







# WELCOME NOTE

The International Social Service (ISS) has been the leader in the field of cross-border social work for almost 100 years. In its leading role, ISS has been instrumental in addressing difficult social issues and improving the lives of individuals and communities. The tireless work of ISS people and their commitment to reuniting families and protecting children remains unwavering. ISS stays dedicated to make a positive impact all over the world.

As ISS approaches its 100th anniversary, it is important to reflect on its achievements and identify areas for improvement. One of ISS priorities is to expand its global outreach by engaging with more partners through developing cooperation ventures in Southeast Asia, Southern Africa, MENA and Latin America. Through a wider outreach, ISS aims to be a stronger advocate for core issues including alternative care, child migration and search for origins to name a few.

ISS will embrace technology, such as AI, to enhance the effectiveness and timeliness of service delivery. In addition, ISS aims to acquire the ability to measure the social impact of its programs and the positive changes it can bring about in the lives of individuals, families and communities.

These tools are crucial to ascertain ISS comparative advantage and cost-effectiveness in a wide range of activities, and to better demonstrate accountability in its operations.

ISS will press on with all needed transformations.

We remain confident that ISS is and will continue to be, 100 years later, the preeminent international social work organization, connecting people, networks, authorities, and expertise in the service of individualized social solutions to complex cross border issues.

We hope that this publication will bring you closer to ISS and the work of its dedicated women and men.

We look forward to working with you in the future.

**JEAN AYOUB**

SECRETARY GENERAL & CEO

**SUSAN JACOBS**

CHAIR GOVERNING BOARD

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# VISION, MISSION & WORKING VALUES

**ISS aims to ensure that respect for human rights is accorded to every individual, especially to children.**

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

ISS is a network of interconnected NGOs and partners that works towards re-establishing links within a family separated by international borders.

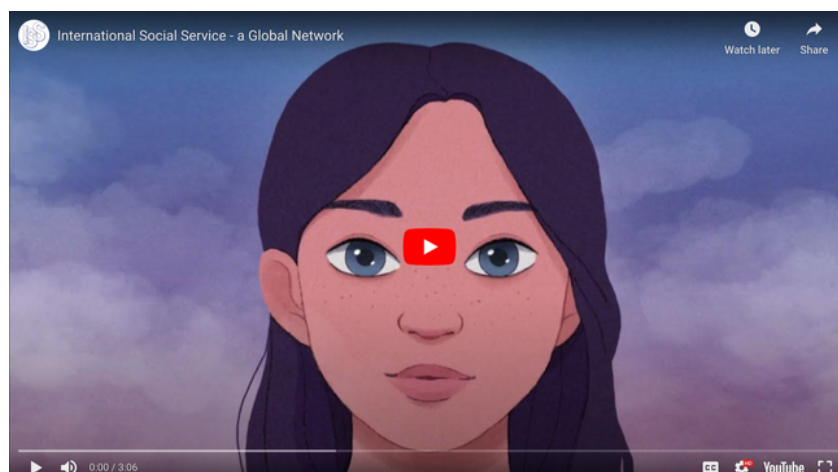
The ISS network strives to find solutions that enhance the protection of children in vulnerable situations. Our key priorities are **to protect the best interest of the child** above all other considerations, and **provide socio-legal counsel and psychological support**. Advocacy, policy development, research, training, and capacity building are among our main focus areas.

## **Our Working Values**

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 (CRC). Inherent to this approach, ISS is prioritizing the best interests of the child by notably using a participative approach.

Celebrating diversity, ISS continually strives for respecting and promoting the understanding and acceptance of all cultures worldwide.

The principles of **neutrality, confidentiality, independence, transparency, and impartiality** are at the heart of ISS work.





# ISS OPERATING STRUCTURE

## Geneva - ISS General Secretariat (ISS GS)

The ISS General Secretariat has been based in Geneva, Switzerland, since 1924. It is a legal entity recognized under Swiss law. The **Secretary General/CEO** coordinates the programs of the ISS GS and its activities. In order to fulfil his/her duties, the Secretary General is supported by the staff and volunteers of the GS.

The ISS General Secretariat is in charge of the following collective tasks for the network:

- Guaranteeing the coherence and coordination of network's activities
- Developing and strengthening the operational capacity of network's members
- Coordinating, sustaining, supervising and assessing the functioning of network's activities
- Organizing the communication and knowledge sharing of the organization
- Representing the organization and advocating at an international level.

