Here We Come!

Crossing Borders, Connecting Families

ISS-USA 2008 ANNUAL REPORT

BRINGING RESOLUTION ACROSS BORDERS
Value Statement

ISS-USA is committed to the ethical practice of social service that embraces **human dignity, inclusivity, empirical and experiential expertise** that results in successful outcomes for children, adults, and families separated by international borders.

Vision

We envision a world in which all interested parties have access to technical, structural and practical support needed to achieve the best interest of children, adults and families separated by international borders.

Mission

The mission of ISS-USA is to **promote resolutions** in the best interests of children, adults and families separated by international borders.

Action

ISS-USA accomplishes its mission through the provision of **intercountry social services, research, training, technical assistance and advocacy**.
The theme of this year’s annual report, *Here We Come*, combines our bold optimism for the future with the many accomplishments of this past year.

In a changing world, where families are ever more likely to have multi-national compositions, we are making a profound difference in people’s lives. It jumps off the pages of this report—in the news, in the stories and in the statistics. In all, we helped 2577 people through repatriation, home studies, tracings, searches and a host of related services.

While we are proud of our successes in casework, we have continued to broaden our efforts to affect change. Our advances in research, training and advocacy have produced new and exciting outcomes. As a result, ISS-USA has become a leading voice in international social work.

We have had important developments in each of these areas. In research, we developed a tracking database for repatriation and have laid the groundwork to study the outcomes of transnational foster care cases as part of our Fostering Connections Discretionary Grant.

Through our Arthur C. Helton Institute for the Study of International Social Service, we created an annual world-class training event in Baltimore. In its first year, the conference attracted more than 70 registrants from nine states and three countries who had an opportunity to learn from an impressive roster of 31 presenters over a three-day event.

It was also an important year for advocacy, as we brought important awareness and perspective to the challenges of addressing children’s needs when they are separated from family by national borders.

As we close the book on the past year, we take great pride in our accomplishments while acknowledging the many challenges ahead. Through our work this year, we are both optimistic and emboldened to accept these challenges.

Thank you for your continued interest and support. We hope you’ll stay tuned because *Here We Come*.
Repatriation Program

ISS-USA, through a cooperative agreement with The U.S. Department of Health and Human Services Administration for Children and Families Office of Refugee Resettlement (ORR), provides repatriation assistance to U.S. citizen adults, families and children returning from other countries because of destitution, mental illness, armed conflict or natural disaster. The U.S. Repatriation Program provides temporary assistance, care and treatment for persons after they have returned to the U.S.
ISS-USA will strive to become a national resource center for individuals, agencies and groups working with children and adults separated from their families or homeland by international borders.

Building a Better Network

ISS-USA together with ORR embarked on the development of a new program database to measure program effectiveness. Specifically ISS-USA and ORR will measure actions made to assist repatriating individuals or families to become self-sufficient on or before 90 days post-arrival. The new database will be ready for use in late 2009.

The organization took great strides in the past year in strengthening its network of repatriation coordinators. Each state was asked to update their repatriation agreement with HHS/ORR. More than 60% of the states have completed this process—once that requires the Governor of each state to appoint a State Repatriation Coordinator. More than half of all states now have new state coordinators.

Training state partners was a primary focus for the Repatriation Program this year. Training Manager Salome Sullivan visited eleven cities to provide program training, and facilitated an important teleconference training that was attended by 88 people from 37 states. These sessions were designed to present helpful ways to manage cases, share best practices advice, and to assist states in building their capacity to provide repatriation services.

The results have been good. According to Charles Shipman, a recently appointed state coordinator from Arizona, “I previously had very limited knowledge of the repatriation program. The training provided an excellent overview of the program’s purpose, operations and the impact that it has on the lives of vulnerable citizens returning to the U.S.”

ISS-USA Online

In 2008 ISS-USA launched a new website. Recent statistics show a sharp increase in the number of visitors, on average 1,600 more visitors each month since the new site was introduced.

ISS-USA also added an on-line inquiry form. In the first half of 2009, inquiries had reached the level of the total number for 2008.

509 people sought technical assistance from ISS on a wide variety of issues.

