



THE GLOBAL SOCIAL WORK ORGANISATION

# 2019-2020 Global Report

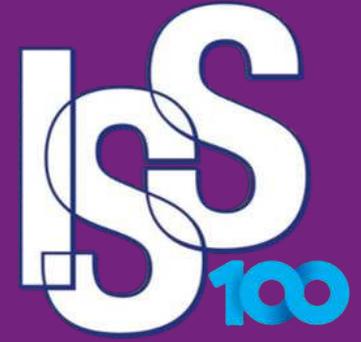


*- Protecting children and reuniting families across borders since 1924 -*

Photo by Mathieu Ricard:  
"Smiles from the Himalaya"

# WELCOME NOTE

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ISS was born out of a simple idea, 96 years ago. Following large-scale migrations from Europe and the Middle East towards the Americas in the aftermath of World War One, ISS provided a family reunification service for those who became separated from their families along the migration routes.

ISS' mission remains the same today: providing assistance to migrating families and children separated by borders. ISS is an agile and flexible organization with professionals and volunteers applying agreed-upon standards set forth by international children's rights conventions. ISS provides, as its historical core business, cross-border social-legal services for the benefit of the families and children it supports.

Familiar with both international conventions and local customs, ISS professionals tailor a solution, providing practical, psychological and socio-legal advice to achieve a durable resolution for beneficiaries.

ISS uses its wealth of global experience to design direct support and training programs and advocate for policy development in child protection. ISS has established itself in its more than nine decades of service as a trusted global partner in social work.

2020, with its many challenges including working in a remote environment during an ongoing pandemic, has inspired much creativity and adaptation. ISS has created recommended guidelines for remote assessments, and many ISS members are enhancing their services with new technologies. ISS is exploring how to modernize its processes into its 100th year by researching new ways to work together using technology and how to improve its core service, cross-border case management through Artificial Intelligence (AI) and Machine Learning (ML).

With only 4 years until our 100th anniversary, ISS is embarking on a major revision of its strategic priorities in order to transform the way we serve cross-border children and families.

**JEAN AYOUB**  
SECRETARY GENERAL & CEO

**SUSAN JACOBS**  
CHAIR GOVERNING BOARD

**#ISSContinues**  
**#SSIContinue**  
**#SSIContinua**

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ISS 100TH ANNIVERSARY

# ISS 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

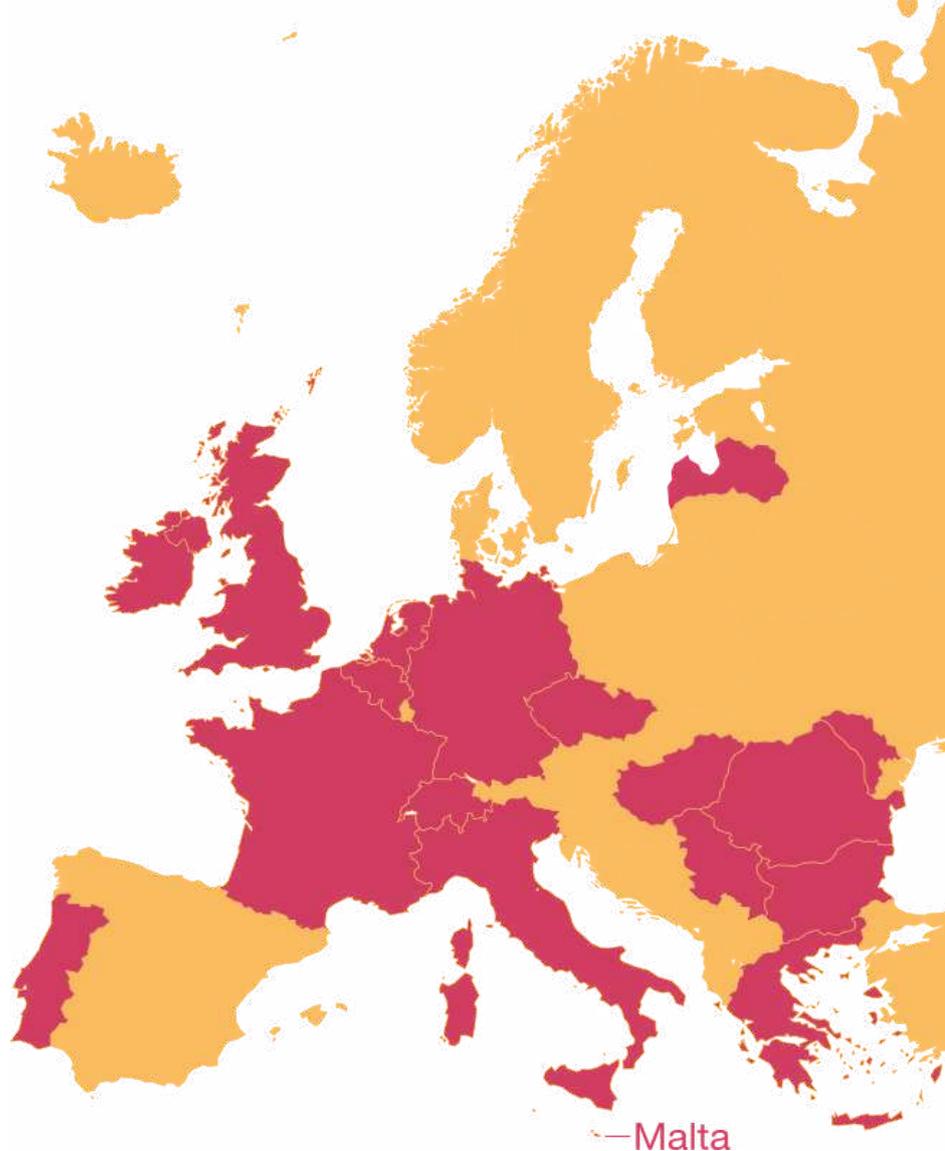
The regional office was reintroduced in 2018 and it is fully supported by ISS Hong Kong. Its main activity is to identify, recruit and train ISS future members in the Asia-Pacific region.



# Our 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  
South Africa



## *Americas*

Canada

The United States of America

Venezuela



## *Asia and Oceania*

Australia

Bangladesh

Hong-Kong

Israel

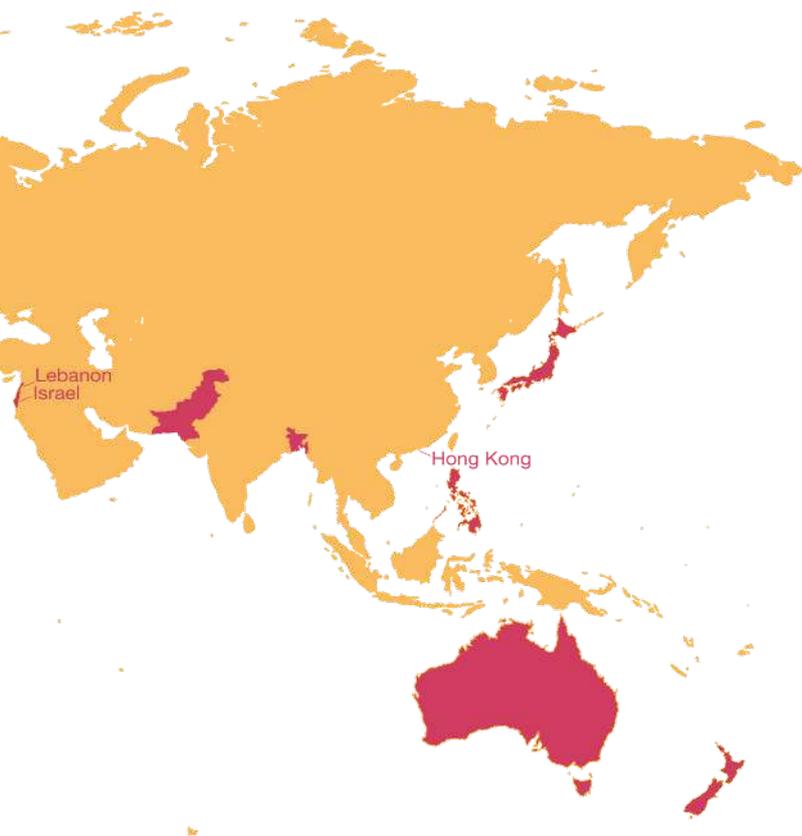
Japan

Lebanon

New-Zealand

Pakistan

The Philippines



# Our working partners

## *Americas*

Anguilla  
Antigua and Barbuda  
Argentina  
Barbados  
Belize  
Bermuda  
Bolivia  
Brazil  
Cayman Islands  
Chile  
Colombia  
Dominican Republic  
Ecuador  
Guyana  
Haiti  
Honduras  
Jamaica  
Paraguay  
Peru  
Puerto Rico  
St Kitts and Nevis  
St Lucia  
Trinidad and Tobago  
Uruguay