## West Africa - Regional office

International Social Service - West Africa regional office (ISS-WA) was created in 2012 and 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 Asia Pacific regional office was reintroduced in 2018 and is fully supported by ISS Hong Kong. Its main activity is to identify, recruit and train ISS future members in the Asia-Pacific region.

*As we expand in Southeast Asia, North and South Africa as well as in Latin America, regional roles and set up will be revisited to ensure maximum efficiency.*

## Consultative Committees

### The Professional Advisory Committee

The Professional Advisory Committee (PAC) is composed of CEOs or Executive Directors of all ISS Members. The PAC brings forward the collective expertise in the social work area and shares good practice for the benefit of the ISS network.

### 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.

## Governance

ISS operating structure is governed by the **ISS Governing Board** and **ISS International Council** as well as **thematic committees** based on needs.

# ISS GLOBAL NETWORK

The ISS global network comprises members, including members ad interim, in more than 120 countries.

**Members** are either not-for-profit organizations, legally independent or governmental entities, considered fully fledged members of ISS. They have signed a special agreement with the General Secretariat aiming for the implementation of one or more activities of the organization. Members can participate in the Governing Board, International Council and Consultative Committees.

**Members ad interim** are linked to ISS by a general agreement aiming for the implementation of one or more activities of the organization. Members ad interim are invited to become members following a certain period of activity. Once members, they can participate fully in ISS network's processes.



## 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](mailto:cooperation@iss-ssi.org)



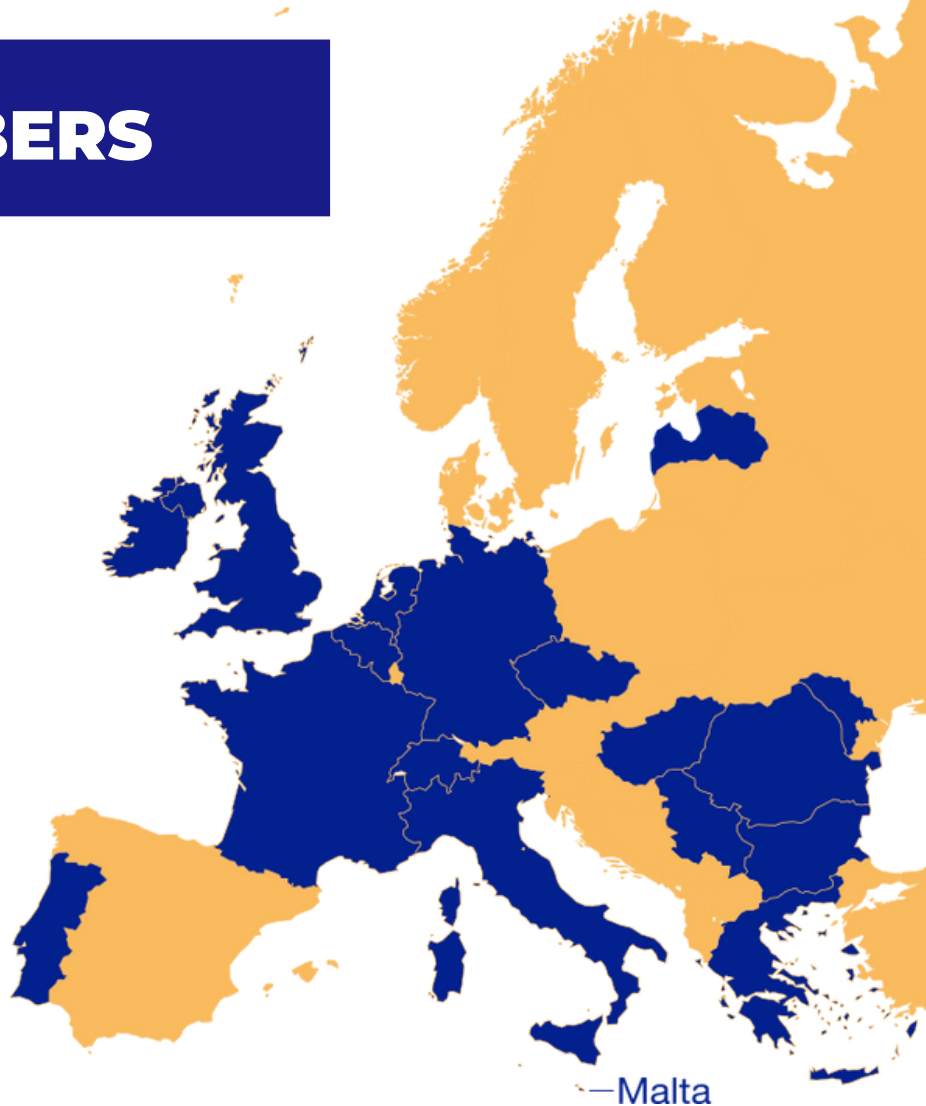
*"Individually, we are one drop. Together, we are an ocean." — Ryunosuke Satoro*



