Separated But Not Alone

Focus on the best interest of children separated from their families
ISS-USA is making a difference...

- **COORDINATING** services, answering questions, offering training to 3,363 individuals in 2009, including 798 children and 2,565 adults

- **PROVIDING** repatriation assistance to 488 eligible American citizens, including 166 children, from 78 countries; those repatriated returned to 48 states

- **ASSISTING** with a wide range of intercountry services to 1,915 individuals, including home studies, tracings, child welfare checks, and other services – of these, nearly half of the cases were referred by other units in the ISS

- **SUPPORTING** 560 individuals with technical assistance, more than half of which came via the ISS-USA website (iss-usa.org); inquiries ranged from tracings and home studies to more specific questions about ISS services

- **ADVOCATING** on behalf of children, as 70% of all services provided by ISS pertain to the welfare of children

- **TRAINING** some 400 individuals in 2009 through teleconferences, webinars, national and international conferences, and the ISS Helton Institute Annual Conference
In 2009 we had the privilege to touch some 3,363 lives. Through our work in repatriation, home studies, tracings, searches and related services, we were called upon to be there when families were separated by national borders. It is vitally important work, and I am honored to have served as Board President for the past four years.

I am happy to report that ISS-USA is a different organization than it was four years ago. While we continue to enjoy a distinguished reputation for our international casework, the organization has spread its influence into the areas of scholarship and public service — with research through the Helton Institute; the annual training conference at the University of Maryland School of Social Work; the ground-breaking work of our Fostering Connections grant and partnership with Rutgers University School of Social Work and the New Jersey Division for Youth and Family Services; and advocacy efforts informed by real world experience to promote the best interests of children everywhere.

As I pass the Chair to incoming Board President, Robert Miles, in January, it is gratifying to see how far ISS-USA has come and exciting to anticipate the many wonderful things it will continue to achieve in the years ahead.

Robert Charles Hill
President, Board of Directors

The theme for this year’s annual report, Separated But Not Alone, is both a perfect reflection on the year past as well as ongoing reminder of the work that remains ahead. The cataclysmic Haitian earthquake has facilitated a renewed focus on what is in the best interest of children who are separated from their families. There are ramifications abounding. From the repatriation of Haitian earthquake survivors to the challenges that undercut intercountry adoptions, there is now a groundswell of support to find connections and help families stay together. ISS-USA has been a leader in these issues. Through our unrivaled intercountry casework, we have made remarkable strides — the kind of strides that help separated children feel that they are not alone. Our successes would not be possible without the efforts of our remarkable board and talented staff. For that reason, I would like to thank Robert C. Hill for his years of service as Board President. Under his direction, ISS-USA has flourished and is ready to take its place as a National Resource Center on International Child Welfare and Child Protection.

Julie Gilbert Rosicky
Executive Director
Repatriation: ISS Builds Links with States Through On-Site Training

“For more than ten years, ISS-USA has been instrumental in assisting the Office of Refugee Resettlement (ORR) with the management of the U.S. Repatriation Program. Upon written notification by the Department of State that a person is in need of repatriation assistance, ISS-USA processes the case for ORR eligibility determination, and works with the appropriate state or territory to ensure proper reception and provision of necessary services. ISS-USA also assists with all financial management and training activities. Through this successful collaboration, many U.S. citizens and their dependents have received critical services in a timely manner.”
—Elizabeth Russell
U.S. Repatriation Program Coordinator

In all, 56 people received the onsite training. “We really appreciate the training and support from ISS,” said Patrick Flood, Deputy Secretary of Human Services and State of Vermont Repatriation Coordinator. “We in Vermont feel that with their support we will be able to provide timely and successful repatriation assistance.”

Germano Martins, the State Repatriation Program Coordinator from New Hampshire added, “When I travel outside the U.S., coming back, I am always pleased to read the words: ‘Welcome Home...’ As a Nation we are responsible for repatriating (eligible) Americans who need help returning to the USA. To me being the State of NH Repatriation Coordinator is much more than a job, it is an honor and privilege.”