## *Asia & Oceania*

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

## *Europe*

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



## *Africa*

Algeria  
Benin  
Botswana  
Burkina Faso  
Burundi  
Cameroon  
Egypt  
Ethiopia  
Gambia  
Ghana  
Guinea  
Guinea-Bissau  
Ivory Coast  
Liberia  
Madagascar  
Mauritania  
Mauritius  
Morocco  
Namibia  
Niger  
Nigeria  
Rwanda  
Senegal  
Seychelles  
Sierra Leone  
Tanzania  
The Democratic Republic of the Congo (DRC)  
The Republic of Congo  
Togo  
Tunisia  
Zambia  
Zimbabwe

# Some of our people

Our people will pop up from cover to cover

*Within its ranks, ISS has hundreds of great people supporting its mission, and we cannot feature them all in the report.*



## SUSAN JACOBS

AMBASSADOR (RETIRED), CHAIR OF THE ISS GOVERNING BOARD

### **What was your ISS experience during COVID times?**

"Our 2019-2020 International Social Service Global Report comes at a very opportune time. While we are the midst of a global pandemic of devastating proportions, it is good to be able to look back and reflect on all the work accomplished by the entire Network and by the General Secretariat.

During these difficult times, ISS continues to be a trusted global partner that has the ability to mobilize not only its partners but other social networks around the world including government agencies, international organizations as well as professionals committed to finding solutions for children and families separated by borders.

On behalf of the Governing Board, I want to express our deep appreciation for all that ISS accomplished in 2019 and for the extraordinary work done during the pandemic."

## MARTIN LAU

REGIONAL DEVELOPMENT MANAGER, ASIA-PACIFIC REGIONAL OFFICE

### **What is ISS for you?**

"ISS for me means connection and collaboration. ISS strives every best effort to help the individual, especially children, and families in the cross-border context. It makes ISS as a very unique INGO in the global development.

Our networking development is trying to spread our efforts to different countries. We believe that the collaboration in ISS network can provide the best protection to the children and families on the move!"





# MISSION & PRINCIPLES

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The 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.

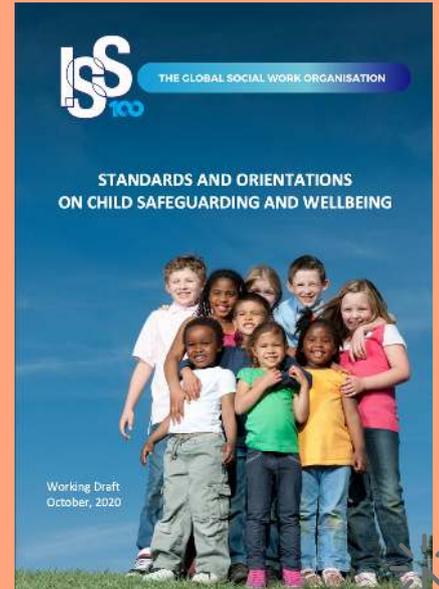
These values constitute a commitment shared by every member of the ISS Network and contribute to the realization of its vision and mission.



# MAIN ACTIVITIES



## ISS STANDARDS AND ORIENTATIONS ON CSW



## CROSS - BORDER CASEWORK TRAINING AND COUNSELLING

# SUPPORT

### What?

“Social work is a practice-based profession and an academic discipline that promotes social change and development, social cohesion, and the empowerment and liberation of people. Principles of social justice, human rights, collective responsibility and respect for diversities are central to social work. Underpinned by theories of social work, social sciences, humanities and indigenous knowledge, social work engages people and structures to address life challenges and enhance wellbeing. The above definition may be amplified at national and/or regional levels.” (ISFW definition)

### Who?

ISS Social workers help individuals and families restore their capabilities to function in society. ISS social work focuses on interactions between people and the societal institutions that impact a person’s ability to accomplish essential life tasks and better integrate into 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 aim to create an environment for informed decisions for the beneficiaries.

# REUNITE

PROTECT

MEDIATE

# Some of our people

## LAMA YAZBECK

EXECUTIVE DIRECTOR, ISS LEBANON  
(HIMAYA)



### **What is ISS for you?**

"I started working with ISS in 2014-2015. Why ISS? I consider the mission of ISS to be particular among other networks and it has helped ISS to position itself and differentiate itself from other networks.

It is not just a network developing tools and resources, it has specific focuses that are becoming essential to respond to the increasing needs of children nowadays and in the future: alternative care, cross border case management, adoption etc.

In order to respond to those needs in Lebanon, joining the ISS network has been very beneficial and has helped himaya provide the necessary support to assist children in cross-border case management and work on the alternative care systems in Lebanon with other actors."

## JULIE ROSICKY

EXECUTIVE DIRECTOR, ISS USA

### **What was your ISS experience during COVID times?**

"Effective March 13, I closed the ISS-USA office, organized work from home for 25 staff and interns, while hunkering down against a terrifying and unknown virus. I knew we were all in this TOGETHER when we started having bi-weekly check-ins with colleagues from 20 plus countries, (using webcams to actually see each other) daily messages of hope from the secretary general, and we used tools that we have used for 95 plus years, "creativity and sheer determination" in order to prevent COVID, border closings and lockdown from becoming barriers to family reunification.

While we do amazing work each and every day, the solidarity of being part of this international network has been a source of joy, comfort and hope during dark times. Now, months in, nothing seems impossible, and together, we truly make a difference on behalf of the children, adults and families we serve."

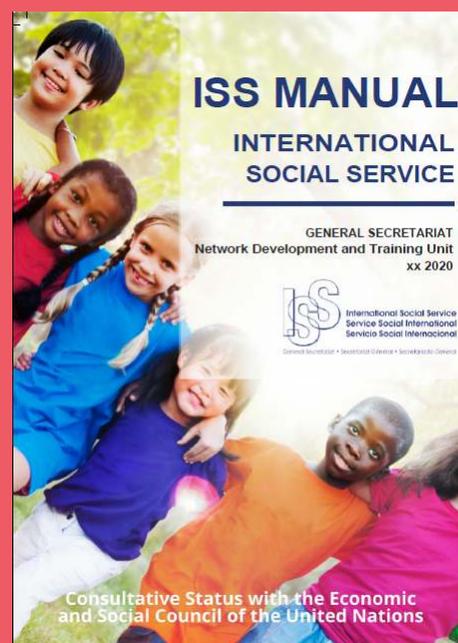


When not working, this is how I cope with the LOCKDOWN and social distancing - lots of time on the water - in my kayak, and in a rowing scull.

# MAIN ACTIVITIES



## ISS CASEWORK MANUAL



## NETWORK DEVELOPMENT & TRAINING

ISS members and partners, with their long and rich grassroots experience, their linkages to all relevant actors, bring about transformative change to society and keep ISS informed about society's needs.

These are the characteristics ISS looks for when "recruiting" new partners to expand the network. Training is available for all our new partners and established members based on the **ISS Casework Manual**. This Manual was developed more than 50 years ago and revised several times, the last being this year in 2020. Training is oriented towards ISS professionals and other actors from partner organizations to build and adapt their skills and capacities working day after day for the protection of children and families.

ISS expects its partners to provide top-notch cross-border case management in a timely and structured manner.

