

Annual report 2016

Transnational services
Unaccompanied minors
Support for migrants

Contents

Page 03	An Organization Serving a Mission
Page 04	Thematic Areas of Focus
Page 06	Family Conflicts across Borders
Page 12	Protecting UMs
Page 18	Assisting Migrants
Page 21	ISS, a Network of Skills
Page 24	Balance Sheets and Accounts



Service social international – Suisse
Internationaler Sozialdienst – Schweiz
Servizio Sociale Internazionale – Svizzera
International Social Service – Switzerland

In the face of increasing mobility, the everyday life of a large number of children and families in Switzerland and abroad is played out at a transnational level. It is in these complex contexts that the ISS can intervene by providing its specialized services.



Developing Individualised Responses Across Borders

Olivier
Geissler
Director



In 2016, ISS Switzerland missions were carried out once again in an extremely tense international migratory context. The human dramas we witnessed only emphasised the absence of political solutions and blatant lack of solidarity towards those whose most basic human rights are being compromised. It is now imperative that countries work together to finally prioritize mutual assistance in order to provide migrants and their families with solutions that respond to urgent needs but are also viable over the long term. It is with this aim that ISS mobilises its operations and its international network, active in some 120 countries.

In 2015, the influx of migrants led Switzerland to take many of these migrants in. This year, although the number of arrivals has perceptibly decreased, the integration of this population, which is often quite young, represents a significant social, educational and professional challenge for our country. Accommodating these people is not just about providing shelter, but about creating a place for them in our shared future. ISS strives to ensure that the rights of those fleeing conflicts around the world are defended, respected and enforced.

In addition to the search for origins and our various projects abroad, the activity that particularly mobilised us last year involved child abductions in the case of transnational family conflicts. The goal of these interventions, which are always complex, is to bring the child back to a stable, fulfilling environment while preserving, to the extent possible, the family ties at risk of being severed. We were fortunate to take part in several happy endings in this area in 2016.

To address these migration and child protection issues, ISS has decided to strengthen also its services in the German-speaking part of Switzerland.

Finally, in support of its many activities, ISS Switzerland now has a new visual identity better suited to communicating our actions and values and more accurately reflecting our organisation's identity.

Thank you for joining ISS on this path, and I hope you enjoy reading our 2016 Annual Report.

From Global Action to the Canton Next Door

Rolf Widmer
President



The recent rise in international migration as well as the situation in Switzerland only confirm the strategic choices made by ISS Switzerland for the 2016-2020 period and approved by the Foundation Council at the end of 2015. Once again this past year, our international network was repeatedly called upon to respond to the increasingly urgent needs of children and families in the areas of both social and legal assistance.

In their recent reports, the UN Committee on the Rights of the Child has criticised Switzerland for the excessive disparities existing between cantons concerning the reception and integration conditions for young migrants. ISS actively partners with cantonal officials and proposes targeted actions to establish quality standards and measures that can be applied country-wide. Along with this harmonisation process, our organisation also mobilises stakeholders from civil society who can bring positive change to this situation.

On behalf of the Foundation Council, I would like to thank all of our staff in Geneva and Zurich, our volunteers, interns, partners in Switzerland and members of the ISS network in 120 countries for their commitment on a human and professional level. I would also like to thank the cantonal and federal officials for their effective work in this cross-border collaboration and for standing with us in support of the cause of children and families. Finally, I would like to express my gratitude for the efforts of those whose financial support allows us to accomplish our many missions today and in the future.

Since 1932, an Organisation Serving Human Mobility

**Ensure the
rights of
the child in a
transnational
context**

Our Missions

**Support
individuals
and families
involved in
migration
situations**

**Rights
of the Child**

Our Pillars

Migration

**A world where
the rights of
children and
their families
must be
respected
across borders**

Our Vision

3 Main Areas of Focus to Help Children, Families, Migrants

Transnational Services for Children and Families

Objective

Further develop our role as a key player in Switzerland for the international protection of children and adults.

Missions

- Protection of children and adults regardless of borders.
- Assistance during international family conflicts.
- Search of origins
- Advice for parents on adoption and new ways of becoming a parent.

Context

The Hague Conventions are not an effective solution for all situations. For instance, many countries, which have not ratified them, have not always a legal framework to ensure the transnational protection of children and adults. Even in some conventions' member countries, some administrative aid is provided, whereas other types of assistance are necessary on many fronts: transnational mediation, social support and legal representation.

Unaccompanied Minors (UMs)

Objective

Set up a team devoted to UMs which has the capacity to take into account the geopolitical issues and situation in the countries of origin. Further our experience in this field and become an internationally recognised skills cluster.

Missions

- Offer social, legal and financial support as well as protection for UMs.
- Evaluate care and protection for UMs.
- Train professionals specialised in aiding these populations.
- Defend the rights of minors who are most in need and raise awareness through campaigns.
- Increase the level of cooperation with countries of transit, origin and destination.
- Ensure financial support necessary for integration or successful return to country of origin.

Context

Whenever a crisis threatens a population, this issue is on the rise. For more than 15 years, ISS Switzerland has been assisting these particularly vulnerable displaced persons. Over time, we have developed multidisciplinary skills which allow us to provide assistance on several levels. Today, we are particularly well positioned to mobilise this expertise and offer a methodology for all of the contributors who aid minors both in Switzerland and abroad.

Support for Migrants and Diasporas

Objective

Provide assistance directly to migrants through innovative services that complement actions taken in the field.

Missions

- Provide legal counsel regarding right of asylum and immigration law.
- Facilitate a successful return to the country of origin.
- Mobilising the diaspora in Switzerland for the socio-economic development of their country of origin.
- Provide migrants with objective information about their return to another country.
- Provide psychological and social support to Syrian children displaced.

Context

Countries of destination offer newly arrived migrants basic aid, which is often insufficient and unsuited to their situation. ISS offers and develops additional services to the public system in Switzerland and beyond which are more attuned to their true needs.

Transnational Services

A Team Dedicated to Resolving Family Conflicts Across Borders

The mobility of people and the free flow of trade have made our world ever more global; with this, family conflicts have become more globalised as well.

Switzerland, which hosts people from all origins on its soil, thus finds itself as a starting point for the separation of binational couples, whose children are always the first victims.

As proof, the cases handled by our transnational services reached nearly 850 cases involving 2,500 people. Requests for intervention can come from various sources. They originate either with our professional partners (administrations, cantonal authorities, lawyers, organisations), with private individuals (family members or friends) or from abroad through members of our network.

To facilitate handling requests for assistance, ISS has set up a hotline open every day during working hours. Beyond those hours, our organisation can be reached via a dedicated e-mail address (ssi@ssiss.ch).

The following are several scenarios in which we were regularly called upon to intervene:

- Children needing assistance or placement with a family member abroad;
- Separated or divorced parents where the situation of one of them, living abroad, needs to be assessed;
- Family conflicts in which one of the parents fearing the other parent, will leave with a child, or who plans to do so him- or herself;
- People looking for a biological parent abroad;
- Unaccompanied minors looking for members of their family in their home country or in a European country;
- Couples who want children and are interested in international adoption or using a surrogate mother abroad.

Since our work involves human beings, no two cases are alike. Each situation is unique and requires case-by-case handling involving international legal expertise, experience in mediation, and consideration of the social and cultural environment. Led by our staff in Geneva or Zurich, these interventions succeed in large part due to fruitful coordination with our partner in the concerned country.

ISS Switzerland is a member of the following networks:

Member of the Swiss network of research services
Expertise in the search for origins in the context of the law revision.

Member of the Child Rights Network Switzerland
www.netzwerk-kinderrechte.ch

Co-chairing,
Fédération
Genevoise
MédiationS (Geneva)
www.fgem.ch

Committee member
of Juris Conseil Junior
(Geneva)
www.jci.ch

Member of the
International
Federation of Educative
Communities – FICE
www.ficeinter.net

Member of the Avenir
Social international
commission
www.avenirsocial.ch

In addition, in the context of international adoption, ISS offers consultations for adopting parents as they prepare their application.

2500

people assisted
by ISS Switzerland's
Transnational
Services in 2016



Child Abduction within the Same Family: Priority for Mediation

The number of cases handled in this area increased in 2016. This requires our staff to know how to juggle legal frameworks that often vary significantly between countries and to be able to connect people who are separated by a lot – in distance, language spoken and cultural context.

When a child has been illegally transferred from Switzerland to a foreign country, we work with the Federal Office of Justice (FOJ), the Federal Department of Foreign Affairs (FDFA) and the cantonal courts to schedule a mediation as quickly as possible, the only way to reconnect people who have been separated. Mediations may occur remotely (via Skype) with one parent present in our offices and the spouse in front of his or her computer in the home country.

We conducted many remote discussions in this way in 2016, notably with Australia and South Africa. These mediations serve as a valuable tool for us and are an essential prerequisite for moving this type of case forward. They restore communication between the parents and offer invaluable psychological support to the child who has been separated from one of his or her parents. Finally, they allow the parents to set aside their differences and focus on the interests of the child.

Particularly Complex Interventions in Non-signatory Countries of the Hague Convention on Child Abduction

In cases where the child has been brought from Switzerland to a non-signatory country of the Hague Convention, ISS Switzerland staff are faced with a complete lack of legal framework. The negotiation with the parent who abducted the child then becomes the main means of action available to us. This is painstaking work that demands making frequent contact, scheduling visits and providing psychological support for the left behind parent.

Our role is thus to consider all possible strategies and to favour the one that will ensure the child thrives and maintains emotional ties with both parents.

From Geneva to Paris to Africa, a Happy Ending for Four Siblings

Mamadou, Abdoulaye, Fatou and Ndiaye* always lived with their mother in Geneva. Since the parents were separated, the children saw their father only one weekend per month. During one of these visits, the father told them he planned to bring the four children to Paris to see an uncle.

Their mother then gave him Mamadou, Abdoulaye, Fatou and Ndiaye's passports. Once in Paris, the children realised that France was just a stopover, and they soon left for an African country.

After this clear case of child abduction, Swiss child protective services appointed ISS Switzerland to bring the siblings back. The father and children were quickly located by a local member of our network. This person went to the scene to assess the situation and to inform the parent of the unlawful nature of his act. At the same time, ISS Switzerland met with the mother, kept her informed about the situation and offered psychosocial support in cooperation with her lawyer.

Once he realised he could go to jail, the father agreed to begin mediation. At the end of several long sessions, common ground was finally found and the parents signed an agreement for the voluntary return of the four brothers and sisters.

Two months later, Mamadou, Abdoulaye, Fatou and Ndiaye were back in Switzerland, relieved to have left an unknown country and to be back in a familiar environment. While relations between the two parents remain tense, this intervention was still a success for ISS in that the children's rights were restored thanks to successful coordination between two countries.

* Names have been changed.

2016 figures

Working Internationally

128

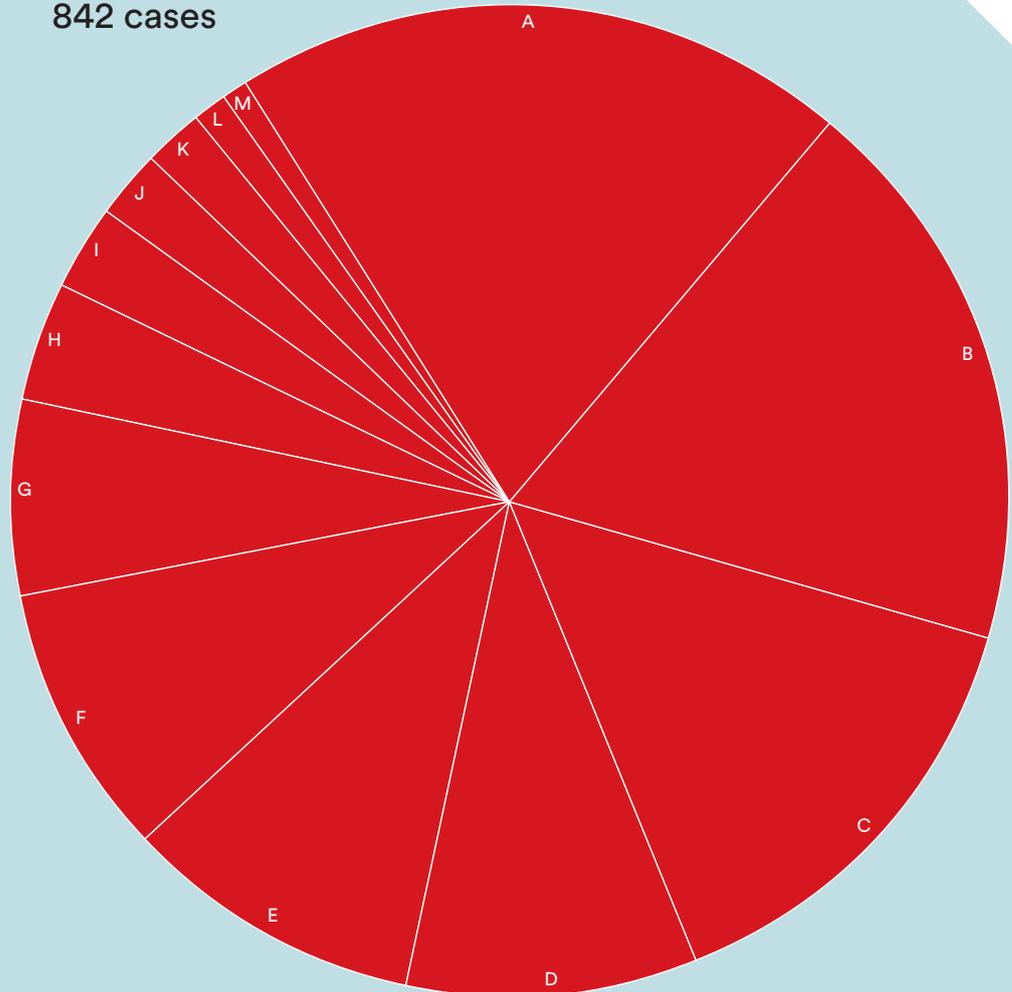
the number of requests transmitted by our ISS partners abroad, mostly from Albania, France, Portugal and Spain.

72

the number of countries with which we have collaborated in response to requests for assistance in Switzerland. We have worked intensively with Spain, Germany, France, Portugal, Kosovo and Afghanistan.

Request Types Handled

842 cases



A Transnational Child Protection
170

B Migration
155

C Parental Rights
121

D Repatriation Assistance
80

E Persons Search / Origins Searches
80

F International Child Abductions
75

G Rights of Foreigners
55

H Binational Couples
33

I Adoption
23

J Protection of Adults
18

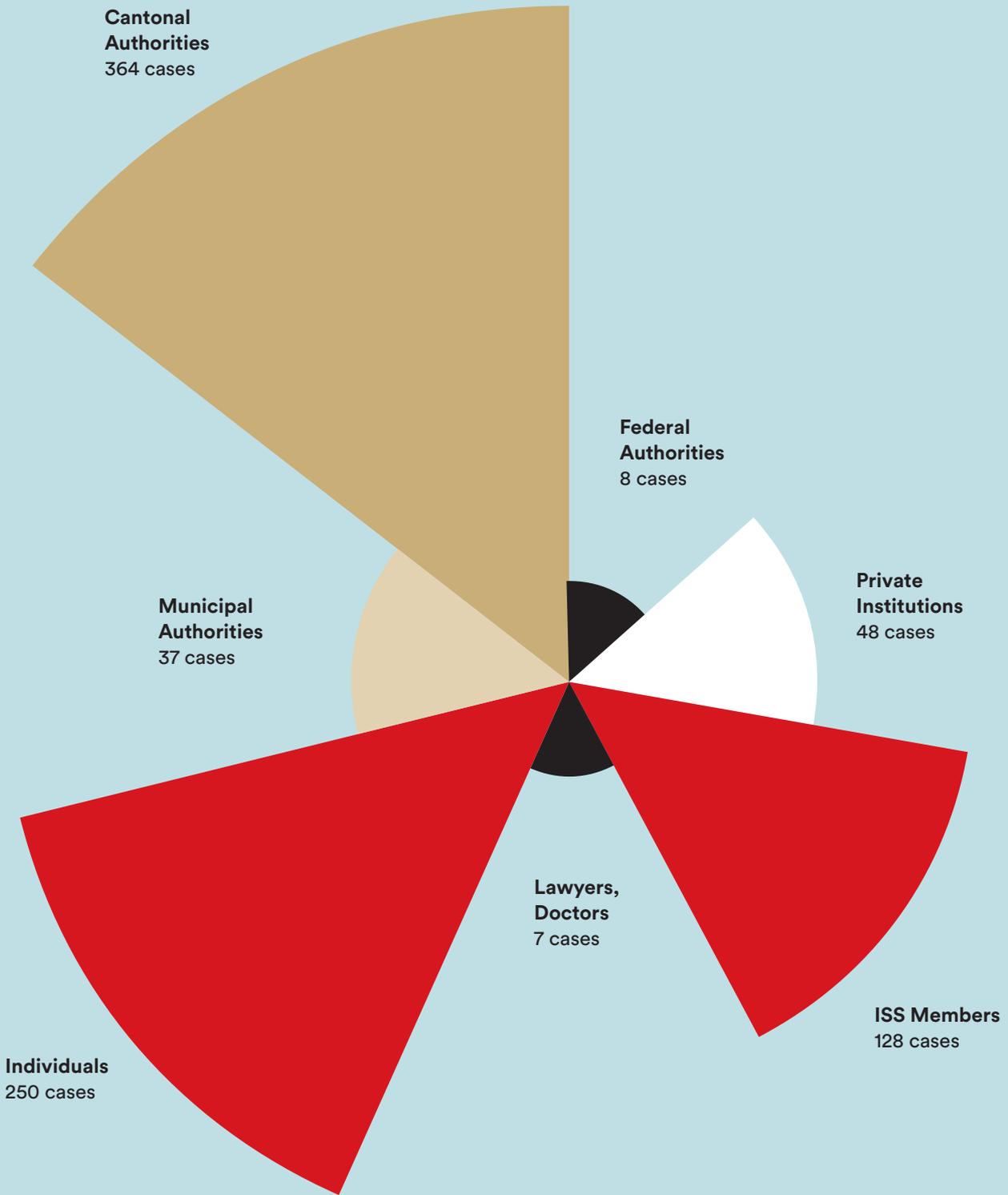
K Miscellaneous
17

L Alimonies
9

M Social Insurance
6

Origins of Requests

842 cases



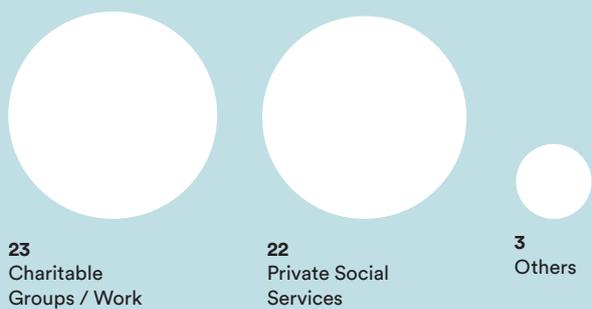
**Cantonal
Authorities**
364 cases



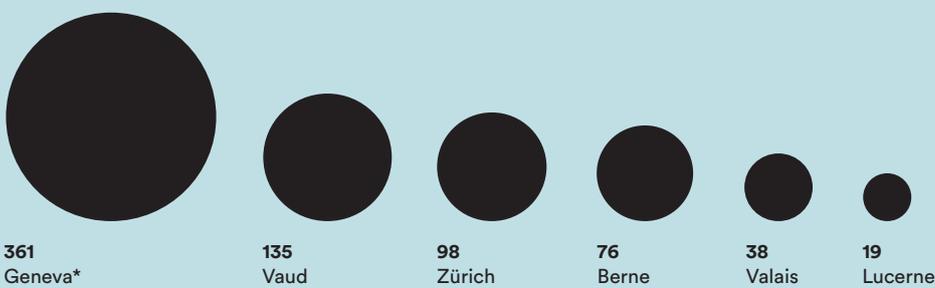
**Municipal
Authorities**
37 cases



**Private
Institutions**
48 cases



**Origin/Source
of Applications
by Canton**
842 cases



and also

Appenzell Outer Rhodes	2	Jura	4	Thurgau	8
Aargau	17	Neuchâtel	12	Ticino	10
Basel-Country	4	Nidwalden	1	Zug	3
Basel-City	9	St Gallen	6		
Fribourg	17	Schwyz	7		
Graubünden	5	Solothurn	10		

*including 80 unaccompanied minors

Protecting Unaccompanied Minors (UMs)

A Global Action, with Customised Solutions

97

UM's benefit from social or legal assistance from ISS

25

Scholarships

As long as populations in certain parts of the world continue to live in poverty and strife due to humanitarian upheaval from armed conflict, ethnic or religious persecution, and terrorism, more and more children will set off in search of security or simply a better future.

For years, ISS has striven to protect this most vulnerable category of migrants, whether in the home country, while on the journey or upon arrival.

A Current Issue with Long Term Consequences

In 2016, the situation evolved compared with previous years. As a direct consequence of now stricter entry conditions in several European countries, the number of minors arriving in Switzerland has slightly dropped. A total of 2000 UMs applied for asylum in our country in 2016, which constitutes 7% of the applications.

Alarming, these unaccompanied minors arriving on our soil tend to be increasingly young (between 13 and 15 years old), which calls for ever greater needs in assistance and care.

ISS Switzerland was thus frequently sought out for its expertise by cantons with limited means to confront

this emergency. Faced with the scale of this challenge, ISS has decided to create a section dedicated to helping unaccompanied minors.

Standardising Practices Across Switzerland

By keeping close watch over the conditions in which UMs live, ISS has observed a major disparity in how different cantons handle this issue. We therefore worked even harder in 2016 in the effort to standardise the handling of UM cases throughout the country.

By working with the cantonal stakeholders in charge of children's rights and the right of asylum, we identified a number of standards pertaining to the quality of care so that these children can fully exercise their rights. These were incorporated into a series of recommendations issued by the Conference of Cantonal Directors of Social Affairs (CDAS) and are considered an important starting point for framing cantons' actions in this area.

With the same goal of defending UMs' interests, ISS Switzerland is a founding member of the Alliance for the Rights of Migrant Children (ADEM), which welcomed a new member this year,

the Swiss Refugee Council (SRC). This new organisation has made it possible for our recommendations to the various stakeholders in contact with young migrants to have an even greater impact.

enfants-migrants.ch

Training Staff in Their Constantly Changing Needs

While it's essential to be able to ensure basic protection to minors, we also must be able to tailor this support to each person's needs. Yet in some cases ISS observed major gaps in the personalised treatment these minor asylum seekers received.

To rectify this situation, our organisation has set up a series of training workshops for professionals involved in overseeing their care, both in French-speaking and German-speaking areas of Switzerland. Participants get to discuss their experience with one another, learn from ISS's expertise and create a professional network among themselves.

The increasing demand we've gotten for this type of training has led us to continue it in 2017 with an even more comprehensive programme.

Creating Social Bonds to Promote Integration

Regardless of the quality of the care provided by cantons to minor refugees, the main obstacle they face is the difficulty of creating bonds with the local population. Videos and blogging workshops conducted by ISS enabled children to express how this is a real impediment to their integration.

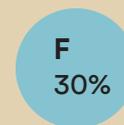
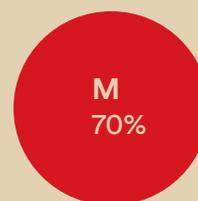
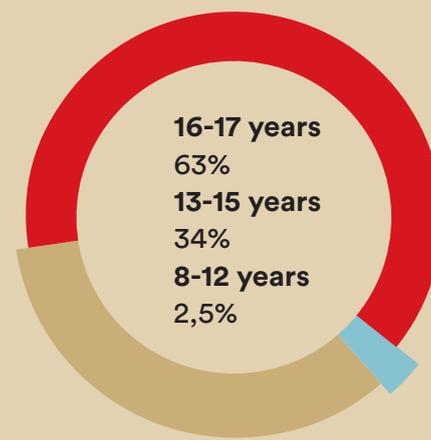
With that in mind, ISS has devised a unique initiative called "An extra place at your table". This operation asks families living in Switzerland to invite a minor refugee into their home for a meal or shared activity. More than 220 such encounters have taken place, allowing young migrants to take one step further towards a successful integration. Under the supervision of ISS, more than 15 organisations have adopted this same concept to keep the initiative going.

solidarity-young-migrants.ch

Profile of UMs in Switzerland in 2016

1999

asylum requests



Eritrea 42%

Afghanistan 18%

Somalia 12%

Ethiopia 8%

Guinea 5%

Others countries 15%



ISS Switzerland was particularly moved by the situation of unaccompanied minors stranded on the Italian-Swiss border last year. ISS Switzerland therefore carried out a needs assessment mission in Chiasso and Como. To date, we are working with our Italian partner to facilitate family reunification across Europe.



A young Guinean boy, trained by the West Africa Network for the Protection of Children (WAN), supported by ISS Switzerland and ISS West Africa.

Jle si Jeans

NEW COMP
• HIGH QUALI
• MULTILINGU
• AV-IN 8. AV
• CHILD LOCK
COLO

Taking action for UMs in West Africa

In collaboration with the West Africa Network for the Protection of Children (WAN), ISS Switzerland and its partner ISS West Africa continue their work for young migrants by intervening on regional mobility issues for young people, some of whom continue to make their way towards Europe.

In 2016, WAN assisted 1100 boys and girls representing 26 different nationalities who wanted to return to their home country. They were taken into care individually by the network.

Last year, 280 local partners took advantage of WAN's expertise to strengthen their ability to act in the field in countries such as Mauritania, Togo, Nigeria and Benin.

In December 2016 in Abidjan, the 15 member states of the Economic Community of West African States (ECOWAS) plus Mauritania gathered for the WAN Steering Committee meeting and officially launched its new publication, "ECOWAS Support Procedures and Standards for the Protection and Reintegration of Vulnerable Children on the Move and Young Migrants".

This document provides a comprehensive action plan for protecting migrant children and serves as a benchmark for all member states. In the coming years, ISS and ECOWAS will have to collaborate even more closely in order to ensure that it is properly applied in the entire West African region.

In 2017, WAN's number one goal will be to strengthen its local partner network to assist an even greater number of vulnerable children. ISS will continue to work for better, individualised care for all unaccompanied minor refugees.

8

coaching initiatives

9

training courses

280

people trained

4

evaluation missions

WAN is supported financially by SDC and the EU for more than 6 years.

Run4Children: 2016 Edition

During August 2016, in order to raise awareness for the cause of migrant children, our Director Olivier Geissler attempted a significant sports challenge during the 5th edition of Run4children: run 4 marathons in 4 consecutive days in 4 countries of West Africa.

He successfully ran the 4 marathons totalling 170 km between Gambia, Senegal, Guinea Bissau and Guinea (Conakry). Several press conferences and awareness-raising activities were held around each race in which children and young people joined him on certain parts of the course.

The amount of donations raised by this action totalled nearly 10,000 francs. This sum will be invested directly for the support of vulnerable children and families in the four crossed countries.

Photos and movie: Facebook page "Run4children SSI"

1100

children cared for

890

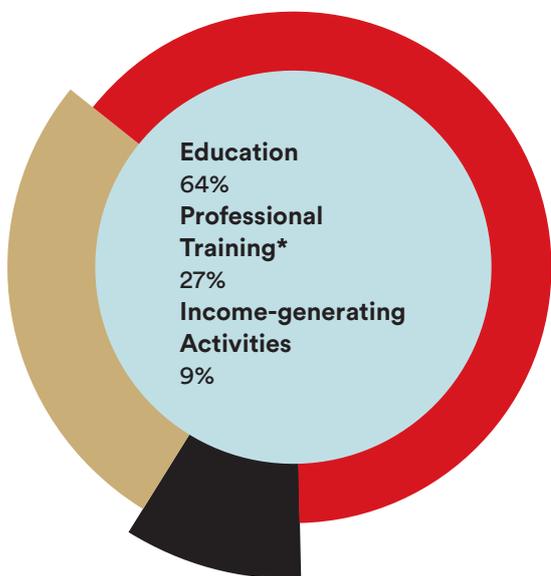
Transnational Reintegrations

210

National Reintegrations

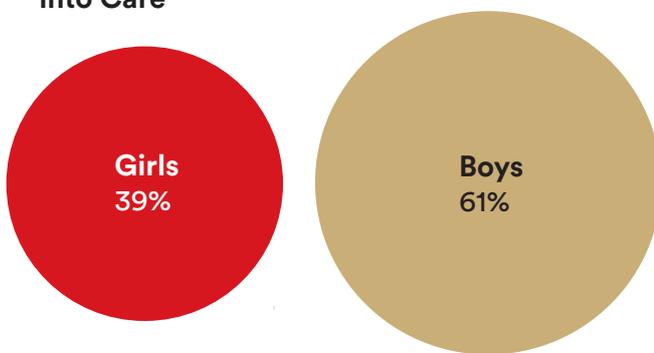


Types of Projects Funded



* plumbing, nursing, masonry, agriculture, farming, transportation, dressmaking, hairdressing, etc.

Children and Youngsters Taken into Care



Main Vulnerabilities

- Exploitation through work and/or begging
- Abuse (physical, psychological, neglect)
- Victim of trafficking
- Sexual abuse

Support for Migrants

To handle the inflow of people fleeing conflict and persecution in different countries around the world, ISS Switzerland directly offers support for children, men and women through a series of services and projects.

Assisting Migrants Affected by the Dublin Regulation

The European Union adopted the Dublin III regulation in 2013. The text calls for the return of migrants to the arrival country where they are registered. Last year in Switzerland, a country also subject to this regulation, 10,000 people were affected by a decision involving their transfer to another country. This legislation, however, which is executed by the cantons, poses a number of application problems and does not take into account the care or hosting arrangements of asylum seekers.

ISS Switzerland is assisting the Canton of Vaud in informing people before their departure and ensuring proper hosting conditions in their destination countries. In 2015, we initiated a partnership with Italy that was later extended to Germany, Austria, Spain and France in 2016. Through its action, ISS hopes to make the application of this new provision more humane and dignified, to foster better integration of these migrants.

100

people benefiting from reliable information about their individual situation and the next leg of their journey in another country

13

returns of individuals monitored and assisted by ISS

Helping Syrian Children Rebuild their Lives in Lebanon

Lebanon holds a significant portion of the Syrian refugee population. In September 2016, the arrival of 1,017,433 refugees was recorded in the country's hosting areas. It is estimated that 300,000 of them are children, most of whom are out of school and often subject to post-traumatic stress.

Since 2014, ISS Switzerland has been collaborating with FICE-International and its local partner "himaya" to build playgrounds for Syrian children. Known as "safeparks", they become a place for fun, sports and creative activities to help children take back their childhood. In 2016, we built two additional spaces. A resonating success, this concept was also taken up by UNICEF, who put it into place in other Lebanese regions.

In addition to these structures, the project also ensured the training of 60 volunteers, who became specialised in caring for refugee children.

60

counsellors trained

2

new safeparks built

1000

children benefit every week

A games workshop between Syrian and Lebanese children in one of the operational safe parks in Lebanon.



Successful Return to Country of Origin

Founded in 2004, “Re-integration in the Country of Origin” is an association which has been offering support to migrants wishing to return home. Their action involves assistance with career planning and training aimed at ensuring a successful return. ISS has made its international network and the multidisciplinary skills of its teams available to the association. Our local partners monitor the development of projects in the field, as well as ensuring the proper use of funds.

reintegrationproject.ch

48

individual projects were launched this way and 55 adults and 32 children received financial support in 22 countries.

A Project that Grows in Gambia

After 10 years in Switzerland, MS decided at the age of 54 to return to Gambia, his country of origin, with the goal of starting a small farm. After carefully examining his business idea, the association decided to assist him. Today, after the installation of a powerful irrigation system, onions, tomatoes, turnips and cucumbers grow abundantly on MS's land.

Legal Assistance for Migrants

We can sometimes feel a little lost amidst the many regulations in force in our own country. Imagine the confusion for migrants arriving in Switzerland for the first time. They require immediate guidance and assistance with administrative and legal procedures. ISS offers its expertise in the right to asylum and the rights of foreigners to all asylum seekers for questions concerning such issues as: applications for family reunification, asylum procedures, requests for resident permits, stateless persons and naturalisation requests.

ISS Switzerland and the State of Geneva have signed a partnership that aims to guarantee legal assistance to migrants who are unaccompanied minors living in the canton.

188

cases handled

85

cases opened with legal assistance

80

cases concerning unaccompanied minors

Sharing our expertise

With its extensive network and large number of employees, ISS Switzerland can also mobilise its expertise in the fields of child protection and social transnational work in countries where these services are not as structured as in Switzerland.

We participate in the organisation of training, the creation of methodological tools and the development of local structures.

Protecting children without families in Algeria

In Algeria, many children are entrusted at birth to authorities care, particularly when they are born out of wedlock. Under a UNICEF Algeria mandate, ISS has endeavoured to improve the care and protection of children deprived of their family through alternative placement structures.

Our organisation began by defining quality standards for the care of children in partnership with the Algerian Ministry of National Solidarity, Family and Women's Affairs. These standards are currently being tested in three regions. They will later be rolled out to the entire country.

In 2016, we concentrated our efforts on monitoring institutions located in three pilot zones (Alger, Annaba and Oran), on the organisation of seminars and on implementing training for the support personnel present there.

17

on-site missions

27

speeches given
at professional
conferences

21

training sessions
given

Helping Tunisians in Switzerland Participate in the Development of their Country

The Community of Tunisian Residents in Switzerland (CTRS) project is an initiative of the Swiss Agency for Development and Cooperation (SDC) and ISS Switzerland. It aims to encourage the Tunisian diaspora present in Switzerland to get involved in socioeconomic development in Tunisia.

In 2016, eight associations benefited from our advice and support regarding associative management, fund raising and communication. This assistance will allow them to improve their organisation and successfully undertake actions across the Mediterranean.

By promoting collaboration between Tunisians in Switzerland and local associations, this programme has also allowed six micro-projects to be created in fields as far-reaching as professional training, access to civic education, athletic activities and job creation.

The initiative BLEDINVEST aiming to offer on-site support for around 20 entrepreneurs seeking to start a business was launched in 2016.

To facilitate the transfer of skills between the two countries, the first Forum of Swiss Tunisian Skills was also organised. This event witnessed the creation of a pool that groups together 70 experts in an entirely new association.

ctrs.ch

21

Tunisian young people benefit from a first professional experience in Switzerland through the Young Professionals Agreement.

A micro-project for vocational guidance

On the Algeria–Tunisia border, the association Think has launched a trade forum in four local schools, in partnership with local authorities and civil society. This initiative was a first for the country and allowed students to discover new professions and parents to get informed about the importance of schooling for children's professional future. Following this forum, the concept was quickly adopted by other teachers in the region.

A solidarity network

ISS Switzerland is the Swiss member of the International Social Service, a network active in 120 countries around the world.

The ISS network is absolutely essential to the success of our missions. It allows for a fast and coordinated intervention for children and families when multiple countries are involved.

Our network functions through the solidarity. Any member country can call upon the services of a partner abroad without incurring any costs whatsoever.

This international presence also offers the advantage of action that is always in line with social, economic, legal and political challenges in the country in question.

International Alternative Care Conference

What solution can be offered to children who cannot be taken into custody by their parents? This question was the main topic at an international conference on alternative care in Geneva in October 2016.

During a three-day period, international professionals from different backgrounds discussed this issue, with the goal of offering new prevention methods and new alternative care options.

ISS Switzerland, ISS West Africa and our General Secretariat participated through round table discussions, conference speeches and various stands presenting the organisation's activities.

This event was organised jointly by the IDE (International Institute of the Rights of the Child) and the Geneva Centre for Children's Rights Studies (CIDE), and opened new prospects on the subject.

Member of



International
Social Service

Financial Reports

As in previous years, we have been able to maintain a solid base of financing sources of around CHF 3 million from Swiss public institutions (Confederation, cantons and municipalities) as well as from the European Union. This demonstrates the viability of our activities in Switzerland and abroad for our beneficiaries.

For the year 2016, our private sponsors contributed financial support amounting to around CHF 1 million for several projects underway in Switzerland and abroad. Other sources of funds, such as the billing of our services and the expertise we have provided, have contributed

to our revenues. In total, these enabled us to reach a total amount of financing of just over CHF 4.9 million.

Given the complex operations we are undertaking abroad, we are constantly seeking to improve our financial and operational management tools by strengthening our capacities as well as those of our partners in the field. This is also in line with the logic of sustainability and autonomy of organizations to manage projects for the development of social protection for children.

On the expenditure side, CHF 2.8 million was spent in 2016 to ensure

services provided by our Transnational Services and various programs for unaccompanied minors in Switzerland. Eligible expenditures for support to the WAN in 16 countries in West Africa amount to CHF 1.5 million, plus other expenses related to our activities abroad. The total sum of our expenses for this year amounts to CHF 5.1 million.

By controlling our costs over all activities in 2016, we were able to slightly increase our capital by an additional contribution of CHF 5,594.

Marc Evéquoz
Finance Manager

Balance Sheet as of December 31st

Assets	2016 CHF	2015 CHF
Cash	1,966,970	1,389,958
Trade Accounts	200,990	221,368
Non-invoiced Services	379,859	366,565
Prepaid Expenses / Accrued Income	38,420	135,798
Fixed Assets	62,147	80,378
Total Assets	2,648,385	2,194,067
Liabilities, Funds and Capital		
Trade Payables and Other		
Short Term Liabilities	187,191	259,025
Accrued Expenses / Deferred Income	119,506	118,361
Restricted Programme Funds	2,027,514	1,508,101
Foundation Equity		
Social Capital	50,000	50,000
Unrestricted Capital	264,174	258,580
Total Foundation Equity	314,174	308,580
Total Liabilities, Funds and Capital	2,648,385	2,194,067

Operating Profit & Loss Account as of December 31st

Operating Income	2016 CHF	2015 CHF
Contributions from Public Institutions for Transnational Services		
OFAS	210,000	120,000
FDFA	15,000	15,000
Other Cantons / Municipalities	513,250	496,011
Canton of Geneva	337,906	341,319
City of Geneva	39,572	30,000
	1,115,728	1,002,330
Donations		
Others Private Grantors	163,251	112,829
Other Income		
Services Invoicing and Other Collections	206,477	148,714
Expertises and Project Management	473,009	634,812
Personnel Cost Reimbursement	367,693	339,378
Other Income	6,362	17,184
	1,053,540	1,140,088
Total Operating Income	2,332,520	2,255,247
Contributions from Public Institutions for Projects		
Swiss Confederation	1,385,000	983,928
Canton of Geneva	5,000	-
Other Cantons / Municipalities	160,667	79,063
City of Geneva	8,940	4,572
EuropeAid - European Commission	192,788	1,000,576
	1,752,395	2,068,139
Donations for Projects		
<i>Loterie romande</i>	100,000	100,000
<i>Fonds d'aide de Migros</i>	-	44,000
Other Private Donators	743,075	762,195
	843,075	906,195
Other Income for Projects	42,625	19,915
Total Operating Income for Projects	2,638,095	2,994,249
Total Operating Income	4,970,615	5,249,496
Operating Expenses		
Personnel Costs	1,805,947	1,682,505
Operating Expenditures	520,978	534,018
Total Operating Expenses	2,326,925	2,216,523
Implementation Costs for Projects	2,799,130	2,596,549
Total Operating Costs	5,126,055	4,813,072
Result before Change in Funds	-155,440	436,424
Withdrawal from Restricted Funds	161,034	-397,699
Annual Result	5,594	38,725

Agregated Operating Income and Implementation Costs of Projects as of December 31st

Projects	Reintegration	Africa EuropeAid	Africa WAN	Africa SDC	Scholarships for UMs
Operating Income					
Contributions from Public Institutions	-	192,788	8,940	800,000	-
Donations	295,650	-	109,735	-	79,000
Other Income	2,234	-	35,197	-	400
Total	297,884	192,788	153,872	800,000	79,400
Implementation Costs for Projects	232,111	497,629	9,583	965,739	88,802
Annual Result	65,773	-304,841	144,289	-165,739	-9,402
Total Restricted Funds as of January 1st, 2016	156,610	279,723	-18,857	217,520	171,413
Total Restricted Funds as of December 31st, 2016	222,383	-25,118	125,432	51,781	162,011

Projects	UMs	CTRS Tunisia	Canton of Vaud Project	Safeparks
Operating Income				
Contributions from Public Institutions	140,000	450,000	160,667	-
Donations	233,480	-	-	125,210
Other Income	4,793	-	-	-
Total	378,273	450,000	160,667	125,210
Implementation Costs for Projects	522,157	303,267	85,096	94,745
Annual Result	-143,884	146,733	75,571	30,465
Total Restricted Funds as of January 1st, 2016	116,584	223,770	-	158,444
Total Restricted Funds as of December 31st, 2016	-27,300	370,503	75,571	188,909

The summary of the financial statements 2016 presented in the Annual Report is part of the Audit Report issued by BDO, Geneva. The financial statements have been prepared in accordance with the Swiss GAAP in particular FER 21, the label ZEWO and the Swiss legislation.

The Audit Report may be asked upon request in writing to ssi@ssiss.ch.

The ISS Team

In order to implement its strategy, ISS has formed an interdisciplinary team of people who maintain a high level of expertise and personal commitment. The organisation works together closely despite being spread across two different geographical areas (Zurich and Geneva), seamlessly combining skills in social work, law, development and mediation.

Management

Olivier Geissler
Director

Communication and private fundraising

Orianne Couturier
Communications Manager

Rolf Widmer
Fundraising

Finance

Marc Evéquo
Finance Director

Pierre-Alain Kummer
Accounting Officer

Administration

Michèle Demierre
Executive Assistant,
Human Resources

Gabriela Desseigne
Project Assistant,
Translator

Shaheeda Dollie
Secretary, Receptionist

Paul Stalder
Administrative Assistant

Transnational services

Stephan Auerbach
Head of Department,
Mediator

Nadine Biefer
Jurist, Mediator (ZH)
since March 2016

Ruth Eigenmann
Jurist, Mediator (ZH)
until March 2016

Cristina Frank
Lawyer, Mediator (ZH)

Patricia Koch
Head of Swiss-German
office, Social worker (ZH)

Isabelle Lammerant

International Adoption
consultant

Denis Martin
Jurist, Social worker

Albert Mukwiye
Social Assistant

Leila Raïs
Social Assistant,
since March 2016

Annick Lara Stooss*
Social Assistant (ZH),
since November 2016

Joyce Tschopp
Social worker

Support for migrants

Ramla Allani
Project Officer - Migration
and Development
for CTRS project

Jean-Louis Berardi
Lawyer

Isabella Celli
Migration specialist,
since October 2016

Michèle Demierre
Project Officer
*Reintegration
in the Country of Origin*

Marie Emery
Project Assistant
Safeparks

Valerio Prato
Project Officer
*Aid to migrants under
Dublin agreement*

International programmes

Daniel Varadi
Community development
project manager,
until July 2016

Unaccompanied Minors

Elodie Antony
Project Officer

Jenny Bolliger*
Project Officer (ZH),
since December 2016

Christoph Braunschweig
Social worker

Martino Guzzardo
Project Officer,
since July 2016

Alicia Haldemann
Project Officer

Patricia Koch
Project Officer (ZH)

Barbara Noske-Aseev
Project Officer (ZH),
since March 2016

Simone Renner
Scientific Advisor

Selina Rietmann*
Project Officer (ZH),
since November 2016

Trainees

Margrit Barbosa Schwob
Chiara Baggi

Minkailou Barry
Jonas Demmerle (ZH)

Michael Erdin (ZH)

Leonora Metallari
Selina Rietmann (ZH)

Annick Lara
Stooss (ZH)

ISS West Africa Regional Office

Djibril Fall
Regional Representative
and his team of
10 employees,
Ouagadougou

Foundation Council

Mr Rolf Widmer**
President and former
ISS Switzerland Director
Director of Operations, Tipiti
President FICE Switzerland

Mr Philippe Aegerter
Former Finance manager City of Geneva

Ms Regine Aeppli
Former Member of Swiss Council
of States, Canton of Zurich

Mr François Binder**
Former DDC Executive

Mr Daniel Burnat
Former Tutor of Unaccompanied
Minors in Geneva

Ms Marie-Gabrielle Cajoly**
Communications, CSR and
philanthropy consultant

Mr Raphaël Comte
Former Member of Swiss Council of States,
Canton of Neuchâtel

Ms Valérie De Graffenried
Journalist, *Le Temps*

Mr Gabriel Frossard**
Consultant, Geneva Court of Justice,
until 31.12.2016

Ms Margrith Hanselmann**
Former Secretary General of CDAS

Mr Blaise-Alain Krebs
Former Director, Center Jeanne Antide

Ms Muriel Langenberger Graf**
Head of programs Europe, Member of
Senior Management, Jacobs Foundation,
Zürich

Mr Ueli Leuenberger
Former Member of Swiss National Council,
until 31.12.2016

Mr Roland Losey
Head of unit, Marketing Commission
& Collection Services, Banque Pictet et Cie

Mr Heinrich Nufer
Child Psychologist

Mr Paul Peter**
Former DDC Executive

Mr Stefan Rissi
Director, JTI Foundation

Mr Georges Schürch**
Former Director General of Secondary
School Education (DIP), Geneva

Mr Michel Thentz
Former Minister of Canton of Jura

Mr Jean Zermatten
Former Chair of UN Committee
for the Rights of the Child,
Former Director of the International
Institute of the Rights of the Child (IDE)

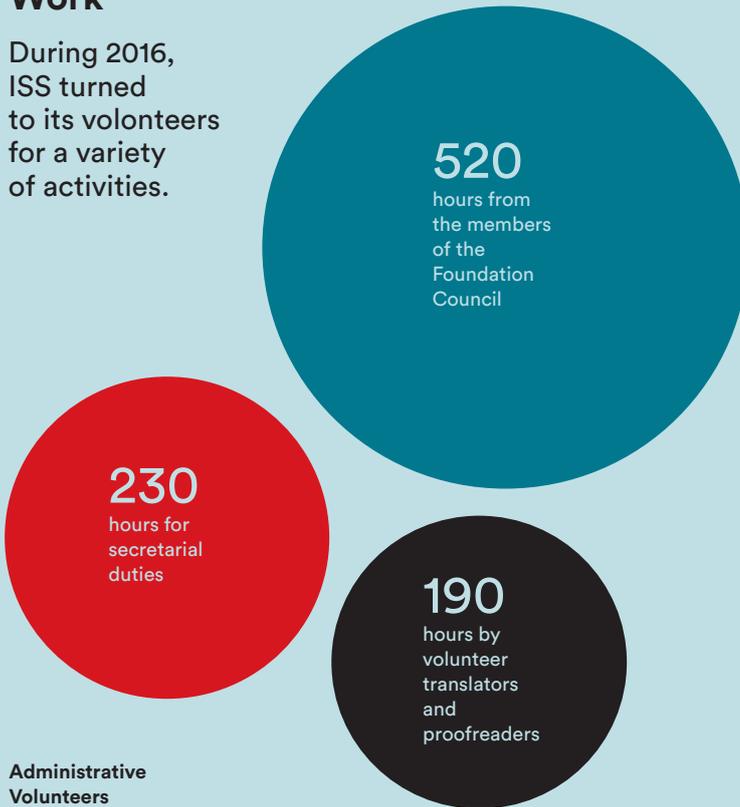
Ms Ariane Guisan
Secretary (out of Council)

* Substitutes for maternity leave

** Members of Executive Committee

Volunteer Work

During 2016, ISS turned to its volunteers for a variety of activities.



Administrative Volunteers

Eliane Burnier
Agnès Michelet
Claudine Foraz
Hélène Klein-Simmens
Tetyana Taverney
Ewa Bernat
Jessica Vieira

Translation Volunteers

Anne Beguin
Deborah Brandow
Susan Jaquet
Beatrice Joho
Tamara Kuzmanovic
Martina Lapper
Beatrice Meza
Christiane Privat
Michèle Rettig
Isabelle Swali

Financial Support and Backing

Cantons

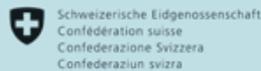
Appenzell Outer Rhodes, Appenzell Inner Rhodes, Basel City, Basel-Country, Berne, Fribourg, Geneva, Glarus, Graubünden, Jura, Lucerne, Neuchâtel, Nidwalden, Obwalden, Schaffhausen, Schwyz, Solothurn, St Gallen, Ticino, Thurgau, Uri, Vaud, Valais, Zurich

Municipalities

Aarau (AG), Azmoos (SG), Baar (ZG), