguistic** system.

Budget: 300'000 \$ (2 years)



3. Network Development and Training

ISS aims to recruit new members to expand our global outreach while consolidating ISS worldwide presence. From 2022 onwards, ISS' global **online training system** will become the standard; ISS members will be asked to participate in periodic training, refreshers and new training programs covering specialised topics.

Budget: 225'000 \$ (2 years)



4. Measuring Social Impact of ISS

ISS seeks to better quantify and qualify its social impact worldwide. Through the years, ISS has collected substantial data on the number of cases and beneficiaries of its interventions. Introducing standard Key Performance Indicators across the network and using existing data on successes and challenges will enhance ISS capacity to measure its impact. This in turn will improve our accountability in service delivery and strengthen ISS' competitive edge in cross-border social work, all leading to better services towards the people we assist.

Budget: 280'000 \$ (2 years)



5. External Communications and Fundraising

ISS strives to reach a larger public worldwide. For that, it will use various channels of communication including social media, local and international press and podcasts. ISS also aims to strengthen internal communications within the network which will help to streamline branding across members.

Communicating ISS' activities, vision and mission, is critical to help different audiences, including potential donors, understand the value and impact of the organisation.

Budget: 200'000 \$ (2 years)

4. Examples of what ISS does

1. Family Social Assessment and Family Reunification

Canada/Lebanon (Source ISS Lebanon (Himaya))

Karim (6) and Ziad (8) are the sons of two divorced Lebanese nationals. The father remarried a Lebanese woman who also had a Canadian passport and the four of them moved to Canada.

Following a severe quarrel between the father and his wife, the father was imprisoned and the children were placed in foster care by the Canadian Central Authorities (CA). The father asked for the return of his sons to Lebanon to live with their paternal grandparents.

ISS Canada was contacted by the Canadian CA to assess the situation of the extended family. ISS Canada contacted ISS Lebanon (Himaya) who assessed the willingness and capacity of the grandparents to accommodate the children. ISS Lebanon also helped the grandparents to find a school, arrange their house and prepare the trip to Canada to get the boys. They also encouraged the grand parents to maintain contact with the biological mother.



Finding a safe home for Karim and Ziad is what ISS does at its best.

2. A Flagship Alternative Care Project

ISS believes that no child should grow up in orphanages as this is harmful to their development compared to growing up in a nurturing family. Therefore, ISS strives to promote deinstitutionalisation by developing family options for children without parental care, including those with disabilities.

With the collaboration, and often at the request, of local authorities, ISS intervenes in the following manner:



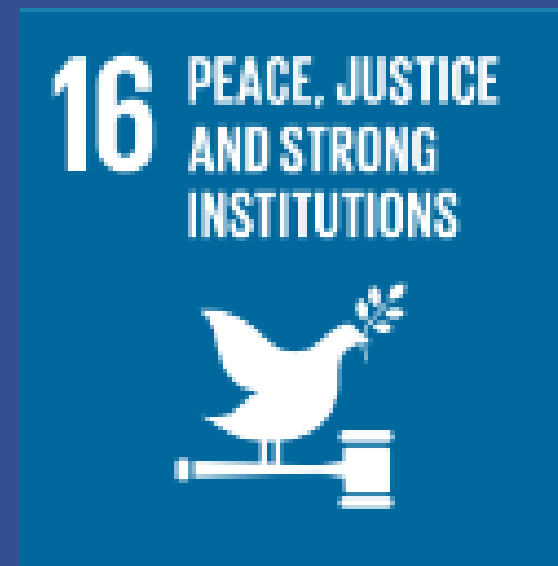
Did you know that global figures estimate that 7 out of 10 children living in orphanages have at least one living parent?

As of today, we work in **Vietnam, Cambodia, Burkina Faso, Haiti and Ivory Coast****.

#familiesNOTorphanages

**Birth, extended, foster, adoptive families ** Detailed Project Presentations are available per country*

ISS works to achieve the Sustainable Development Goals



5. We need your support

How can you help us?

- **Sponsor** one of our 2024 transformation targets or finance a specific activity or project.
- Lend us **a technical skill**, you or someone from your company (Communications, AI and Machine Learning, Social impact, etc.).
- Volunteer with us.
- Sponsor an event from our **Centennial activities**.
- Follow us on Social Media.
- Contact us at info@iss-ssi.org to set up a meeting.

Your support is important

- You will contribute positively to the well being of children and their families.
- You will work towards the Sustainable Development Goals.
- If suitable, your company/fondation name or logo will appear on our website and we will talk about our collaboration on social media.
- You will receive regular updates. You will also have the opportunity to meet our team to discuss the progress of the collaboration.
- You will benefit from a fiscal return on income tax, in Switzerland, the USA and most European countries.

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THE GLOBAL SOCIAL WORK ORGANISATION

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Thank you !

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