# ISS MEMBERS

## Europe

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



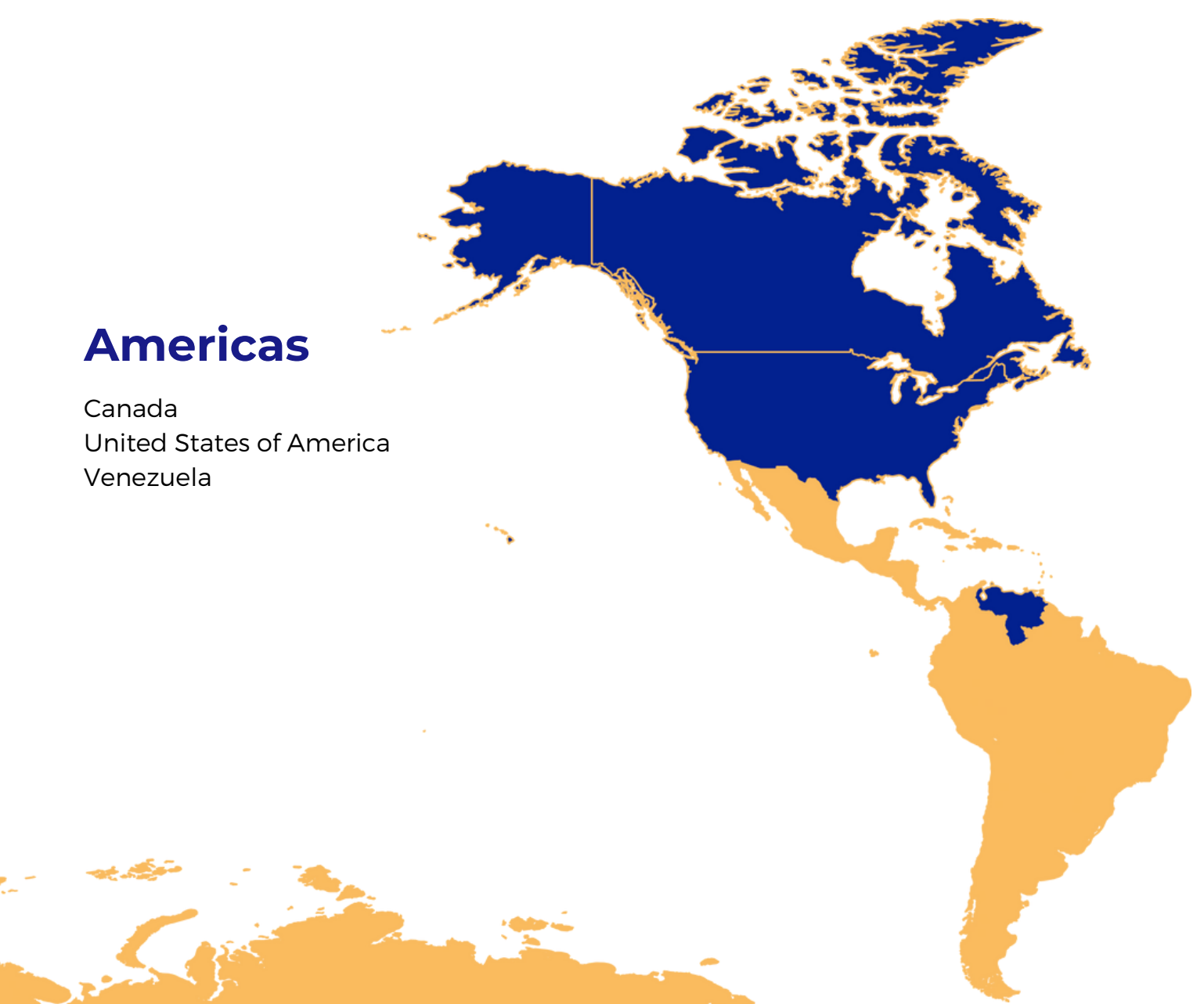
## Africa

Cameroon  
Cape Verde  
Kenya  
Mauritius  
South Africa



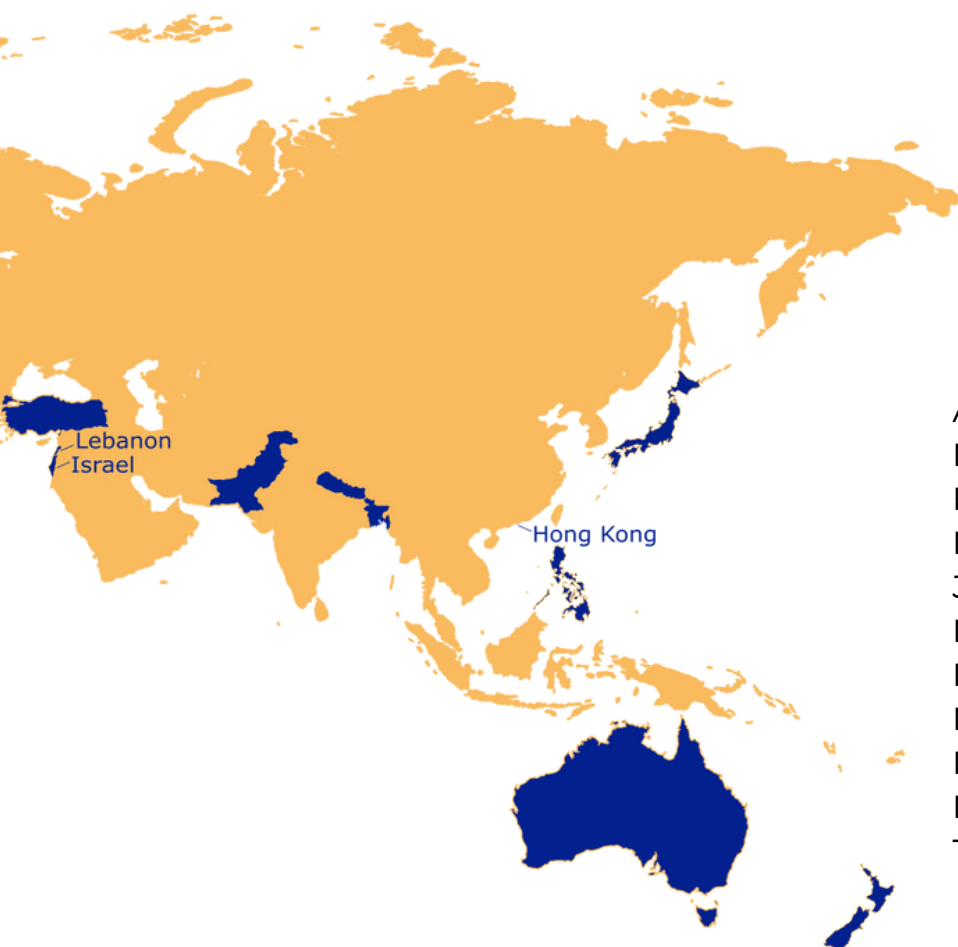
## Americas

Canada  
United States of America  
Venezuela



## Asia and Oceania

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





# ISS MEMBERS A.I.

## Americas

Argentina  
Bermuda  
Brazil  
Cayman Islands  
Chile  
Colombia  
Dominican Republic  
Ecuador  
El Salvador  
Guyana  
Haiti  
Honduras  
Jamaica  
Uruguay

## Europe

Albania  
Croatia  
Cyprus  
Estonia  
Finland  
Lithuania  
Luxembourg  
Monaco  
North Macedonia  
Norway  
Poland  
Slovenia  
Spain  
Ukraine

## Africa

Algeria  
Angola  
Benin  
Burkina Faso  
Burundi  
Central African Republic  
Congo - Brazzaville  
Congo - Kinshasa  
Egypt  
Ethiopia  
Gabon  
Gambia  
Ghana  
Guinea-Bissau  
Guinea-Conakry  
Ivory Coast  
Liberia  
Madagascar  
Malawi  
Mali

Mauritania  
Morocco  
Namibia  
Niger  
Nigeria  
Rwanda  
Senegal  
Seychelles  
Sierra Leone  
Somalia  
South Sudan  
Tanzania  
Togo  
Tunisia  
Uganda  
Zambia  
Zimbabwe

## Asia & Oceania

Afghanistan  
Cambodia  
China  
Georgia  
India  
Indonesia  
Iraq  
Jordan  
Laos  
Mongolia  
Palestine  
Sri Lanka  
Singapore  
South Korea  
Syria  
Taiwan  
Thailand  
United Arab Emirates  
Uzbekistan  
Vietnam  
Yemen