The following is a breakdown of the types of questions that were asked of ISS-USA.

<table>
<thead>
<tr>
<th>Type of Request</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Custody/Visitation/Abduction</td>
<td>30</td>
</tr>
<tr>
<td>Repatriation</td>
<td>91</td>
</tr>
<tr>
<td>Home Study</td>
<td>171</td>
</tr>
<tr>
<td>Other</td>
<td>71</td>
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<tr>
<td>Adoption Info</td>
<td>77</td>
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<tr>
<td>Tracing</td>
<td>69</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>509</strong></td>
</tr>
</tbody>
</table>

Where Intercountry Cases Originate

Types of Intercountry Services
ISS-USA hosts first International Social Work Conference:

Crossing Borders, Connecting Families

More than 70 social workers from nine states and three countries came to Baltimore in September as ISS-USA’s Arthur C. Helton Institute (ACH) hosted its first-ever conference, Crossing Borders, Connecting Families: International Social Service in the 21st Century.

The three-day event featured 31 presenters including keynote speakers Kelly Ryan, Deputy Secretary of State for Population, Refugees, and Migration, and Dr. Jody Olsen, Deputy Director of Peace Corp.

The conference, made possible in part by the cooperation and support of the University of Maryland School of Social Work, was patterned to coincide with three key areas in ISS-USA’s definition of international social work:

(a) social work being done in the United States with individuals and families from overseas (refugees, asylees, immigrants);

(b) social work being done in the United States with individuals and families with transnational issues, international adoption, abduction and placement options; and

(c) social work being done outside of the U.S. (e.g. Peace Corp).

Presentations

Child Welfare in a Global World: Expanding the Meaning of Inter-jurisdictional

October 20th, 2008, Washington, DC

Presented at The Children’s Bureau 2008 Policy to Practice Dialogue

Safe Repatriation

October 21st-23rd, 2008

George Mason University, Fairfax, Virginia.

Presented at the Conference on Protection of Unaccompanied and Separated Children

Transnational Subcommittee of Migration and Child Welfare National Network

Jan 26-28 2009, San Antonio, TX

Facilitated discussion on transnational child welfare issues and repatriation.

Presented at Immigration, Child Welfare and Borders

Expanding Horizons: Cultural Competence Across Borders

February 25, 2009, Washington, DC

Presented at the 2009 CWLA National Conference: “Children Today...America’s Future!”

Expanding the Meaning of Interjurisdictional: International Issues in Child Welfare

July 14, 2009, Chicago, IL

Presented at at the 72nd National Council of Juvenile and Family Court Judges (NCJFCJ) Annual Conference: “On the Road to Change”

For more info about this conference, see the press release: http://www.iss-usa.org/pressdetails.asp?IdPress=17
In July 2007, with generous funding from the Jessie Ball duPont Fund, iss-usa launched the Arthur C. Helton Institute for the Study of International Social Service. The purpose of the Institute is to provide training and technical support to social service, legal providers, and child advocates on a wide variety of issues related to children and families separated by international borders. The Institute is also the advocacy arm of iss-usa. The Institute relies on the practical experience of the intercountry and repatriation staff of iss-usa to provide important data to support the advancement of trainings, research and advocacy projects and grant development.

Over the past two years, the institute has narrowed its focus to one specific issue: the development of best practices in working with children in the U.S. Foster care system who may have family able and willing to provide a permanent and safe home for them outside of the United States. This work will be accomplished through key partnerships with local, state and federal governments, other non-profit agencies and academic institutions.

On October 1, 2009 with a Fostering Connections Discretionary Grant from the U.S. Department of Health and Human Services, Administration for Children and Families Children’s Bureau, the Institute will begin work with the State of New Jersey’s Department of Children and Families Division of Youth and Family Services and Rutgers University School of Social Work Institute for Families to collect data on the number of children in N.J. who have potential overseas family placement and to develop training for all social workers and legal professionals on new procedures for family finding for all children with potential placements outside the U.S.

We aim for this demonstration grant to lead to a model that can be replicated across the U.S.