—Elizabeth Russell
U.S. Repatriation Program Coordinator

New Software Strengthens Operations, Quantifies Results

ISS-USA recently implemented a case tracking software program called Efforts to Outcomes (ETO). The software helps ISS-USA and the Office of Refugee Resettlement (ORR) to understand in what ways the assistance provided to eligible repatriates helps them. In addition, the software, which is web-based, enables ORR and ISS-USA to collaborate effectively in all aspects of the program, from planning for the repatriate’s arrival, to processing loan repayment. ISS-USA will be using the repatriation database to enter information on more than 7800 eligible individuals and families that received assistance at the port of entry after returning from Haiti, directly following the devastating earthquake.
Together with Thomas: The Importance of Family

Annie Buchanan, while on a fellowship in pediatric infectious diseases at the Kilimanjaro Christian Medical Centre-Duke University Collaboration, hoped to adopt a child. When Thomas’ mother Tumaini, which means “hope” in Swahili, became severely ill, her dying wish was for Annie to adopt him. Although the adoption court process in Tanzania is taking time, Annie and Thomas have been immediately adopted by Thomas’ entire extended family. Thomas’ family is an inspiration to us all because it is an example of how a child can have loving parents, access to his extended family, and in turn his culture, language, and identity.

“In the Matter of Cha Jung Hee”

The documentary “In the Matter of Cha Jung Hee” chronicles the saga of filmmaker Deann Borshay Liem’s journey to uncover how she could have been adopted as Cha Jung Hee, when she was in fact not Cha Jung Hee. Through her journey she brings to light the adoption practices of the 1960s and raises important questions about intercountry adoption from its origins to present. The film was shown on PBS, and on the POV website. Deann kindly invited ISS to prepare a commentary which was included on the PBS website. ISS-USA is proud to be part of ongoing efforts in the US and with ISS partners, including the ISS General Secretariat International Reference Centre for the Rights of Children Deprived of their Family (IRC), to continue to advocate for best practices in intercountry adoption.

ISS Expands Its Electronic Presence

In addition to our regular e-newsletter, ISS-USA Today with more than 3500 subscribers, we added a blog to our website called Fostering Connections. The aim is to provide a forum for commentary on a wide range of international social service issues. http://issblog.iss-usa.org/. ISS-USA can also be found on Facebook. Finally, our average website hits have gone from 1,414 to 1,667 in the past year—meaning that there were approximately 3,000 additional hits over the course of the past year.

Considerations That Influence Outcomes

“In the Best Interest of the Child: More Questions Than Answers,” an article written by Julie Rosicky, was published in the August-September issue of Adoption Today. This article was adapted from her Keynote Address at the 2010 Joint Council on International Children’s Services Annual Conference. The article/keynote uses a chapter of The Brothel Boy and Other Parables of the Law by Norval Morris as an example of the myriad of considerations necessary to making decisions about what’s best for children in terms of custody, adoption, and family.
Five ISS Branches at 2010 Joint World Conference

Approximately 3,000 social work academicians and practitioners from 118 countries traveled to Hong Kong for the 2010 Joint World Conference on Social Work and Social Development.

ISS presented “Children and Families Separated Across Borders: Service Delivery Models and Advocacy for Change.” The session provided an overview of ISS services; how ISS works as an international federation of social workers; and facilitated discussions of key global child and family welfare issues.

The panel was comprised of Stephen Yau, ISS Hong Kong; Julie Rosicky, ISS-USA; Andy Elvin, Children and Families Across Borders, UK Branch of ISS; Stephan Auerbach, ISS Switzerland; Carmel Alakus, ISS Australia; and Adrielle Panares, ISS Hong Kong.

The ISS International Council meeting in Geneva culminated with the adoption of revised organizational Statutes, a new Governance Board, and a new responsibility for ISS-USA Executive Director Julie Rosicky. Rosicky was named Chair of the Professional Advisory Committee (PAC). With this new role, she will participate on the ISS Governance Board, as the representative for Directors of ISS Member Organizations. Members of the Governing Board include Doug Lewis, Chairman of ISS UK—Children and Families Across Borders, Chair, Nathalie Haym, Treasurer, Dr. Maria Mabetoa, Deputy Director General ISS South Africa, C. P. Ho, President of ISS Hong Kong, Dick Chamney, President of ISS Canada.
Building A Stronger ISS Network in Latin America

*ISS and Red Latinoamericano de Acogimiento Familiar (RELAF)*

Julie Rosicky, executive director of ISS-USA and Dick Chamney, President of the board of ISS Canada, attended "Celebration of Experiences. Strengthening Advances to Guarantee the Right to a Family" in Foz de Iguacu, Brasil on behalf of the ISS network. Brasil’s President Lula delivered the keynote address to more than 500 attendees from 21 countries in Latin America, the Caribbean and North America. Dick and Julie spent time getting to know Mirentxu Baca, the ISS/RELAF Project Director, Mathilde Luna, the CEO of RELAF and the many members of the RELAF board and staff. ISS correspondents from Brasil and from Bolivia were also in attendance. The ISS delegation met with many new potential ISS partners. ISS and RELAF will look for joint research projects to understand how ISS and RELAF can be most effective in addressing the needs of children separated from their families in Latin America.