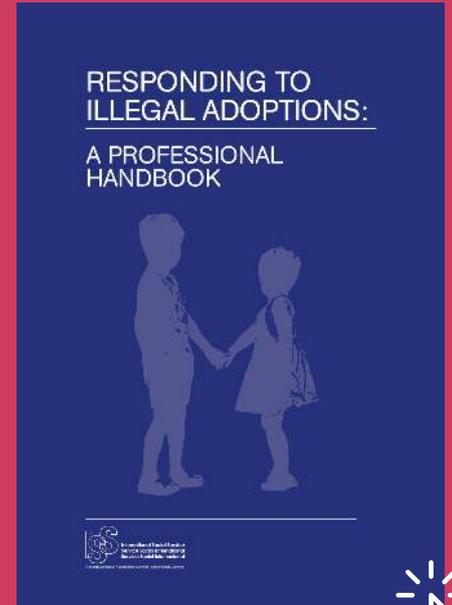
A Code of Conduct and several policies and guidelines govern our work and enhance it. From its presence in 120+ countries today, ISS ambitions to grow further to reach 175 members by 2024, its 100th anniversary.

A dedicated network development and training team of staff and volunteers, based in Geneva or remotely, is at the helm of this substantial effort with the support of ISS directors and casework coordinators.

# MAIN ACTIVITIES



## RESPONDING TO ILLEGAL ADOPTIONS: A PROFESSIONAL HANDBOOK



## 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.

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.

# WE ARE CONTINUOUSLY LOOKING FOR NEW PARTNERS

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

*Please email to express your interest at  
[cooperation@iss-ssi.org](mailto:cooperation@iss-ssi.org)*



# ISS FOCUS

## 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:



# Some of our people

## URSULA ROELKE

DIRECTOR, ISS GERMANY BERLIN

### ***What is ISS for you?***

"Exactly 90 years ago, in 1930, ISS was founded the first time in Germany. After World War II it immediately was refunded. In the meantime even a second German member was founded and both take over responsibility in Germany as well as in the network. Good reasons to ask WHY there was such a need.



Here are some answers: ISS is unique in its capacity to respond to the changing needs of persons in migration and needs resulting from migration. ISS put the child in the centre long before the UN Convention on the Rights of the Child came into force. ISS invented cross border cooperation long before cooperation via Central Authorities was invented. ISS is a learning and developing organization. But ISS also shares its knowledge and expertise. ISS' staff creates a special atmosphere for cooperation, professional and personal in one.

There were always and there will be challenges for ISS - but there also always was and is a need for ISS!"

## CATERINA PARODI

CASEWORKER, ISS ITALY (DCI ITALY)

### ***What is ISS for you?***

"DCI Italy is a grass-roots organization, increasingly committed in mainstreaming a child-rights based approach, while promoting child-safeguarding and well-being. Although working closely with the ISS on cross-border casework management for many years now, this year we had the pleasure of assisting the GS on the development of the ISS Standards and Orientations on Child Safeguarding and Well-being.



Entirely formulated during the quarantine, the work ran smoothly and well articulated, with the active participation of some ISS Members. We believe these standards will not only contribute to an increased protection of children, but will also reinforce the ISS network as a whole. In particular, I thank Jean and Lama for the engaging and inspiring discussions. It is very rewarding to be part of such a powerful network of organizations, working together for a safer and better future for every child!"

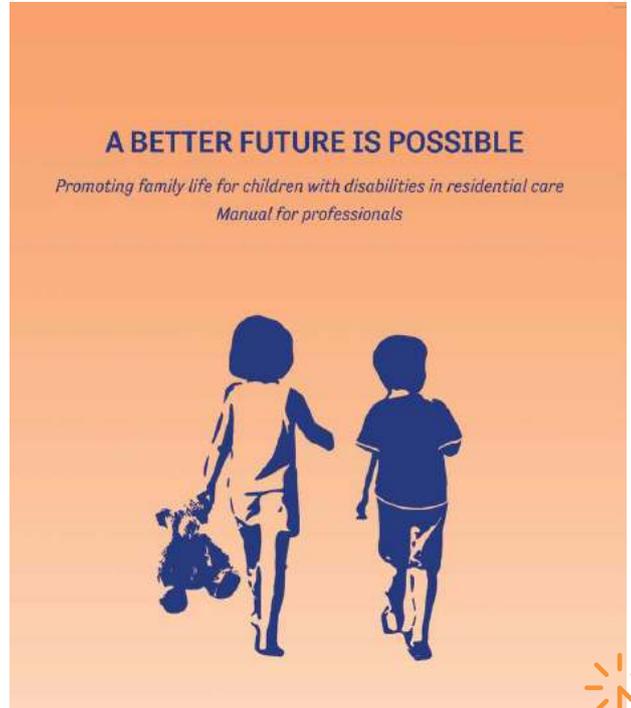
# ISS FOCUS

## CHILDREN WITH DISABILITIES

In many cases, children with disabilities cannot be taken care of by their families. Those children may be placed and grow up in institutional care without being offered alternative solutions. ISS believes that, if the appropriate measures were taken some children could reintegrate into their families or be cared for by a foster or adoptive family preferably in their own country.

ISS collaborates with Child Protection Authorities to:

- help professionals in care institutions to better understand the needs of children with disabilities to improve daily care;
- promote and encourage a systematic evaluation of children with disabilities in institutional care;
- elaborate a permanent family life project for every child;
- encourage and accompany authorities to develop alternatives to institutional care for children with disabilities;
- ensure the continued existence of the project through the identification, training and follow-up of local partners.



ISS collaborates on this project with governments of:  
Burkina Faso, Cambodia, Haiti and Vietnam.

# ISS FOCUS

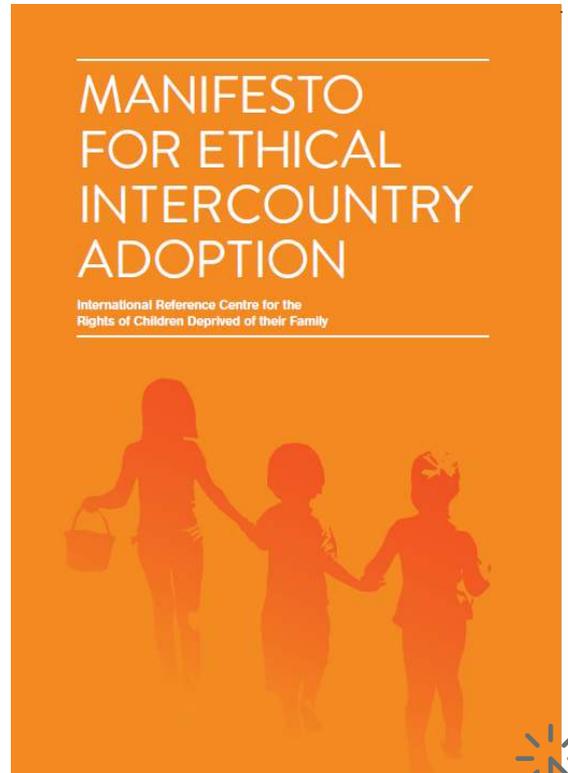
## INTERNATIONAL REFERENCE CENTER

The International Reference Centre 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. Likewise, the IRC aims to raise awareness of the necessity to protect children's rights within the framework

of international standards in an ever-changing and very challenging environment. More than 5000 professionals worldwide benefit from our services.

Based on the UN Convention on the Rights of the Child 1989 (CRC) and the Convention on Protection of Children and Cooperation in respect of Intercountry Adoption of 1993 (THC-1993), the IRC developed a specific competency in the area of adoption. In the broader context, this also covers the prevention of unnecessary family separations, alternative care and support to families of origin and the respect of children placed in foster care and in institutions. The work of the IRC also covers promoting the effective implementation of the 2009 UN Guidelines for the Alternative Care of Children through its regular and thematic publications, country analysis, evaluation and training missions as well as multi-agency projects.



# Some of our people



## GABRIELLA GALLIZIA

CASEWORK COORDINATOR, ISS ITALY (DCI ITALY)

### **What is ISS for you?**

"In many occasions we verified how relevant is ISS activity for children's life. Thanks to the care and attention of ISS members in handling transnational cases some situations can reach a solution very quickly, helping children's life to take a direction

and avoiding useless delay that in many occasions causes sufferance and infringement. I am happy to be part of this network because I can see the difference it makes every day."

## SABINE BENISCH

DIRECTOR, ISS GERMANY FRANKFURT  
(FAMILY INTERNATIONAL FRANKFURT)

### **What is ISS for you?**

"I am with ISS since 1996, being social worker and, jointly with my colleague Heidemarie, director of ISS Germany Frankfurt - family international Frankfurt.



