

# International Social Service-USA (ISS-USA) List of Cross-Border Services



When multiple services are requested for the same child, opportunities may be available to bundle services at a reduced combined rate.

## Children's Services

**Child Welfare Check:** A brief written report on a visit to the home of a child when there is no immediate concern about, allegation or suspicion of abuse or neglect. The report will cover the child's health, basic safety and well-being (school enrollment, access to services, adjustment to the new country, etc.)

**Community Resource Assessment:** A detailed, place-specific assessment of the availability and suitability, or lack thereof, of a variety of resources to support a child's (re)integration into a community. The report may address medical, mental health, occupational, educational or other specialized services that the child, or their caregiver, requires in order to live safely and/or develop appropriately. The assessment also notes risks present in the community, as applicable.

**Criminal Background/ Child Abuse Registry Check:** An official report from the country of request, when available. *(Background checks are typically included in requests for home studies.)\**

**Coordination of DNA Testing/Genetic Profile, Drug Testing, or other Lab Services:** Coordination to locate and liaise with country-specific facilities that provide requested testing. Includes coordination and communication with individuals for whom samples are taken, travel for sample collection, appropriate shipping of samples and arrangement for results to be shared with the requesting entity.\*

**Document Tracing:** Searching for, and obtaining copies of, any number of documents: birth certificates, death certificates, marriage certificates, school records, adoption records, or other. May also include location of documents to support allegations of abuse, domestic violence or trafficking, including hospital records and arrest records. *(Sufficient information must be provided with referral.)*

**Facilitation of Cross-Border Family Team Meetings, Legal Consultation, Visitation, or Court Appearances:** Coordination with family members outside the U.S. to support participation in meetings and/or court hearings related to permanency planning for a child. This includes ensuring that the family member understands what to expect, helping to prepare the relative to be an active participant, assisting with logistics, and being part of the meeting/hearing as applicable to facilitate communication and understanding.

*The ISS Network operates in English, French and Spanish. In most cases, reports received in Spanish, French or Portuguese will incur additional translation costs and should be specified in the referral.*

**Family and Professional Interviews for Verification of Abuse or Trafficking:** Sworn statements by individuals who know the client in their professional capacity as a service provider and/or relatives supporting allegations of domestic violence, abuse or neglect, or trafficking.

**Home Safety Assessment:** An in-person walk through of a family's home to establish the structural and physical safety of the home and, in some cases, to verify information gathered from virtual home assessments. The home safety assessment does not include any interviews with caregivers and is not a substitute for assessing the suitability of a home for the placement of a child.

**Home Study for Custody, Reunification or Visitation - International:** An assessment completed with a non-custodial parent, relative or other kin to determine if they are interested, able, and appropriate to care for, and assume custody of that child. Includes information about the caretaker as well as the living environment, financial stability and other applicable information.

**Home Study for Parental Custody, Reunification or Visitation - Interstate:** Home study completed on a non-custodial parent to determine if they are interested, able and appropriate to care for, and resume custody of that child. Includes information about the parent as well as the living environment, financial stability and other applicable information.

**Home Study Addendum or Update:** An updated report on a previously completed home study assessment that is over one year old (update), or that requires supplementary information (addendum). The report will cover any significant changes to the family situation or location.

**International Logistics Support:** Comprehensive technical assistance and logistical support in a foreign country related to international travel or reunification. This may include parental support related to travel documentation or for a U.S.-born child's dual-citizenship process ahead of international reunification. Includes coordination with domestic and international agencies, consular authorities, caregivers, government entities and social work professionals. Service includes transportation and guided accompaniment for parents through government appointments in the foreign country, and clear explanation of processes regardless of literacy or language barriers.

**Post Placement Follow-Up:** Routine check on a child who was placed with a parent or relative in another state or country, including a brief written report as to the child's health, safety and well-being, and adjustment to their new environment.

**Protective Service Alert:** A report to local social services or law enforcement about a child in immediate danger of abuse or neglect.