# CROSS-BORDER SOCIAL SERVICES

**The core activity of the ISS Global Network members is to provide cross-border social services.**

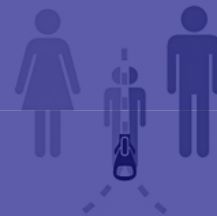
## Child Protection

- 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

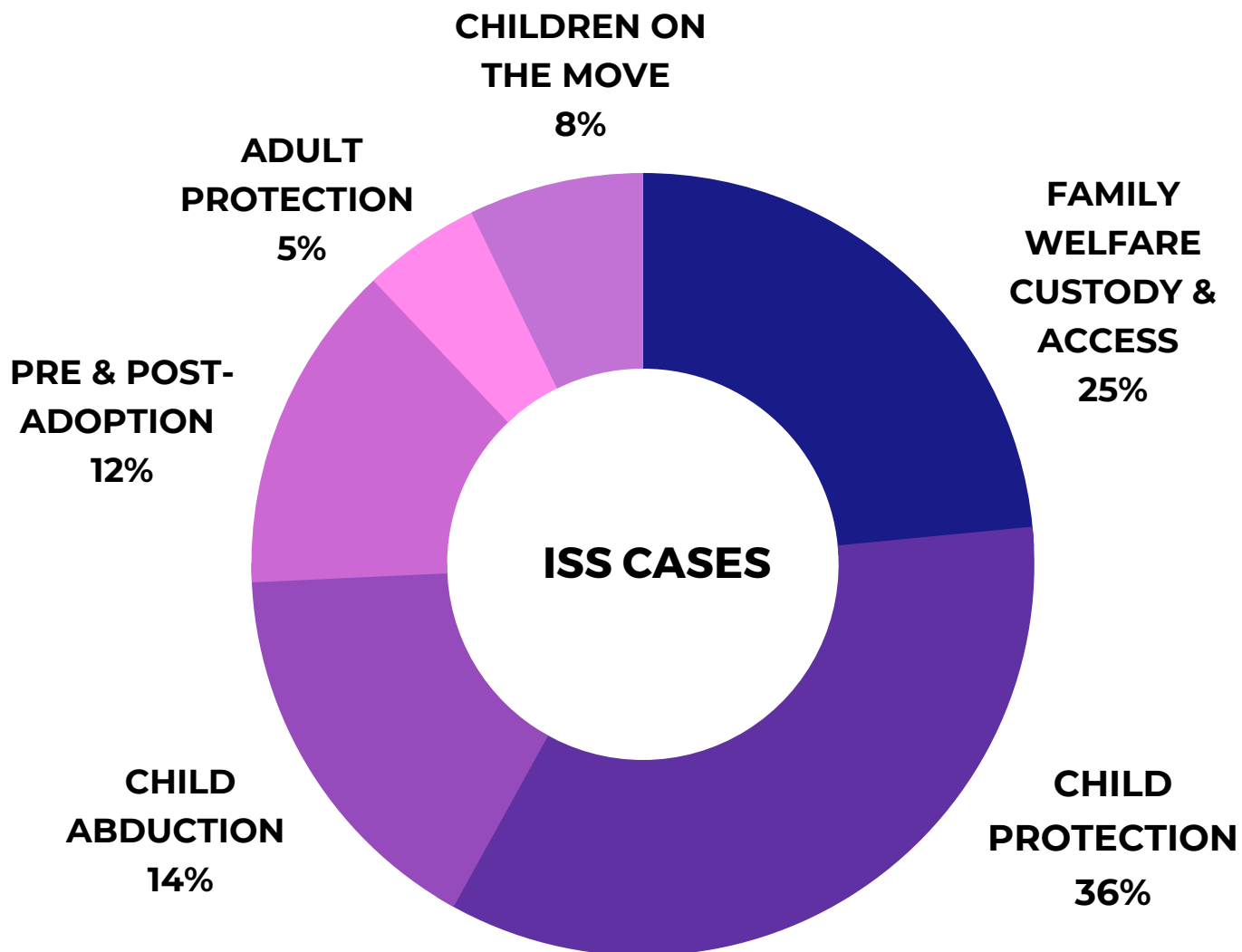


## Pre & Post-Adoption Care

- 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



# CASES AND ENQUIRIES DISTRIBUTION 2022



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

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



# ISS AT WORK

## NETWORK DEVELOPMENT & TRAINING

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

A dedicated Network Development and Training (NDT) team is at the helm of this substantial effort to develop the network, with the support of ISS Directors and Casework Coordinators.