ISS Network Supports ISS Japan

*Helps Advocate for the Hague Convention on Intercountry Adoption in Japan*

Sylvie LaPointe, Casework Supervisor, ISS Canada, Andy Elvin, CEO of ISS-UK, Julie Rosicky, Executive Director of ISS-USA, Kuniko Omori, ISS Japan’s General Director, Andrew Utschig, U.S. Department of State Immigrant Visa Chief and social workers Ai Ohsba, Chiaki Hihara and Aya Nakamura, presented to 60 child welfare experts, government officials, academics and others concerned with the safe placement of children. For the past three years, ISS Japan has hosted a panel of experts to advocate for Japan to create formal adoption regulations, and ultimately lay the groundwork to ratify the 1993 Hague Adoption Convention. ISS handled almost 16,000 cases: 60% dealing with migration; 20% dealing with family-based care/adoption; and 12% dealing with family conflict. The remaining 8% addressed the legal, documentation, intercultural marriage counseling and other needs of families separated across borders.
Fostering Connections: Expanding our Thinking

In 2009 ISS-USA was awarded a Fostering Connections to Success Demonstration Project grant to support an innovative program in New Jersey. The project partners are Rutgers University Institute for Families and New Jersey Department of Children and Families, Division of Youth and Family Services (DYFS). The intent of the project is to train select DYFS employees and judges on best practices when working with children in the child welfare system who may have international family connections. In addition to training, the project is tracking how many cases, and how many individual children, are in need of international case management services. When we submitted the grant application to the Department of Health and Human Services we knew that few people understood the scope of need for international case management services. However, the past year has proven that there is an urgent and growing need for a National

ISS-USA to Host Third Annual Social Work Conference in Baltimore

Ambassador Susan Jacobs and Judge Peter J. Messitte will address the audience of 2010 Conference: “Fractured Families: The Causes and Consequences of Children Separated from Their Families Across International Borders.”

Ambassador Jacobs was appointed by Secretary of State Clinton as Special Advisor to the U.S. State Department Office of Children’s Issues, to provide expertise on Intercountry adoption and abduction issues. Judge Messitte has extensive experience with family law matters, in particular as one of four judges designated by the U.S. State Department as U.S. Representative to Judicial Network under the Hague Convention on the Civil Aspects of International Child Abduction.
Resource Center on International Child Welfare and Child Protection to provide training, technical assistance and child advocacy to everyone charged with care of children within our borders, crossing our borders and leaving our borders.

There have been numerous high profile reminders that children are separated from their families in many ways. In some instances these cases are very public examples of private torment: international child abduction or international adoptions that disrupt. A national disaster in Haiti pushed the crisis of global child welfare to the forefront of discussions about what is in a child’s best interest. What remains, however, is the fact that these very difficult cases are only a peek into the growing problem of families pulled apart across international borders.

We must train every state, every county and every individual social worker, lawyer and judge on best practices in identifying international family resources. It is imperative to understand that multi-national, multi-ethnic families are far more the norm than the exception.

The state of New Jersey has made the most extraordinary commitment to their children by participating in this demonstration project. The Institute remains committed to finding the necessary resources to provide every jurisdiction in this country with the same level of support under development in New Jersey.

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

Institute Hires New Staff

Wendy Jeffries is the Program Manager for the Fostering Connections to Success Demonstration Grant. She develops qualitative research instruments and protocols for data collection and analysis, provides technical assistance on a wide range of international child welfare issues, and oversees day to day operations of the project.

Yomaira Rodriguez is the bi-lingual (English/Spanish) Intercountry Case Manager for the Fostering Connections to Success Demonstration Grant. She manages all Intercountry cases referred to ISS-USA from the State of New Jersey.

Institute Partners: Rutgers

Carl Siebert is a researcher with a passion for challenging work. As Lead Evaluator for the Fostering Connections to Success Demonstration Grant Project, he directs the effort to understand the impact of the work being done.

“The potential impact of this project is bigger than any other I have been involved with,” says Siebert, Assistant Director for Research and Evaluation at the Center for International Social Work and the Institute for Families at Rutgers School of Social Work. “We have the opportunity to improve the quality of life for both social workers and the people who receive services. Most training is evaluated on the basis of knowledge increase. That only addresses the learning at the time of the training. We will evaluate knowledge transfer to see if the training has an impact beyond the time of training.”