**Psychological Assessment (Coordination):** Coordination of a clinical assessment completed by a licensed Psychologist to assess a potential caregiver's ability to serve as an appropriate caregiver of that child.

**Reintegration Home Assessment:** A modified home study that explores a parent's preparation for reunification and local resources available to support the return, when a decision to reunify with a parent has already been made. The report will provide information about the availability and suitability of a variety of resources to support the child's (re)integration into a community.

**Reintegration Services :** A package of services available for children who may be placed with relatives in a country of origin, or family's country of origin. Includes a customized bundle of services from this list to meet case needs.

**Relative Tracing:** Locating a family member to notify him/her of a family matter, including the placement of a relative child in care, termination of parental rights, re-establishing contact, or to assess their interest in moving forward with other ISS-USA services. *(Additional referrals are required for further services, including [Sharing Legal Documents](#), [Home Studies](#), or [Other services](#))*

**Sharing Legal Documents:** Sharing a variety of court documents such as Temporary Restraining Order, TPR or Notice of Child in Care.\*\* If the person is found, the documents will be delivered to the person if they accept them. ISS-USA will provide confirmation of the date the documents were delivered. If additional documentation is required, please provide instruction to ISS-USA when making the referral. *(Legal documents must be provided to ISS-USA in the person's native language).*

\*\*Serving documents in countries who are signatories to Hague 1965 requires a serving process through the appropriate Central Authority.

**Travel Coordination for Visitation or Placement:** Coordination with the child's case worker to arrange for travel to, and around, the foreign country for visitation or placement of a child. Includes guidance related to travel documentation and planning for time in country, and support from international partners. Includes coordination with family in country and covers of expenses of local family and social work travel.

**Virtual Home Study/Post Placement:** When an in-person assessment is not feasible or safe, a virtual assessment may be completed with permission granted by the requestor. Interview content will be the same as in-person assessments, but will be conducted via videoconference. A tour of the family home will also be completed virtually. (A virtual home study must be accompanied by an in-person home safety assessment once it is safe for all parties involved)

**Technical Assistance- Case Specific:** Individual cases needing input and guidance from cross-border case management specialists on emergent case issues can receive technical assistance involving case planning support, resource sharing and referrals. A technical assistance case will be assigned to case management staff for direct case consultation related to case-specific cross-border issues.

**Other:** ISS-USA may be able to provide assessment or service support in other areas on a case-by-case basis. Services may be related to obtaining documents, completing assessments or coordinating specialized services.

When multiple services are requested for the same child, opportunities may be available to bundle services at a reduced combined rate.

*\*For domestic work, ISS-USA works with qualified, licensed professionals on a contractual basis to complete service requests. As such, contractors do not have authorization to independently obtain background checks or compel participation in services. It is the responsibility of individual family members to follow guidance and recommendations of the social worker on their case, and in coordination with the referring agency. ISS-USA may not be held responsible for services or documents that cannot be obtained as a result of these limitations.*

## Adult Services

**Repatriation/Reintegration services for citizens of other countries:** A social worker conducts a pre-departure assessment of the individual's circumstances and needs, identifies local supports and resources, and develops a reintegration plan to stabilize a return to the home and community. Upon arrival in country, the worker then provides follow up with the individual to connect them with resources and track progress on reintegration plan.

**Vulnerable Adult Protective Service Alert:** A report to local social services or law enforcement about a vulnerable adult in immediate danger of abuse or neglect

**Vulnerable Adult Welfare Check:** A check on a vulnerable adult in another country when there is no immediate allegation, or suspicion, of abuse or neglect or concern about the adult's well being.

## Training and Technical Assistance

ISS-USA provides a broad range of trainings to social service, legal and judicial, and other professionals. Fees for trainings, where applicable, are determined based on the topics, level of detail, and frequency of training. To ask a question or request a training please go to: [www.iss-usa.org/contact](http://www.iss-usa.org/contact) and complete the inquiry form. To refer a case please go to: [www.iss-usa.org/contact/refer-a-case](http://www.iss-usa.org/contact/refer-a-case) and complete the referral form.