What makes the ISS work so unique for me is the daily cooperation with colleagues around the globe, the appreciation and openness towards other cultures and the chance to find cross-border solutions for people and families. While we all experience quite a degree of separation due to Covid, the pandemic has another, rather positive effect on the network: The network moved closer together, benefitted from the unique daily editions of the GS and the efforts of the working groups to support and "see each other" (e.g. two virtual CC meetings with 27 colleagues from 24 countries!).

Since 2017 I had the chance, as Deputy Chair of the Caseworkers, to work together with the colleagues on the needs and request of social work in the network. We focused on bringing the CC's together (personal-virtual meetings and starting regional calls). The main achievement in our time was the review of Manual. Once our successors will be elected, I will be happy to support them to the best of my abilities!"

# ISS CORE 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



# Some of our people

## AIDAN WATERSTONE

ADVISOR, TO THE SECRETARY GENERAL, EU AFFAIRES

### **What is ISS for you?**

"It is important for me to participate in and contribute to ISS for a number of reasons:

- We are living in an increasingly global environment which impacts our lives in many ways. This has been most recently emphasized by the Covid-19 pandemic which has demonstrated the closeness of the links between countries and continents (I have family members living in 8 countries and 5 continents).
- The impact of a global economy living under World Trade Organization protocols favours developed countries at the expense of developing countries, removing the protection that these countries need, retaining high agriculture tariffs in the EU and US, ignoring the impact of GDP growth on the environment and enabling the domination of multinational companies which reduce cultural diversity and tend to swamp local industries and firms. This, in combination with access to the internet and mobile communication has facilitated the migration of people, to countries where there is access to resources. This is also exacerbated by the impact of conflict.
- ISS is the only social service child care agency with a global reach which has the potential to support vulnerable children across borders and continents and to advocate on their behalf at governmental and international levels."



## MAURICIO GARCÉS SEPÚLVEDA

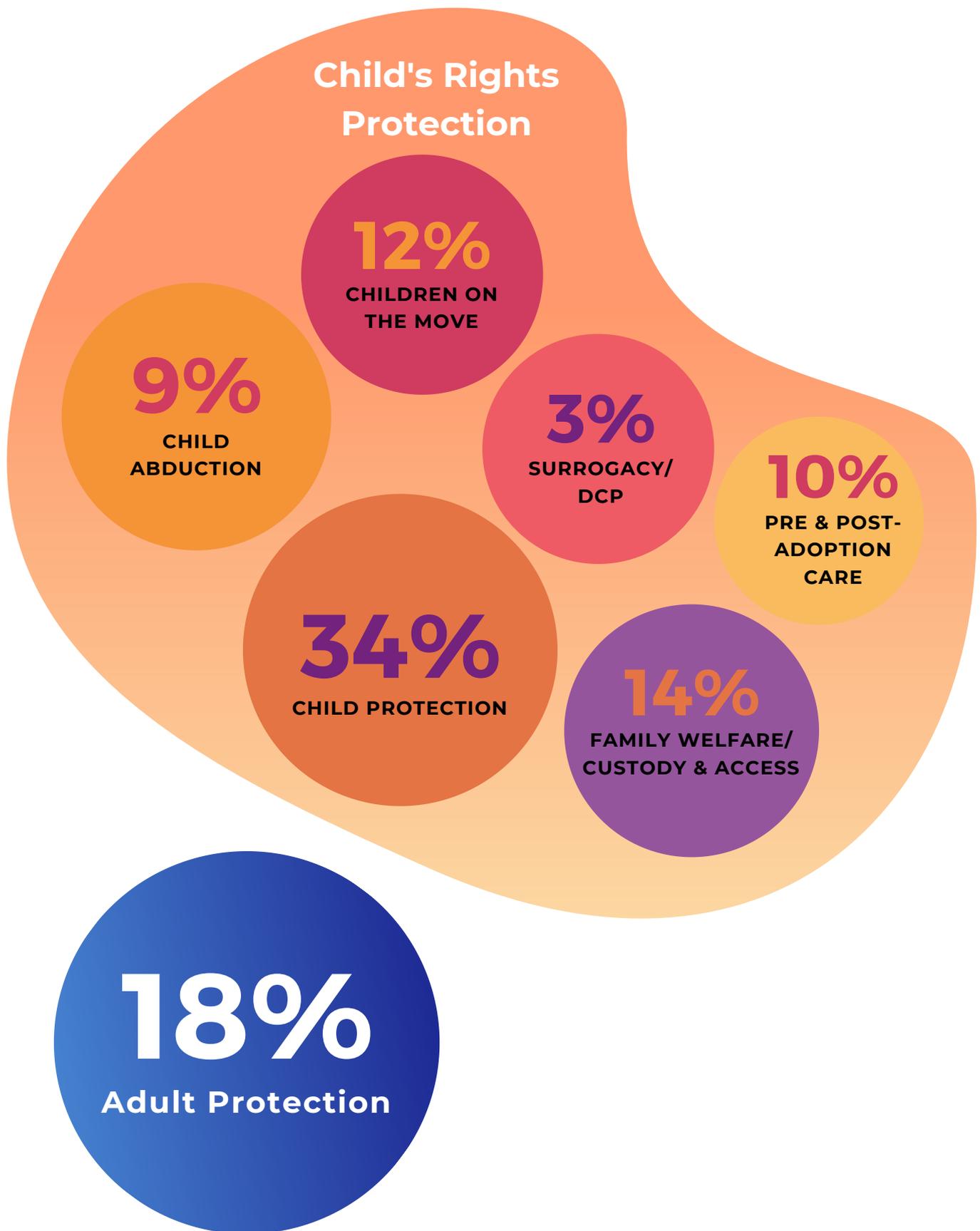
COORDINATOR ADMINISTRATION & FINANCE,  
ISS GENERAL SECRETARIAT

### **What is ISS for you?**

"It is the pursuit of happiness, an activity that brings me fulfilment in my work, while allowing me to be part of a major project, based on human and professional qualities put at the service of a general interest."



# CASE DISTRIBUTION (2019)



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

# Some of our people



## ROSE HABCHI DAHER

DEPUTY CHAIR CASEWORK COORDINATOR  
GROUP AND CASEWORK COORDINATOR, ISS  
LEBANON (HIMAYA)

### ***What is ISS for you?***

"ISS is simply for me the restless act of International Sustainable Solidarity. I got engaged with ISS network three years ago when I got engaged with Himaya, although I am married, go figure... :)

COVID pandemic has brought me more confidence that the quality of ties and linkages between the persons of this network are of quality and are not conditioned by the modality.

Our ties grew stronger in the lockdown, which allowed us still to deliver pertinent and quality support through virtual means."

## MARIE JENNY

SPECIAL PROJECTS COORDINATOR,  
ISS GENERAL SECRETARIAT

### ***What is ISS for you?***

"Before joining the ISS GS, I dreamt to work for this organization and the opportunity came, this was nearly ten years ago. Over the time, I have grown up as a professional within the GS who always trusted and supported me despite sometimes challenging times.



I can rely on committed and inspiring colleagues in the GS and in ISS network with whom I feel stronger to achieve projects for children with disabilities left behind in residential care institutions. Besides the love for my daily work, I am driven by the powerful legacy let by our predecessors over the last 96 years and I feel privileged to bring my humble contribution, to continue ISS history."



Nelson Mandela

"Action without vision is only passing time, vision without action is merely daydreaming but vision with action can change the world."



"To every child – I dream of a world where you can laugh, dance, sing, learn, live in peace and be happy."



Malala Yousafzai

# Some of our people



## TAYYBA JAVAID

DIRECTOR, ISS PAKISTAN (SANJOG)

### **What is ISS for you?**

"Sanjog started working with ISS in 2016 as correspondent for Pakistan. ISS through its General Secretariat and through CFAB built the capacity of Sanjog's staff and enabled the organization to handle ISS's cross border casework. In 2018, Sanjog became a member of ISS and named as "ISS Pakistan".

Today ISS Pakistan's team is able to handle cases across the borders independently. ISS aims to provide quality services at minimum cost to their clients that is why it focuses on capacity building of its members to make them able to deliver services up to the mark. I, being a head of this organization, learnt a lot of being a part of ISS. Top most, in this Covid-19 times, how to stay motivated and keep delivering services remotely."