“Working with ISS and DYFS has been a delight,” says Siebert. “They are opening doors; our collaboration is working well.”

What they have learned so far has been fascinating to Siebert. “We have seen that many social workers are unfamiliar with international placements and tend to look for other solutions,” he said. “This work has a very different dynamic. It’s a brand new thing, one that has a quasi-experimental design, highly invested people and an opportunity to have a huge impact. It’s the kind of thing that gets me going.”

NJ Department for Children and Families

Shanelle Robinson was recently appointed the International Liaison for the New Jersey Department for Children and Families (DCF). She is a certified social worker in the state of New Jersey. Shanelle has been employed by DCF for nearly six years.
An Earthquake Is Felt Everywhere: Re-Examining What We Do for Children and Families

On January 14, 2010, the U.S. Office of Refugee Resettlement (ORR) embarked on one of the most complex emergency evacuation responses in recent U.S. history. The catastrophic earthquake that shocked Haiti resulted in the repatriation of more than 28,000 U.S. citizens and others to the U.S.

In the U.S., ORR is the lead Federal agency responsible for the coordination and provision of temporary services to U.S. citizens and dependents repatriated from a foreign country.

Through repatriation agreements, ORR worked in collaboration with the states of New Jersey, South Carolina, Florida, and Maryland to provide services to those who came on 835 flights in a period of 38 days.

Following the Homeland Security guidelines, ORR was responsible for the care of approximately 650 unaccompanied Haitian children who were temporarily placed in HHS custody until released to their prospective adoptive parents.

In addition, ORR was part of various emergency activities involving the evacuation of approximately 284 critically ill individuals. ORR is committed to providing necessary benefits and services to best assist vulnerable populations, including refugees, asylees, and U.S. repatriates.

—eskinder Negash
Director of Office of Refugee Resettlement

STARTING AGAIN

From Tragedy to Hope: The Story of One Haitian Family

Life was good for Stenio D’Haiti in his Haitian home of Croix-des-Bouquets. He had a beautiful family, a comfortable lifestyle and high hopes for the future. In a matter of 35 seconds, however, his life was forever changed.

He remembers the moment clearly —Tuesday, January 12, 2010, just before 5 p.m. — when a cataclysmic earthquake with a 7.0 magnitude rocked the country, leaving behind hundreds of thousands dead, injured or homeless.

Within those brief moments, D’Haiti bore witness to unimaginable devastation. “There were two terrible shakes. I couldn’t even see what was going on,” says D’Haiti.

“There was so much yelling, so many blood-soaked people, and so much tragedy. It was unbelievable.”

Debris poured down on D’Haiti, as he heard the frantic cries of his two-year-old daughter, Sabellah. She was trapped inside a collapsed apartment complex. Despite a dislocated shoulder, he desperately clawed through the dense pile of destruction to reach his little girl. “No one wanted to go in
The Guidelines for the Alternative Care of Children, adopted by UN General Assembly (UNGA) on 20 November 2009 provides recommendations in matters of protection and well-being of children who are in need of alternative care, or who are at risk of becoming so.

ISS-USA Advocates for Social Workers to Help Vulnerable Children and Families in Haiti. Julie Rosicky, spoke about the need to develop social work capacity in Haiti at “Building a Strong Foundation for Children and Families of Haiti” a one-day meeting organized and hosted by the Congressional Coalition on Adoption Institute (CCAI). Senator Mary Landrieu delivered the keynote address.

Haiti: “Expediting” Intercountry Adoptions in the Aftermath of a Natural Disaster...Preventing Future Harm identifies lessons learned and provides an objective analysis of the fast-tracking measures implemented in intercountry adoption from Haiti, against the backdrop of international norms.
### Statement of Activities and Changes in Net Assets

*Year ended December 31, 2009 with Summarized Information for 2008*

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<th>SUPPORT AND REVENUE</th>
<th>2009</th>
<th>2008</th>
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<td><strong>Total Services Provided</strong></td>
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<td>Other Revenue</td>
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<td><strong>$1,366,669</strong></td>
</tr>
</tbody>
</table>

| EXPENSES                                          |            |            |
| Program Services                                  |            |            |
| Intercountry casework/repatriation                | $1,299,178 | $1,138,854 |
| Management and General Administrative             | 182,735    | 209,170    |
| **Total Expenses**                                | **$1,481,913** | **$1,348,024** |
| Change in Net Assets                              | $1,116     | $18,645    |

| NET ASSETS                                        |            |            |
| Beginning of year                                 | $362,146   | $343,501   |
| **End of Year**                                   | **$363,262** | **$362,146** |