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

For this purpose, all new members have to follow ISS basic training courses completed with thematic workshops. Furthermore, while training on the job, members are continuously in touch with ISS professionals and other actors to build and adapt their skills as needed.

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

### 2022 NDT ACHIEVEMENTS

- Search for potential members in nearly 20 countries.
- Recruitment of 13 new members.
- Review of contractual cooperation with 52 existing members.
- Reorganization of the NDT team to better serve the ISS Network.
- Use of internal databases and platforms allowing the NDT team to provide support and maintenance to ISS members.
- Improved daily communication between the Network and the General Secretariat of ISS.
- Start of revision of ISS Service Fees System and Membership Procedures.
- Review of NDT Strategy to define ISS key NDT objectives.



# ISS AT WORK

## INTERNATIONAL REFERENCE CENTER

The **International Reference Centre for the Rights of Children Deprived of their Family (ISS/IRC)** is a programme of the ISS General Secretariat established in Geneva in 1993. As ISS is preparing its 100th anniversary in 2024, ISS/IRC will also celebrate an important milestone since its creation in 1993; 30 years of actively developing and implementing international standards for children deprived of their family, or at risk of being so.

The promotion of children's rights in alternative care and adoption, and the exchange of knowledge and experience in these realms would not have been possible thanks to the faithful and invaluable support of many government entities funding the ISS/IRC services as well as other partners, including non-governmental agencies and experts around the world. To date, **there are now 22 countries supporting the ISS/IRC**, in addition to financial support for specific projects and missions.

The core activities of ISS/IRC include drafting of country situation analyses, responding to specific enquiries, publication of a bimonthly newsletter and maintenance of an online documentation center. Besides these core services, ISS/IRC also provides training and technical assistance and participates in multi stakeholder initiatives and meetings .

### 2022 ISS/IRC HIGHLIGHTS

- 18 country situation analyses were prepared and published.
- Special inquiries on at least 60 countries and over 40 different topics were treated.
- Technical assistance and training
  - An online training on domestic and intercountry adoption in **Burkina Faso** for 100 key state actors.
  - Phase 3 follow-up project, throughout the summer 2022, providing training modules and technical assistance to the Dirección de Niñez, Adolescencia y Familia in Honduras
  - Morocco; Development of Standard Operating Procedures for the assessment and determination of the best interests of children on the move. In September 2022, a first workshop was held in Tangier for more than 40 participants, composed of national experts from the Présidence du Ministère Public, representatives of public authorities, civil society, and international organizations such as IOM, directly or indirectly involved in situations of children in migration, working in the contexts of Oujda, Tangier or the central level actively participated in the workshop.
- Special mandate by Flemish Central adoption authority to conduct assessments on the alternative care and adoption situation in 21 countries based on an assessment framework with pre-identified questions.

# ISS AT WORK

## RESEARCH & ADVOCACY

**Promoting the rights of children and families** continues to be the main focus of ISS and is part of our daily work. 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.

### 2022 RESEARCH AND ADVOCACY HIGHLIGHTS



ISS/IRC has continued sharing regular updates on the Ukraine-Russia war via its Newsletter. In March 2022, IRC developed a multilingual Fact sheet on legal questions and topics that arose from the massive displacement of many children and families. Further, IRC actively participated in meetings, as well as in the development of a joint statement on a moratorium on intercountry adoption, and technical documents in the context of the Subgroup on children's care during the Ukraine crisis,

During the **ISS International Council of November 2022**, a **motion on search for origins and family reunification processes in the context of adoption was adopted.**

This motion recalls that search for origins and family reunification processes are traditionally at the heart of ISS network actions. This confirmation vote by the ISS International Council enables the ISS General Secretariat and ISS members to jointly develop programmes and training, educational material as well as partnerships to consolidate ISS knowledge, expertise and skills providing timely and professional services to adopted persons as well as their families. ISS has planned to conduct a network wide mapping, providing further insight into ISS member's concrete work in relation to search for origins and family reunification.

### ISS also participated in following Conferences

- 11th reunion of the Experts' Group on Parentage / Surrogacy of the Hague Conference on Private International Law (HCCH)
- 2022 HCCH Special Commission on the practical operation of the 1993 Hague Convention
- 14th international conference of Euradopt with as main topic "Sustainability in intercountry adoption"
- Online consultation organised by the OSCE Special Representative and Co-ordinator for Combating Trafficking in Human Beings (OSR/CTHB),
- Event organised by the Italian Central Authority on adoption breakdowns



# ISS AT WORK

## ALTERNATIVE CARE PROGRAM



The ISS global program, established in 2012, “**A better future is possible**” is designed **to promote safe and nurturing family care for children out of parental care**. While in some countries, we have a special focus on children with disabilities (CWD), we target all children in line with national strategies and priorities for deinstitutionalization and protection of children. This includes supporting national care reforms for children, in particular, efforts towards family reunification, alternative family-based care, and influencing main stakeholders toward family care.