## SYLVIE LAPOINTE

EXECUTIVE DIRECTOR, ISS CANADA

### **What is ISS for you?**

"I fell in love with the organization's values and what it stands for in August of 2001! I felt that I had found an agency that embraced all that I believed in. Human rights, equality, working for those who did not have a voice, permitted families to be reunited, and more! This was not just a feel good agency or anywhere close to the social work I had practised in the past; this was difficult, challenging work and complicated cases that no one wanted to take on, kind of agency. And somehow, we managed to make a difference.



Now that I am Executive Director of ISS Canada, I try to continue the tradition of the amazing people that have come before me. Recently I have had the pleasure of training members and new members (and their staff) in the casework methodology. Why? Because I believe that we need to work together using the same tools, the same method and impeccable quality of work in order to make this amazing network, even better. In that regard, I also got involved in reviving the case work manual. Case work coordinators did not find our main working tool to be useful any more, so we needed to update it. And we did. Much hard work, discussions, revisions, but I think that the version that will soon be available, will be fantastic, because many of us worked on this TOGETHER!"



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# ISS STRATEGIC PRIORITIES 2020-2024

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As we redirect most available resources to our cross-border casework activities, we need to identify additional funds to work on recruiting new members, training and growing talent. We need to invest as well to establish solid governance models, build technical capability and measure impact of ISS globally.

## **1** NETWORK DEVELOPMENT & MAINTENANCE

Strengthen the capacity of current and new members to carry out transnational social services and measure their effectiveness. Recruit new partners for priority need countries and expand ISS presence. ISS will integrate state-of-the-art technology in its day to day work to learn, capture experience and train.

## **2** MEASURE SOCIAL IMPACT

In adopting AI and Machine Learning capabilities and setting forth Key Performance Indicators, ISS nationally and globally can measure its social impact on beneficiaries and communities and place itself as a key professional, efficient and competitive actor among peers and external partners.

## **3** EXTERNAL COMMUNICATION & COOPERATION

Broaden the visibility, recognition and understanding of ISS work and its worldwide impact through a structured and aggressive communication strategy with an appropriate social media presence network wide. This entails as well 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, to increase our ability to effectively take positions and disseminate knowledge. This include leveraging hundred of linear meters of valuable archives in our chapter to be digitalize and offered as substantial data for researchers and students alike.

## **7** RECRUIT & TRAIN TALENT

Consolidate existing skills, recruit based on identified needs and train accordingly.

# Some of our people

## PAULA ATTRILL

GENERAL MANAGER, ISS NEW ZEALAND

### **What was your ISS experience during COVID times?**

"We consider ourselves one of the most fortunate countries on the planet as we have managed to stamp out COVID-19 in New Zealand and so far our efforts to contain the virus at the border have been successful. This was achieved through hard and fast action on the part of our government and the co-operation of our team of 5 million who stuck to the rules during lock down. The economic impact of our border restrictions is starting to be felt, but we enjoy freedoms that many countries do not. We consider ourselves very lucky but are under no illusion that COVID-19 remains a very real threat. Every day our thoughts are with our colleagues around the world as you work to support children and their families."



## TSISANA SHAMLIKASHVILI

PRESIDENT, MOSCOW CENTER FOR  
MEDIATION AND LAW, ADVISOR, ISS  
GENERAL SECRETARIAT

### **What is ISS for you?**

"I, myself, and the Center for Mediation and Law have almost 10 year experience of collaboration with ISS. ISS is a Century old organization always staying young helping people from all over the global and diverse world to cope with unavoidable problems in their personal lives. It is due to its great staff and management.

One of the recent initiatives of ISS was to help to establish solid ground for cross-boarder mediation in family matters. First steps of the project already gave fruits - set of documents worked in collaboration and approved by professionals from more than 50 jurisdictions.

We all hope that this project will continue and ISS and all its endeavours will have more and more attention and support."



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# ISS TRANSFORMATION TARGETS 2020-2024



## CONTINUE

### **Network Development & Training:**

ISS will maintain its focus on recruiting new members according to our committed strategic expansion list of imperatives thus expanding our global outreach while consolidating worldwide presence. From 2020, ISS' global online training system will become the standard. Continuous training and refresher will become compulsory. This ability to rapidly deploy new training programs will create ever more informed teams and allow us to bring AI based innovations thanks to a dynamically trained workforce.

## CREATE

### **Knowledge & Research Cloud:**

Anchored in Geneva with a worldwide outreach, the "research cloud" will integrate decades of experience from tens of thousands of ISS conducted cross-border cases into its operational know how by building IT systems inspired by past casework details and outcomes. Hundreds of linear meters of archives will be digitalised and integrated into an existing digital database to enhance research and publication capacity in support of ISS advocacy programs and influence child protection policy work worldwide. With the troves of digitalized data, the ISS "Research cloud" will be well positioned as an open source organization for the promotion of international justice and social welfare.



## INTRODUCE Artificial Intelligence to Social Work:

In recent years, AI has demonstrated transformative capabilities in most aspects of daily life where numerous industries and organizations have been able to better serve and assist users and deliver new and superior products through the adoption of myriad AI based tools. The same 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, free up time for caseworkers and allow them to remain focussed on our beneficiaries.

## INSTIGATE Social Impact:

Harnessing the power of the ISS Network inevitably demands that ISS is able to 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.



Today, ISS constituents need adapted tools and training to structure available data into social impact measurement. The benefits of ISS being able to demonstrate social impact and potentially social return on investment are numerous and presented in a separate document.



## ENHANCE External Communication & Fundraising:

ISS thrives to develop a capacity to reach larger public, diversify and maintain the funding base. Targeted communication through various channels enables ISS to deliver its message to different audiences, such as public at large, donors, partners, and beneficiaries.

Communicating on ISS activities, vision and mission is critical in order to help different audiences, including internal to ISS, understand the value and impact of the organization. It will in turn create opportunities for ISS to have strategic partnerships with various partners.

While communications and fundraising go hand in hand, they need different competencies and skills; the fundraising expert's main tasks would be around recruiting new donors and nurturing relationships with them.

# Some of our people

## DILETTA DELI

CONSULTANT, ISS GENERAL SECRETARIAT

### ***What is ISS for you?***



"ISS is more than an NGO, it is a passionate living organism formed by amazing people who strive to help minors and families across the world. It is support, collaboration, and motivation to achieve new goals, continuing to improve the rights and living conditions of all children. ISS is a friendly and stimulating environment to work in, with a General Secretariat that despite its extension to more than

120 countries remains attentive to the needs and well-being of all its workers and contributors.

ISS core values have been particularly evident during the last few months, in the midst of the COVID-19 pandemic, as it concentrated on safety, health and support first. In ISS, collaborators are not just a number, but rather resourceful individuals determined and stimulated to make a difference by empowering and helping others through highly personalized assistance; this is what makes ISS so unique."