Dr. Felicity Sackville Northcott
Director of the Institute

Theme and Dates for 2009 Conference are announced
The 2009 Conference, Practical Considerations: The Nexus of Social Work and Law in International Child Welfare, has been scheduled for October 30-31, 2009 in Baltimore. The aim of this year’s conference is to bring together legal and social service personnel who work with children and families separated across international borders.

Wendy Bryant Gow (left) with Jamie Ergas—the MSW social work intern who helped Wendy reunite with her family in Japan.

From the Director’s Desk

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Jean Ayoub, ISS Secretary General, Stephen Yau, Executive Director of ISS Hong Kong, Olivier Geissler, ISS Switzerland and Margaret Paton formerly of ISS UK recently visited ISS-USA. Jean Ayoub traveled from Geneva, Switzerland to share his vision and strategic plan for the federation with ISS-USA board members. The meeting, held October 10, 2008 at ISS-USA’s Baltimore offices, covered a wide range of topics, including casework, development and network development strategies. “I was impressed by the meeting in Baltimore, its structure, clarity and simplicity,” Jean Ayoub reported. “Jean’s visit couldn’t have come at a better time,” according to ISS-USA Executive Director Julie Rosicky. “We are excited by the energy he is bringing to the ISS mission all over the world. We look forward to working with him on his ambitious agenda.”

May 24-25
Correspondent Training Southern Sun, The Cullinan, Cape Town.
The two-day training provided an overview of ISS, critical information about children in migration, ISS methodology, case illustrations and practical discussions.
In addition ISS-USA’s executive director Julie Rosicky presented, “Building Capacity Across the Globe,” defining the important elements of running any type of agency, identifying strengths and challenges, and how to find resources that don’t cost money. Representatives were present from Turkey, Algeria, Burundi, Senegal, Sri Lanka and Ireland.

May 26-27
International Council Meeting
Dr. Maria Mabetoa, Deputy Director-
ISS South Africa Turns 10!

ISS South Africa celebrated its 10th birthday and organized an impressive line up of speakers for Child Protection Week, an event designed to bring awareness to issues facing children, as part of South Africa’s commitment to the UN Convention on the Rights of the Child (CRC).

The event featured presentations by Mr. V. Madonsela, the Director General of the Department of Social Development, Mr. Jean Ayoub, Secretary General of ISS, Ms. A Girma, Country Representative for UNICEF, Mr. Rolf Widmer, Director of ISS Switzerland, Ms. Kinsey Rasbitse, ISS South Africa, and Mr. D Plato, Executive Mayor of Cape Town. Also of interest were excellent presentations by Mr. P Solomon and Ms. MV Ngcobo-Mbere, who discussed the risks for child exploitation during the FIFA 2010 World Cup, and the city’s plan to reduce these risks and protect the safety and well-being of children during this month-long international soccer tournament.

Meeting Business Concluded

May 28

The celebration and day-long programming was held at Cape Town International Convention Centre.

May 29

Meeting Business Concluded

Strategic Objective 3

ISS-USA’s partnership with the ISS Federation will seek to increase capacity throughout ISS’s global network, particularly in developing countries.

стратегическая задача 3

Сотрудничество ISS-USA с Федерации ISS будет направлено на увеличение способности всей глобальной сети, особенно в развивающихся странах.

стратегическое направление 3

Сотрудничество ISS-USA с Федерацией ISS будет направлено на увеличение способности всей глобальной сети, особенно в развивающихся странах.
A Father Fights Emptiness, Hoping For Court Reversal

Each day Ned Lestrade wakes up on the Southern Caribbean island of Nevis and wonders if he will ever hold the son he has only known through photographs. It’s heartbreaking for the 31-year-old landscape designer who has been stripped of his parental rights by the American judicial system.

“I feel cheated,” says Lestrade. “They have taken my son away from me completely.”

Lestrade’s life changed several years ago while working in a dive shop on his native island of Dominica. It was there that he met Amy*, an American studying at a nearby university. Lestrade describes her as “sweet and caring, somebody you really wanted to know.” Their 18-month friendship grew, and when Amy became pregnant, the couple made plans for marriage — plans that were broken off when religious differences became too great an obstacle to overcome.