### 2022 ALTERNATIVE CARE PROGRAM HIGHLIGHTS

**VIETNAM** ISS has started a pilot program on **Family Reintegration for children with disabilities (CWD)** empowering families to strengthen their parenting skills and making sure **family reintegration is safe, successful, and sustainable**. Three pilot provinces were selected by the Ministry Of Labour Invalids and Social Affairs. (Hà Nội, Kontum, Bình Dương).

A first training workshop on family reintegration procedures, addressed to the social workforce of these 3 pilot provinces, is scheduled in March 2023. ISS envisions drafting reintegration procedures adapted to the needs of CWD, and conducting 20 reintegration plans in each pilot province with a small number of CWD and their families.

**IVORY COAST** Following a need’s assessment on the alternative care system for children with disabilities conducted in 2021 in direct collaboration with the Child Welfare Authorities (DPE), ONG Vie Saine, ISS France and ISS West Africa Office, ISS has turned some of the recommendations into concrete and unique technical assistance. ISS technical assistance has two main components; 1) prevent family separation at the community level and 2) pave the way to promote family reintegration and foster care through dedicated strategic tools, adapted procedures, and training of the social workforce. A field assignment took place end of November 2022 strengthening the capacity of 350 community volunteers in targeted areas for early detection/intervention of children with disabilities in vulnerable families to prevent unnecessary separation

**CAMBODIA** In 2022, **ISS Australia** took part in the national training effort of the Cambodian social workforce led by the National Institute of Social Affairs, Specific modules on Disability have been included in the national training curriculum. In August 2022, ISS Australia, in collaboration with the ISS General Secretariat trained a cohort of national trainers on disability-related issues and adapted social work with UNICEF Cambodia support.

**HAITI** ISS has been addressing the needs of all children in residential care in collaboration with Institut du Bien Etre Social et de Recherches, Rapha International, and the US-based non-profit **SPOON**, generously supported by the Embassy of France in Haiti. ISS focuses its activities on the public Transit Center based in Port au Prince as a crucial and good starting point for this project. Despite the increased insecurity and current political crisis in the country, ISS managed to start working on reintegration plans for 10 children.

Currently, ISS is drafting standardized operating procedures for family reintegration. The SOPs recall basic principles applicable to family reintegration processes and propose a 9-step procedure for a successful family reintegration adapted to the Haitian realities.

**A BETTER FUTURE IS POSSIBLE HAITI**

Reunite and strengthen families to secure reintegration of their children.

Emergency Support

**BURKINA FASO** ISS has implemented a foster care program for children with disabilities in collaboration with child protection authorities, ISS West Africa, the National Union of the Residential Care Institutions with support of generous donors. As a result, a small pilot group of children has successfully transited from residential care to family care (family of origin, kinship and foster care). ISS still provides follow-up and support services to a pilot group of children and their families, and is planning to scale up.



"The true measure of any society can be found in how it treats its most vulnerable members."

*Mahatma Gandhi*

# ISS TRANSFORMATION TARGETS

## 2020-2024



As we draw nearer to our 100th anniversary, we want to consolidate our capacity to face unprecedented complex social challenges causing migration and families and children being separated across borders. ISS is working towards five transformation targets;

### CONTINUE Network Development & Training

ISS aims to recruit new members to expand and consolidate our global outreach, with currently 120 members and 2 regional offices. From 2022 onwards, ISS' **global online training system** will become the standard; ISS members will be asked to participate in periodic and refresher training workshops and in new training programs covering specialized topics.

### CREATE Knowledge & Research Platform

Anchored in Geneva, the knowledge and research platform will include 9 decades of experience from tens of thousands ISS conducted cross-border cases. 200 linear meters of ISS archives will be digitalized 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.





## IMPROVE **Social Work thanks to Artificial Intelligence (AI)**

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.**

## INSTIGATE AND MEASURE **Social Impact**

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, leading to better services for the people we assist.

## ENHANCE **External Communication & Fundraising**

ISS strives to reach a larger public worldwide and engage potential donors and sponsors. For that, we 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 reach different audiences, including donors and partners, and to understand the value and impact of the organization.