## MIA DAMBACH

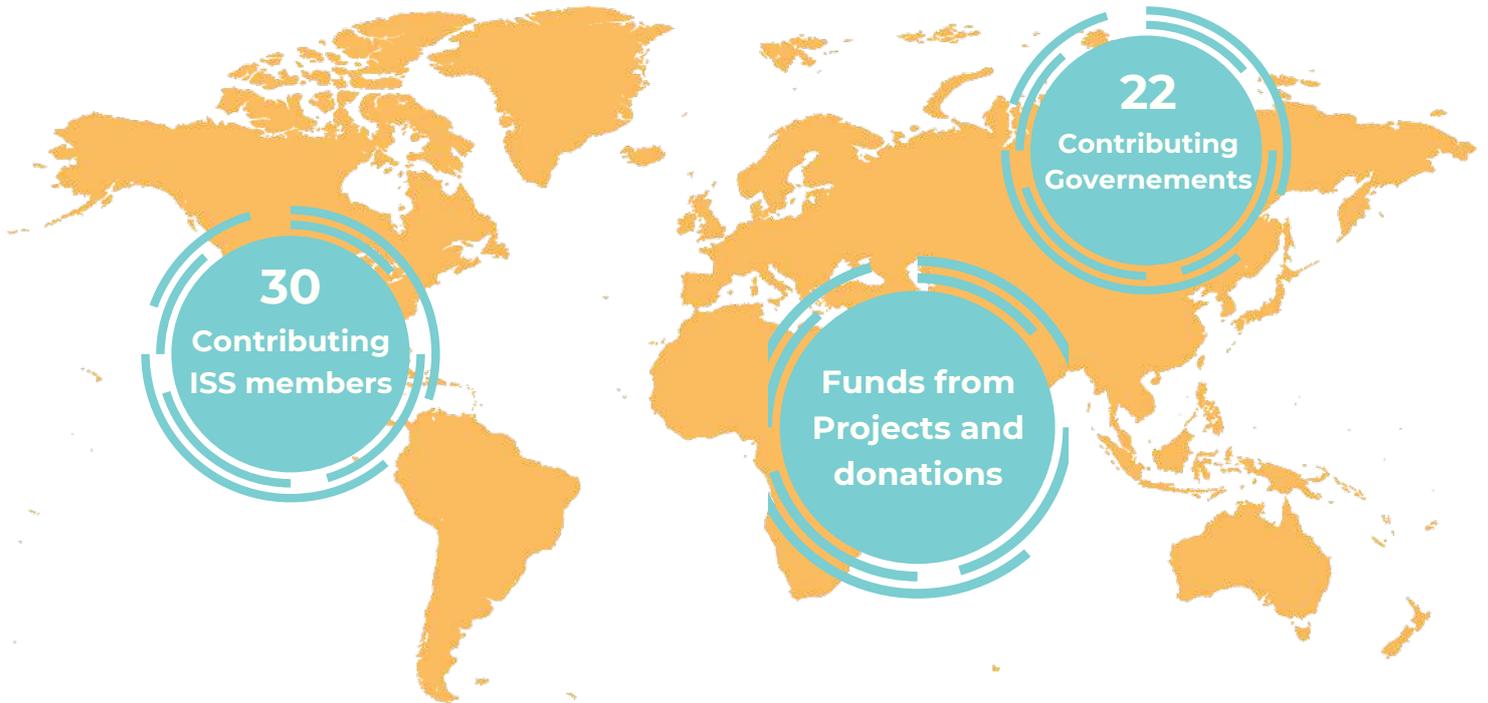
COORDINATOR ADVOCACY AND DEVELOPMENT & DIRECTOR IRC,  
ISS GENERAL SECRETARIAT

### ***What is ISS for you?***

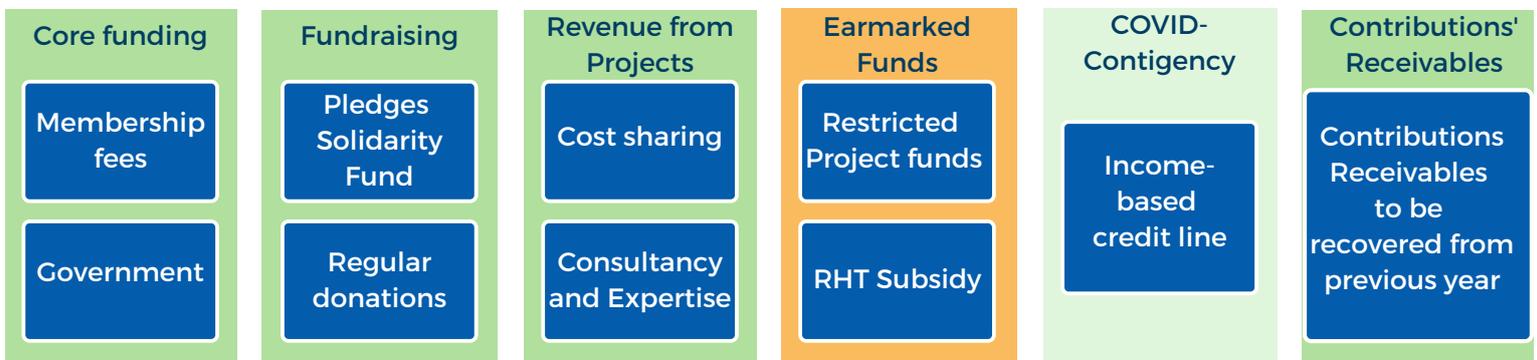
"I have now had the privilege of working with ISS for over ten years, advocating for children's rights in alternative care, migration, adoption and surrogacy. I love the endless opportunities for collaborating with like-minded organizations, UN treaty and regional bodies and of course colleagues in multiple country contexts to develop global training tools reaching thousands, draft international standards and to provide technical assistance in these fields."



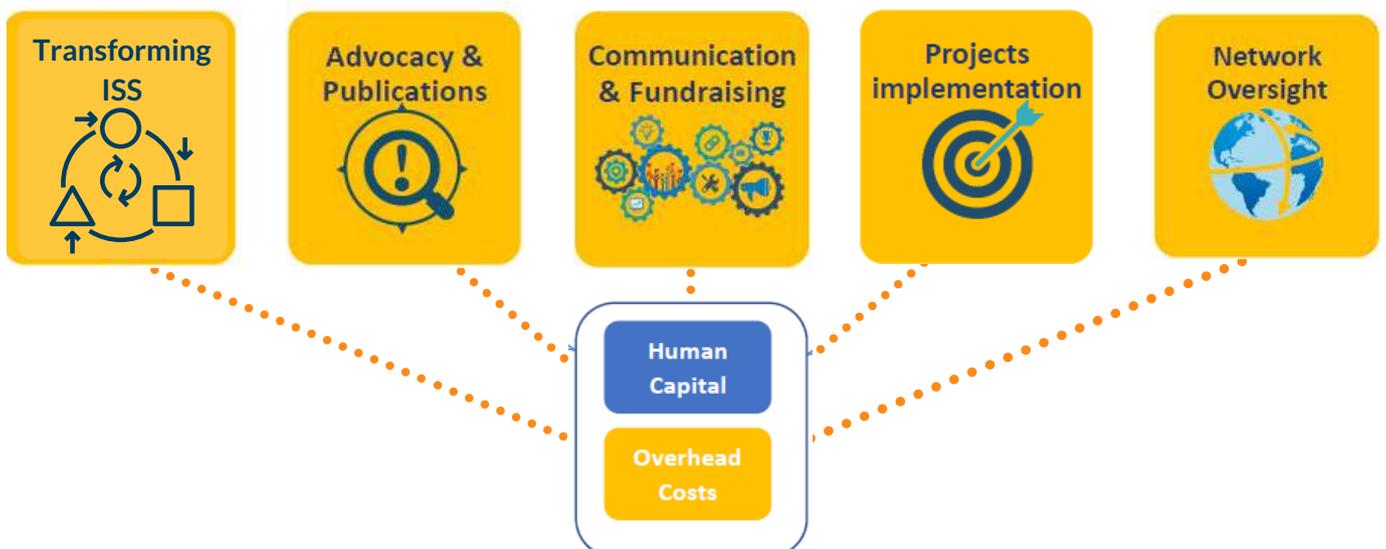
# 2020 Financials



## Funds



## GS Activities



# 2020 Numbers

## Core funding

Membership fees

**341'163.-**

Government

**378'425.-**

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**719'588.-**

## Fundraising

Pledges  
Solidarity  
Fund

**10'000.-**

Regular  
Donations

**86'500.-**

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**96'500.-**

## Revenue from Projects

Cost sharing

**563'209.-**

Consultancy  
and Expertise

**100'000.-**

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**663'209.-**

## Earmarked Funds

Restricted  
project  
funds

**129'126.-**

RHT Subsidy

**142'000.-**

---

**271'126.-**

## COVID- Contingency

Income-  
based  
credit line

**89'600.-**

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**89'600.-**

## Contributions' Receivables

Contributions  
Receivables  
to be  
recovered from  
previous year

**9'963.-**

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**9'963.-**

# Some of our people

## MUKETE TAHLE

PRESIDENT & CO-FOUNDER, ISS PARTNER IN CAMEROON (REWAC)

### ***What is ISS for you?***

"On the 25th of May 2020, Refugee Welfare Association Cameroon (REWAC) acquired the status of membership a.i into the ISS Network as evidenced by their co-operation agreement. The quint-essence of the co-operation is mainly on inter-country casework to solve the social, psycho-social,

administrative and/or legal problems of individuals and families that require intervention in, and/or from Cameroon.