“She was upset, but the pressure she put on me to convert to her faith was overwhelming,” says Lestrade. “I knew it wasn’t going to work.”

Their relationship ended acrimoniously, and Amy returned home to the United States.

The next time they spoke, Amy had big news. “She called me the day after Matthew* was born and told me how much he looked like me. It was a joyous time,” he says.

Joy quickly turned to pain, when Amy called several days later, saying “It’s done. Matthew was adopted today” “I couldn’t do anything,” Lestrade recalls. “I was helpless. I had no one to contact and no means to fight for my son.”

His attempts to convince Amy that he should raise his son were fruitless.

When an attorney coordinating Matthew’s adoption contacted Ned to surrender his parental rights, he refused. “I was very upset,” says Lestrade. “When the papers arrived, I wrote that I objected. It was then that an attorney was appointed to represent me.”

Cheryl Garrity, the Massachusetts-based attorney who represented Lestrade, petitioned the court to pay for a Home Study to evaluate Lestrade’s ability to raise Matthew. ISS-USA conducted a thorough evaluation, one that suggested that Lestrade could raise his son.

Unfortunately, the judge never saw the report, and terminated Nedd’s parental rights on the basis that he had never met his child. The decision disregarded Lestrade’s visa problems and financial circumstances — realities which made such a meeting impossible.

Though the ruling is under appeal, Matthew is nearly three years old. He has never seen the father whose resemblance he bears. He doesn’t know the home that waits for him or the grandparents who love him but may never meet him. It’s a sad story, one that has energized ISS-USA and others who seek reform in order to protect the interests of children and families separated by international borders.

I picture myself holding Matthew in my arms. That’s how I want this to end.
—Nedd Lestrade
Three Months And 21 Hours Later, An Injured American Returns Home

*The Unlikely Story of Dawn Cole*

The road to Uganda took a cruel and horrific turn for Dawn Cole. The 42-year-old mother from Bristol, CT had just completed a two-year stint as a contractor in Iraq when she lost control of the car she was driving to meet her fiancé’s family in the Ugandan countryside. The car flipped over and rolled down a ravine, leaving Dawn paralyzed from the neck down.

It took two days to get her to a hut hospital that could not treat her extensive injuries. Later she was flown to a Kenyan hospital in Nairobi, where she endured two operations, had limited communication with staff that did not speak very much English, isolation from her family, uncertainty about her condition, and ultimately, threats that the hospital would “throw her into the streets” if her family didn’t continue to pay the mounting medical bills. “I thought she was going to die over there,” said Brier Cole, Dawn’s brother. Thanks to the efforts of Dawn’s family, the case was brought to the attention of the Department of State and ISS-USA. “It was a difficult repatriation,” says Audrey Noguera, a Repatriation Case Manager with ISS-USA. “There were so many issues and so many people involved.”

Nearly three months later, Dawn was on a 21-hour flight home on a medically equipped airplane. Once on the ground in Connecticut, there was a team in place to assure Dawn’s care. “It was the most rewarding and most complex case we have ever encountered,” said Richard Burt, Repatriation Coordinator for the Connecticut Department of Social Services. “ISS played a vital role. They did a remarkable job of pulling all of the details together for the Cole Family.”

Today Dawn is receiving care and important therapy at a New Britton, CT hospital. She has regained partial use of her hands. She and her fiancé, Daniel Turinawe, are now married. Her family is genuinely thankful. “I want to fight to walk again,” Dawn said. “I’m not gonna let this stop me.”