# 2022 FINANCIALS



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

# 2022 FINANCIALS

## Profit and loss statement for the financial year ended December 31, 2022 (with comparative figures for the financial year 2021)

	2022 CHF	2021 CHF
Membership and contributions for General Secretariat	730'096	744'883
Donations	95'405	100'407
Consultancy and other income	47'810	20'102
Loss on ISS and IRC contributions	(35'023)	(3'648)
<b>TOTAL OPERATING INCOME</b>	<b>838'288</b>	<b>861'744</b>
<b>TOTAL OPERATING COSTS:</b>	<b>(846'773)</b>	<b>(766'981)</b>
Salaries, social charges, rent, utilities, representation, travel, IT, office supplies and governance support		
Recognition of funds used for projects	419'575	298'238
Recognition of funds allocated to projects	(361'395)	(256'136)
<b>ALLOCATED FUNDS RESULT</b>	<b>58'181</b>	<b>42'102</b>
<b>DEPRECIATIONS AND IMPAIRMENTS</b>	<b>(17'021)</b>	<b>(12'577)</b>
Bank fees and exchange loss	(9'826)	(1'191)
<b>FINANCIAL RESULT</b>	<b>(9'826)</b>	<b>(1'191)</b>
Charges on previous years	0	(45'000)
<b>EXCEPTIONAL PROFITS AND LOSSES</b>	<b>0</b>	<b>(45'000)</b>
<b>NET RESULT FOR THE YEAR</b>	<b>22'849</b>	<b>78'098</b>

# ISS GS DONORS

pennyappeal.org®



Fondation ABOUZEID

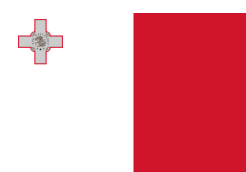
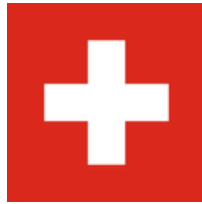
KNOTT Family New York

Many private donors who wish to remain anonymous

fondation **sesam**



# ISS GS DONOR GOVERNMENTS





# THANK YOU TO ALL OUR DONORS!

Donor support, both private and institutional, is crucial to allow us to fulfil our mission and ambition. Your support will accompany ISS Transformation Targets 2020-2024, and help ISS design its next 100 years of dedicated services to children and families.



EVERY DONATION COUNTS

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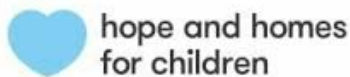
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*"Be certain that you do not die without having done something wonderful for humanity."* — Maya Angelou



# ISS GS COLLABORATES WITH

## International Organizations



# International Organizations



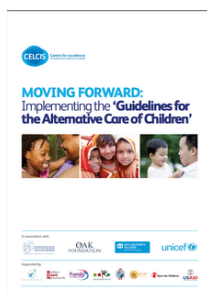
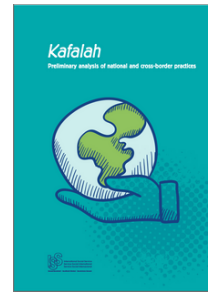
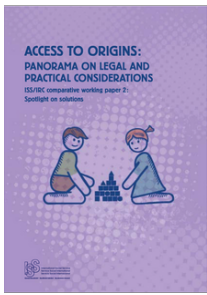
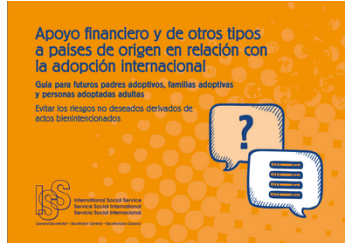
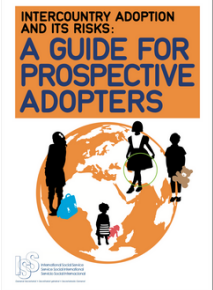


# Academic Partners





# ISS PUBLICATIONS



# 100TH ANNIVERSARY

In 2024, the ISS Global Network will be celebrating its centennial anniversary with a wide range of activities and events worldwide including a communications campaign, a travelling exhibition, a series of videos and testimonials, and a fundraising gala.



## **Interested to Join the ISS Centennial Events Team?**

The ISS has established a Centennial events and communication team to coordinate centennial activities and events.

ISS members need your help with marketing and external communications and organization of fun activities all over the world.

### **CONTACT**

ISS CEO and Secretary General

Mr Jean Ayoub

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THE GLOBAL SOCIAL WORK ORGANISATION

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