Amidst the excitement of pursuing these lofty ideals is the COVID-19 pandemic. COVID-19 has shown the fragility and vulnerability of institutions, society and the global economic system. With the continuing pandemic, the whole world is at a crossroads, fighting for alternative survival tactics.

There is the need to re-awaken our consciences, to adapt community tailored strategies in addressing the pandemic. Understandably, the interest of children and the elderly especially those in conflict areas, deserve our attention due to their vulnerability. That's our collective challenge."

## CHRISTINA BAGLIETTO

REGIONAL ADVISOR FOR LATIN AMERICA,  
ISS GENERAL SECRETARIAT

### ***What is ISS for you?***

"ISS is an organization, whose relevance is demonstrated on a daily basis, bringing together and closer those people and services that safeguard the rights and respond to the needs of families separated for a variety of reasons.

The network and its members are committed and have proven that physical distancing and a global pandemic have not stopped it from complying with its mission worldwide. In Latin America, we have continued to strengthen the capacity of professionals, to contribute to regional initiatives and to work with key partners."



*"No one has ever become poor by giving."*



Anne Frank



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**

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 DONORS

*foundation*  
**BOTNAR**



Schweizerische Eidgenossenschaft  
Confédération suisse  
Confederazione Svizzera  
Confederaziun svizra

*Fondation Dora*  
helping children

 ACCENTUS

**foundation** *sesam*

FOUNDATION  
  
**ALBATROS**  
A SWISS PHILANTHROPIC ACTION

 **End Violence  
Against Children**  
THE GLOBAL PARTNERSHIP

FONDATION  
HANS WILSDORF

**FMC** Fondation  
Meyrinoise  
du Casino

*Creative Think Tank since 1997*  
**ADDICT  
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**ERNST GÖHNER STIFTUNG**

FONDATION  
PHILANTHROPIA  
LOMBARD ODIER

We respect the  
wish of private  
individual  
donors to  
remain  
anonymous

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The UN Refugee Agency

 **OAK**  
FOUNDATION

 **CAPITAL  
GROUP**®

  
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**Loterie  
Romande**

**P/M**  
*foundation*  
**PIERRE MERCIER**

**unicef** 

 **IOM**  
UN MIGRATION

 **HARVARD FXB**  
CENTER FOR HEALTH AND HUMAN RIGHTS

# ISS GS INTERNATIONAL PARTNERS

## International Organizations

African Committee of Experts on the Rights and Welfare of the Child  
Better Care Network  
Child Rights Connect  
European Parliament Group on Children's Rights  
European Union and European Council  
Family for Every Child  
Fundamental Rights Agency  
Hague Conference on Private International Law  
Hope and Homes for Children  
InterAmerican Court for Human Rights  
International Federation of Social Workers  
International Federation of Red Cross and Red Crescent Societies  
International Institute for the Rights of the Child  
Médecins du Monde  
RELAF (Red Latinoamericana de Acogimiento Familiar)  
Save the Children  
SOS Children's Villages  
Spoon Foundation  
UN Committee on Economic, Social & Cultural Rights (ECOSOC)  
UN Committee on the Rights of Persons with Disabilities  
UN Committee on the Rights of the Child (CRC)  
USAID



## **Governments**

Andorra  
Australia  
Belgium  
Canada  
Cyprus  
Denmark  
Finland  
France  
Germany  
Iceland  
Ireland  
Italy  
Luxembourg  
Malta  
Monaco  
New Zealand  
Norway  
South Africa  
Spain  
Sweden  
Switzerland  
The Netherlands

## **Academic Partners**

CELCIS  
Harvard FXB  
United Arab Emirates University  
University of Aberdeen  
University of Cumberland  
University of Geneva  
University of Leiden  
University of Strathclyde  
University of St Andrews  
University of Verona  
University of Western Cape  
University of Zurich  
Webster University

# Some of our people

## ANDRIJANA RADOIČIĆ

MASTER OF SOCIAL WORK, ISS SERBIA  
(ATINA)



### **What is ISS for you?**

"By becoming an appreciated member of the International Social Service, which has a century long history and tradition, the organization Atina has been enriched, and strengthened to endure these tempting times, that were brought on by the Covid-19 pandemic. For Atina, International Social Service symbolizes a vast potential for the improvement of social protection, care, and work.

This networking represents a much-needed strength in developing essential services, and timely responding to the needs of those who are on the far margins of society. It is a great honour to be a part of this network and to spread awareness in the Republic of Serbia about the importance of partnerships and bringing an actual change to those who need it the most. As a young professional in this field, I look forward to the opportunity to continue learning and to give my best for the networks achievements."

## LOURENÇA TAVARES

PRESIDENT, ISS CAPE VERDE (ACRIDES)

### **What is ISS for you?**

"The international Social Service is an organization of people, who is beyond borders, are looking to help and to heal families and children in vulnerable social situations. ISS seeks to serve, teach, include, reunite and share the love, care and expertise of its workers without any distinctions between races, colour, culture and religion.



ISS seeks to help, listen to, cherish, and comfort children and families, who see their lack of fundamental needs become a priority in the midst of a pandemic. Through this pandemic, ISS, with representatives on every continent, is looking to give every child and every family the conviction that tomorrow will be a better day. Thank you to everyone helping ISS contribute to the well-being and happiness of families everywhere."

# COVID-19 Response 2020

## "What else?"

#ISSContinues #SSIContinue #SSIContinua

Throughout the Covid-19 pandemic, ISS activities and projects have kept on running with slightly modified approaches to adequately respond to arising challenges and to maintain quality of services. The following are illustrations of some ISS' responses to the Covid-19-context.



### ***Guidance on conducting remote assessments:***

Based on the work of multiple ISS members, the casework coordinators issued guidelines on how to conduct remote assessments through virtual and other means. In these challenging times, ISS advocates for a specific focus on urgent cases, involving for example suspected abuse, neglect or violence committed against a child, for which in-person assessments should continue, with the necessary precautions in place.

In addition, ISS has issued recommendations for children themselves, parents and legal professionals in the context of cross-border family conflict cases.



### ***Training of child protection and social work professionals:***

Infectious diseases like COVID-19 disrupted the environments in which children grow and develop. This is detrimental to children's well-being, development and protection and puts them at heightened risk. In turn, it affects the ability of those working to protect children. With easy access to webinars and online courses, ISS has contributed to different training initiatives aimed at equipping professionals with available tools on how to ensure qualitative intervention adapted to the new environment.



### ***Adapting Child Protection Case Management - Massive Open Online Course Covid-19:***

With Covid-19 impacting the way ISS provides timely and effective child protection case management for individual children at risk, ISS teamed up with CELCIS, at the University of Strathclyde and other leading international humanitarian and child rights organizations to develop an innovative free half-day training course. This course targets professionals and caregivers with responsibility for responding to the protection and care of children.



***Ad-Hoc trainings and online conferences:***

While ISS General Secretariat provided training for child protection in various contexts (e.g. Mexico, Burkina Faso) during Covid-19, other ISS members such as ISS Portugal organized a video-conference in June 2020 to explore ISS casework methodology in extraordinary times. This conference included discussion of child mental health during confinement. The conference was attended by both social work professionals and graduate students.



***Knowledge generation and sharing catered to Covid-19:***

ISS experts contributed to important tools aimed at generating knowledge on child rights topics during the pandemic (e.g. ISS New Zealand, DCI-ISS Italy, himaya – ISS Lebanon). At the ISS General Secretariat's Research and Publication Unit, constant knowledge generation and sharing on topics such as alternative care, adoption and child migration continued to be possible (e.g. monthly reviews, articles, comparative studies and other publications).



***Refocused programming to cater the needs of vulnerable children and families:***

In some contexts, ISS programme work continued with adapted approaches (e.g. 'A better future is possible'-project in Burkina Faso; ISS-UNICEF project in Morocco on Children on the move). In addition, with the support of the ISS General Secretariat, ISS members such as ISS in Cape Verde (ACRIDES) and ISS in Honduras (Familias Solidarias) started fundraising campaigns to initiate a COVID-19 targeted response to urgent needs within the population (food and non-food as well as responses to rising domestic violence). These special programmes adopt an innovative approach combining ISS traditional social work with humanitarian relief.



