



INTERNATIONAL SOCIAL SERVICE-USA (ISS-USA)

LIST OF CROSS-BORDER SERVICES

Children's Services

- 1. Child Welfare Check:** A check on a child in another country when there is no immediate allegation, or suspicion, of abuse or neglect, or concern, about the child's well-being in the form of a brief written report as to the child's health, safety and well being (school enrollment, adjustment to the new country, etc., may be included).
- 2. Community Resource Assessment:** This report will address the availability of specialized medical, psychiatric, occupational or educational services that the child, or adult, requires in order to live safely and/or develop appropriately.
- 3. Criminal Background/ Child Abuse Registry Check:** An official report from the country when available. When a background check is not available, a written statement on ISS letterhead noting the results of the check.*
- 4. DNA Testing/Genetic Profile:** Coordination with individuals to locate nearby facilities that provide DNA testing and arrange for results to be shared with requesting entity.
- 5. Document Tracing (birth, death, etc.):** Searching for, and obtaining copies of, any number of documents: birth certificates, death certificates, marriage certificates, adoption records.
- 6. Document Tracing for Records Supporting Claims of Abuse, Domestic Violence or Trafficking:** Location of documents to support allegations of abuse, including hospital records and arrest records.*
- 7. Drug Testing:** Coordination with a child's relative or potential caregiver to obtain drug testing if there is a history of substance use that poses a risk to the child.

8. Facilitation of Cross-Border Family Team Meetings, Legal Consultation, Visitation, or Court Appearances: ISS case managers act as a liaison to help family members outside the U.S. participate in meetings and/or court hearings related to permanency planning or visitation 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.

9. 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.

10. 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.

11. Home Study for Parental Custody or Reunification: Home study completed on a non-custodial parent to determine if the person would be interested, able, and appropriate to care for, and resume custody of that child, including information about the parent as well as the living environment, financial stability and other applicable information.

12. Home Study for Possible Relative Placement or Visitation: Home study completed to determine if a relative would be interested, able and appropriate to care for the child temporarily or permanently, or for visitation. If the placement is intended as an adoption, please see the definition of "home study for adoption" below.

13 Interstate Compact Home Study for Parental Custody or Reunification: Home study completed on a non-custodial parent to determine if s/he would be interested, able and appropriate to care for, and resume custody of that child. The home study includes information about the parent as well as the living environment, financial stability and other applicable information.

14. Mediation: Coordinating mediation services for custody/visitation, child support, child abduction, or other cross-border child and family conflict issues.

15. Post Placement Case Management: In some circumstances, if a home study and community resource assessment have been completed, ISS-USA can provide subsequent case management support to families in post placement. As part of the first post placement visit, the social worker will work with the family to actively connect them to follow up services as identified in the community resource survey through phone calls, application assistance and other supports as necessary. This service is separate and additional to post placement visits and is approved on a case-by-case basis.*

16. Post Placement Follow-Up: Routine check on a child who was placed by means of adoption or kinship placement in another country through ISS or a public child welfare agency, including a brief written report as to the child's health, safety and well-being, and how they are adjusting to being in a new environment.

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

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

19. Reference Reports on Prospective Adoptive Parents: ISS-USA case manager will conduct interviews with personal references of potential adoptive parents and provide the report to the requesting social service agency or adoption agency.

20. Reintegration: For children reuniting with family in another country, a social worker conducts a pre-departure assessment of the family circumstances and needs, identifies local supports and resources, and develops a reintegration plan with the family to stabilize a child's return to the home and community. Upon arrival in country, the worker then provides follow up with the family to connect them with resources and track progress on reintegration plan.

21. Relative Tracing-Family Notification: Locating a family member to notify him/her of a family matter, to re-establish contact or to assess interest in moving forward with other ISS Services, including the contact information of the person, if the person is found.

22. Relative Tracing-Termination of Parental Rights (TPR): Locating a parent to serve TPR. If the person is found, the documents will be served to the person with an explanation of what they are, and the resources available for the parent, including notification of the date that the papers were delivered. (*Legal documents must be provided to ISS in the person's native language*)

23. Relative Tracing-Other: Locating a relative for a reason other than those listed above, including the contact information of the person, if the person is found.

24. Repatriation: See Adult Services

25. Sharing of 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 served to the person if they accept them. You will be notified of the date the papers were delivered. If you require any further documentation, please provide instruction to ISS when making the referral.

**Legal documents must be provided to ISS in the person's native language*

***Except in countries who are signatories to Hague 1965*

26. Travel Assistance for Visitation or Placement: ISS-USA will work with the domestic case worker to arrange for travel to, and around, the foreign country for visitation or to place a child.

27. 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 line. 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)

**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

- 1. 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.
- 2. Repatriation of U.S. Citizens:** ISS-USA, in collaboration with the U.S. Department of Health and Human Services Office of Human Services Emergency Preparedness and Response (OHSEPR) provides assistance to eligible U.S. citizen adults, children and families upon their arrival to the United States. All services are provided in the form of a loan and must be repaid upon program completion.
- 3. 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
- 4. 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 and legal and judicial professionals. Training and technical assistance is also available to government agencies, embassies and consulates

To ask a question or request a training please go to: 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 and complete the referral form.