*The names of the mother and child have been changed to protect their identities.*
# Statement of Activities and Changes in Net Assets

*Year ended December 31, 2008 with Summarized Information for 2007*

## SUPPORT AND REVENUE

<table>
<thead>
<tr>
<th>Contributions</th>
<th>Unrestricted</th>
<th>Temporarily Restricted</th>
<th>2008</th>
<th>2007</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foundations and agencies <em>(Notes 2 and 3)</em></td>
<td>$103,212</td>
<td>$</td>
<td>$103,212</td>
<td>$85,930</td>
</tr>
<tr>
<td>Individuals and corporations</td>
<td>$33,492</td>
<td>$</td>
<td>$33,492</td>
<td>$8,750</td>
</tr>
<tr>
<td>In-Kind contributions</td>
<td>$116,863</td>
<td>$</td>
<td>$116,863</td>
<td>$24,000</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$253,567</td>
<td>$</td>
<td>$253,567</td>
<td>$118,680</td>
</tr>
</tbody>
</table>

### Services Provided

| U.S. Government | 809,608 | $ | 809,608 | 1,047,428 |
| State Governments | 203,827 | $ | 203,827 | 192,300 |
| Other | 90,699 | $ | 90,699 | 39,342 |
| **Total** | 1,104,134 | $ | 1,104,134 | 984,685 |

### Other Revenue

| | 8,968 | $ | 8,968 | 13,772 |
| Net assets released from restrictions *(Note 2)* | 94,772 | $ | (94,772) | $ |
| **Total Support and Revenue** | 1,461,441 | $ | (94,772) | 1,366,669 |

## EXPENSES

### Program Services

| Intercountry casework/repatriation | 1,138,178 | $ | 1,138,178 | 937,600 |
| Management and General Administrative | 209,846 | $ | 209,846 | 224,241 |
| **Total Expenses** | 1,348,024 | $ | 1,348,024 | 1,161,841 |

### Change in Net Assets

| | 113,417 | $ | (94,772) | 18,645 |
| **Total** | $ | 113,417 | (94,772) | $18,645 |

## NET ASSETS

| Beginning of year | 248,729 | 94,772 | 343,501 | 388,205 |
| End of Year | $362,146 | $ | $362,146 | $343,501 |

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*The accompanying financial information has been derived from the audited financial statements of ISS-USA for the year ended December 31, 2008. A full copy of this statement, prepared by Tait, Weller and Baker LLP, Certified Public Accountants is available upon request.*

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### ISS-USA Yankee Day

On July 20th, 2008, ISS-USA participated in the final season of the historic Yankee Stadium. Mrs. Mindy Franklin Levine, Director of the Yankees Universe Fund hosted a friend and fundraising event which raised awareness of ISS-USA’s unique and essential mission to promote resolutions in the best interests of children, adults and families separated by international borders.

*A special thank you to Melinda Franklin and Randy Levine for hosting ISS-USA at the New York Yankees.*
DONORS and SPONSORS

5,000 and above
The Hadley Family/New York Community Trust
Alexand...
Our many successes this past year would not have been possible without the committed efforts of our talented staff.

Top row L to R: Felicity Northcott, Stephney Allen, Brenda Allen, Amanda Williams, Susan Oslund, Marianne DiGerolamo, Laura Bitner, Auriane Isis, Nicole Jordan, Anna Smith

Front row L to R: Esther Keinkede, Salome Sullivan, Juana Bodden, Candice Johnson, Mi Chang, Ghazala Chughtai

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**Staff**

**Julie Gilbert Rosicky**
Executive Director

**Senior Staff**

**Stephney Allen**
Director of Operations

**Felicity Sackville Northcott**
Director of the Arthur C. Helton Institute for the Study of International Social Service

**Susan Oslund**
Director of International Services

**Operations**

**Esther Keinkede**
Fiscal Coordinator

**Amanda Williams**
Administrative Assistant

**Auriane Isis**
Repatriation Assistant

**Bernice Whittington**
Repatriation Assistant

**Case Management and Training**

**Salome Sullivan**
Repatriation Program Training Manager

**Mi Chang**
Intercountry Case Manager

**Juana Bodden**
Intercountry Case Manager

**Candice Johnson**
Intercountry Case Manager

**Audrey Noguera**
Repatriation Case Manager

**Senior Aides**

**Anna Smith**
Senior Aide

**Brenda Allen**
Senior Aide

**Interns and Volunteers**

**Nicole Jordan**
Social Work Intern, MSW Student at University of Maryland School of Social Work

**Ghazala Chughtai**
Social Work Intern, MSW Student at University of Maryland School of Social Work

**Nezia Munzero**
Walter Sondheim Jr. Maryland Nonprofit Leadership Program Intern, St. Mary’s College

**Laura Bitner**
Walter Sondheim Jr. Maryland Nonprofit Leadership Program Intern, Johns Hopkins Work Study Student

**Bahar Adili**
Walter Sondheim Jr. Maryland Nonprofit Leadership Program Intern, University of Maryland, Baltimore County