The accompanying financial information has been derived from the audited financial statements of ISS-USA for the year ended December 31, 2009. A full copy of this statement, prepared by Tait, Weller and Baker LLP, Certified Public Accountants is available upon request.
DONORS and SPONSORS

5,000 and above
The Hadley Family/New York Community Trust

1,000 - 4,999
University of Maryland School of Social Work
University of Maryland School of Law
Wittig and Associates
Rutgers, The State University of NJ, School of Social Work,
Institute for Families, and Center for International Social Work
Barbara Gilmore
Robert Miles (In honor of Rhoda P. Greene)
Mary Jane Fales
Bruce Morrison

500-999
Nancy Greene
Robert C. Hill

1-499
Sally Craven
Nina Helbling
Lynn and Larry Sirinek
Jacqueline Gilbert
Pamela Krause
Richard Krenzke
Marjorie Helton
Douglas and Kathleen Antaya
Muni Figueres
David Webster and Danielle Drissel
Barry Konic

iss-usa would also like to extend their appreciation to:

GOVERNMENT PARTNERS
Arizona Division of Children, Youth and Families
Louisiana Department of Social Services
New Jersey Department of Children and Families
U.S. Department of Health and Human Services,
Administration for Children and Families
Office of Refugee Resettlement
The Children’s Bureau
U.S. Department of State Bureau of Consular Affairs,
Overseas Citizens Services, and Office of Children’s Issues

INSTITUTIONS OF HIGHER LEARNING
Johns Hopkins University

Morgan State University
Rutgers University School of Social Work
Institute for Families
Sondheim Jr. Maryland Nonprofit Leadership Program
University of Maryland School of Social Work and Law

OTHER
BigHead IS
Family and Children Services of Central Maryland
Hatter Communications Inc.
Jessie Ball duPont Fund
Lowenstein, Sandler PC
Vincent Winter Associés

and anyone else that we might have missed.
Staff

Senior Management Team

Julie Gilbert Rosicky  Executive Director
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
Bernice Whittington  Repatriation Assistant
Amanda Williams  Administrative Assistant
Grace Wingo  Haiti Evacuation Data entry
Maya Campbell  Haiti Evacuation Data File Clerk

Research and Training

Wendy Jeffries  Project Manager, Fostering Connections
Salome Sullivan  Repatriation Program Training Manager

Case Work

Juana Bodden  Intercountry Case Manager
Yalemzewd Bukele-Mulat  Repatriation Case Manager
Mi Chang  Repatriation Case Manager
Candice Johnson  Intercountry Case Manager
Yomaira Rodriguez  Intercountry Case Manager
Audrey Noguera Sabiston  Repatriation Case Manager

Student Interns

Tereza Kaplanova  UMBC  •  Dylan Lachmansingh  MSW Student, Catholic University
Yvonne Njaja  BSW Student, Morgan State University  •  Kristin Reuter  MSW Student, Catholic University
Adrianna Shaney  Goucher College (Walter Sondheim Jr. Maryland Nonprofit leadership Program)
Marie Thorpe  Summer 2010-volunteer/intern  •  Angela Voegele  MSW Student, University of MD School of Social Work
Anjanae Wilson  BSU Student, Morgan State University

Volunteers

Ryan Bacote  Baltimore Summer Youth Works Program  •  Irene Brobbey
Danielle Cook  Baltimore Summer Youth Works Program  •  Tsion Tecle
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.

Nancy H. Greene
Vice President, 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.

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.

Barbara Gilmore
Secretary, 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.

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.

James R. Calvin
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.

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
is past president of the Near East Foundation, a U.S. NGO founded in 1915 that mobilizes communities in peril in the Middle East and Africa to overcome conflict, climate change and migration. He graduated from Princeton University and Harvard Law School.

James Paul
has an active general litigation practice involving antitrust, mergers and acquisitions, insurance, employment, foreign corrupt practices, trusts and estates, tax, and products liability. Mr. Paul also functions as general counsel to Clifford Chance where he has been a partner since 1978.

ISS salutes...
Muni Figueres who left the ISS-USA board of directors this summer in anticipation of her new post: Ambassador from Costa Rica to the United States. Congratulations Ambassador Figueres!
International Social Service
United States of America Branch, Inc.

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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@vweparis.com