*For further information, please refer to the [Covid-19 Section](#) on the ISS GS website. ISS teams up with an innovative crowdfunding social platform.*

# Some of our people



## DAMON MARTIN

CHAIR CASEWORK COORDINATORS' GROUP  
DEPUTY CEO / MANAGER NSW OFFICE,  
ISS AUSTRALIA

### ***What is ISS for you?***

"During my 12 years working for ISS Australia, I have had the great privilege of being a part of the amazing global ISS family. It is an honour to collaborate with such dedicated ISS members throughout the world, all working to ensure the rights, safety and well-being of children are paramount and protected across international borders.

ISS's post adoption support has also been life changing for many adoptees and biological family, through locating and reuniting family members separated by international borders, and facilitating contact (when appropriate) in a supportive, respectful and empathetic manner. I look forward to supporting more children and families affected by cross-border issues, through ISS cooperation!"

## TIFFANIE GOLAN

VOLUNTEER, ISS GENERAL SECRETARIAT

### ***What is ISS for you?***

'Volunteering at the ISS General Secretariat has been an enriching experience, as it has opened my eyes to the amount of work and dedication that goes into maintaining and strengthening ISS' global network. Working alongside Jean and his team has taught me how crucial the relationships between the General Secretariat and its partners all over the world are, in order to offer the best care for children everywhere and to cater to every unique situation.



I have also had the opportunity to work on this Global Report, which has given me an overall vision of ISS as an organization, as well as its desire to improve over the next few years and to become more technologically advanced and efficient. I am grateful for the time I have spent as a volunteer and can largely credit the GS team for the positive experience."

# ISS HISTORY IN IMAGES



Numéro 6 8 février 1991 **Région GE** Construire 49

## Service social international

Un organisme dont le secrétariat général est à Genève et qui compte plus de 60 ans d'action humanitaire

Le Service social international (SSI), fondé en 1924, est une organisation internationale non gouvernementale, il fut son but. Il fournit une structure interfrontalière qui facilite les communications entre les services sociaux de monde entier pour résoudre les problèmes individuels ou familiaux de migrants, de réfugiés, d'enfants en difficulté.

**Historique**

Issu de la première guerre mondiale, ce service fut d'abord une agence spécialisée pour l'immigration de l'Europe vers les Etats-Unis. Après 1945, une de ses tâches fut de remettre en contact les membres des familles dispersées par le conflit. Ensuite, ce furent les problèmes liés au nouveau genre de migration que connurent les pays en proie au boom économique: l'afflux de travailleurs venant d'ailleurs.

**Tendances actuelles**

Si, par le passé, l'activité principale du SSI concernait les problèmes initiaux d'adaptation de travailleurs migrants et de leurs familles, cela s'étend de plus en plus souvent aux problèmes d'enfants, qui représentent aujourd'hui

Ses interventions couvrent des domaines aussi divers que l'adoption internationale, le placement familial, les réfugiés mineurs non accompagnés, les mariages transculturels, les réfugiés et les migrants en transit, l'adaptation et l'intégration, les migrants retournant dans leur pays d'origine.

**Nouveaux objectifs**

Tout en maintenant de façon prioritaire les objectifs initiaux, le SSI désire continuer à étudier les causes et les conséquences des migrations internationales sur les individus et leurs familles. Dans ce sens, il établit des rapports, publie des études et diffuse de nombreux documents; il organise des séminaires et des colloques sur les aspects des migrations (forces ou volontaires). Par l'intermédiaire des sections nationales, il coopère avec les gouvernements et entretient avec les services sociaux et

près de 80% de ses cas internationaux. Le SSI traite environ 43 000 cas par an, y compris les cas locaux.

soins genres des relations étroites et indispensables.

Le SSI ne peut avoir de grande influence sur les événements internationaux. Mais il cherche à résoudre les problèmes d'un nombre élevé de citoyens du monde, les plus vulnérables, lorsque ils se trouvent dans un pays étranger, très souvent entrainés d'incompétence. Son action devient s'orienter, à un moment trouble où l'on se réveille de nouvelles migrations de personnes en quête de protection, de sécurité et d'une existence meilleure.

**Permette** **Marie-Françoise**  
 Secrétariat général du SSI, quai du Seujet 32, 1201 Genève, tél. 731 24 90, Bureaux régionaux, boulevard Voltaire 27, 1207 Genève, tél. 798 81 50.

80% des cas traités par le SSI concernent des enfants.



# *In memoriam*



## **Ms Connie Nxumalo**

**18 February 1967 - 22 August 2020**

**Deputy Director General: Welfare Services South Africa  
ISS Governing Board Member - 2014-2020**

"Connie Nxumalo was a valued member of ISS Governing Board, one who could always be counted on to bring a fresh perspective with good will and a spirit of cooperation. Connie was a great defender of children and a strong advocate for their rights. We will miss her warmth, her intellect, her voice and most of all, her infectious smile."

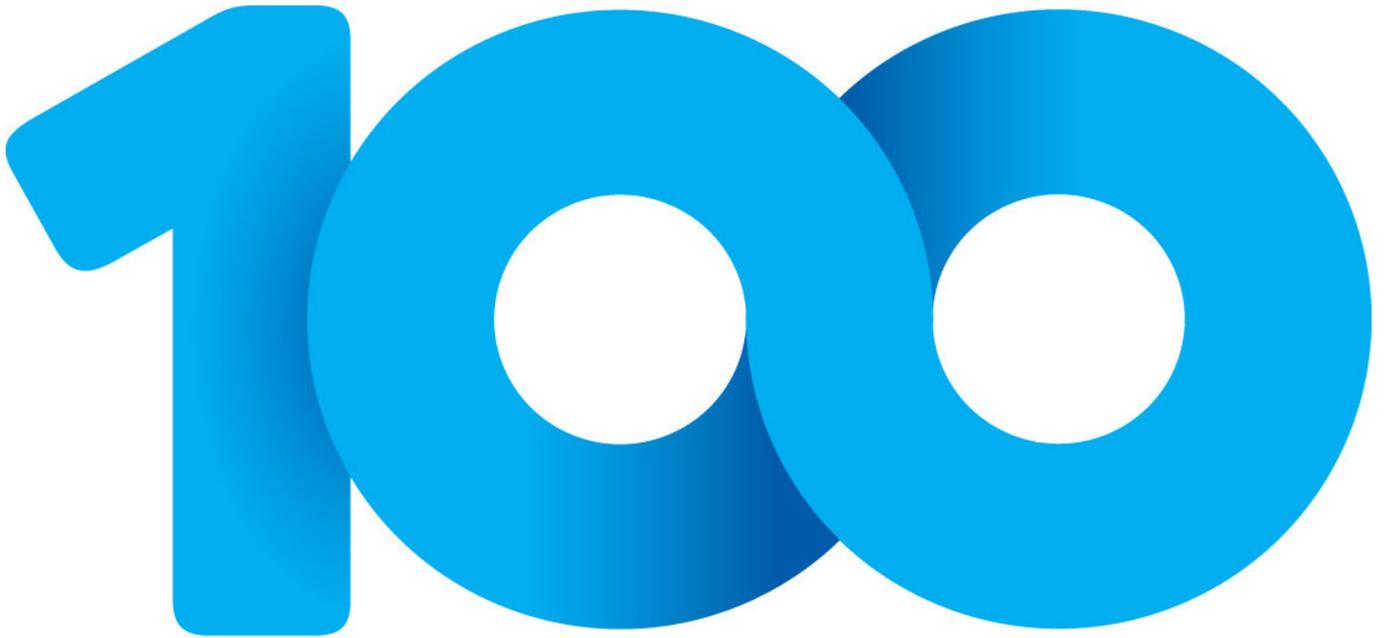
Ambassador (retired) Susan Jacobs, Chair ISS Governing Board

"Always a smile, a laugh even, she had great ideas and I will miss her so much, a great loss for ISS. Connie, Rest in Peace my friend. 🍀"

Jean Ayoub, ISS CEO and Secretary General

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

and

Chair Centennial Committee, Member ISS Governing Board

Ms Marise Dunlop-Stewart-Haefner

[marisedsh@me.com](mailto:marisedsh@me.com)