**Ayma Rouhani**
Goucher College

**Leah Robertson**
Volunteer, Johns Hopkins University

**Waheedat Sadiq**
Social Work Intern, BSW Student at Morgan State University
Robert Charles Hill
President, is the founder of Hill & Associates, PLLC, a law firm focused on providing professional services to meet the special needs of global sports and entertainment organizations and international athletes and other celebrities in immigration and visa matters.

Mary Jane Fales
Vice President, is a human services consultant. She is an individually elected member of the International Council of the ISS world federation and a former executive director of ISS-USA.

Dr. Robert G. Miles
Treasurer, is President and Chief Executive Officer of Lutheran Child and Family Service of Michigan, a statewide agency, with a staff of 400, providing an array of child welfare services, including family preservation, foster care, residential treatment of adolescents and adoption.

Nancy H. Greene
Secretary, is a former social worker and attorney, and is currently working as a Legal Recruiter for E.P. Dine, Inc. in New York City. Prior to going to law school, Nancy worked for ISS-USA as Director of Intercountry Services.

Jacqueline Bhabha
is the director of the University Committee on Human Rights Studies at Harvard University and Jeremiah Smith Junior Lecturer at Harvard Law School.

Kate Burns
is Senior Policy Officer – Gender Equality for the Office for the Coordination of Humanitarian Affairs at the United Nations, in New York. She has worked for 30 years in international humanitarian action in Africa, Asia, Latin America and at the UN in Geneva.

Muni Figueres
was Minister of Foreign Trade of Costa Rica, External Relations Advisor at the Inter-American Development Bank, Washington DC; and is a board member of several international educational and development institutions.

Barbara Gilmore
is an environmentalist, conservation supporter, a teacher/naturalist and serves on the boards of Wisconsin Public Radio and the Task Force on Family Violence. Gilmore is also a member of Rachel’s Network, a national organization that engages women in environmental activism.

Bruce A. Morrison
is Chairman of the Morrison Public Affairs Group (MPAG), which he founded in 2001 to conduct and supervise a broad practice involving strategic advice and representation for both domestic and international clients. He is a former Member of Congress (CT-3, 1983-91) and former Chairman of the Federal Housing Finance Board.

Alexander Papachristou
Ph.D., is Associate Professor of Management and Organizational Systems, and Director of the Leadership Development Program (LDP) for Minority Managers at the Carey Business School, Johns Hopkins University and an Executive Board Member of the Center for Africana Studies.

Mary Jane Fales is recruited from a large child welfare agency to become Executive Director of ISS-USA.

ISS-USA becomes part of the American Council on Nationality Services (ACNS), now called Immigration and Refugee Services of America (IRUSA).

Mary Jane is asked by Secretary General of ISS to join International Council as an individual member.

ISS USA joins Lutheran and Immigration and Refugee Service (USL). Mary Jane becomes volunteer with agency to help them get records in order.

ISS USA forms separate advisory board, Arthur C. Helfton becomes involved as a board member.

Mary Jane is asked to join the ISS USA board of directors.

ISS USA move from NYC to Baltimore, MD.

ISS USA leaves US to stand on its own.

Mary Jane leaves board to become interim executive director.

Mary Jane rejoins board as Vice President when new executive director is hired.

Mary Jane celebrates 12 years on the board, and almost 30 years with ISS.
Concept and Design
VINCENT WINTER ASSOCIÉS

Headquartered in Paris since 1995, VWA has created editorial design strategies and concepts for magazines, newspapers, annual reports and websites in the U.S., France, the U.K., Switzerland, Holland, Greece and Germany.

In addition to his design expertise, founder Vincent Winter is also an award-winning photographer.

Contact: vw@vwaparis.com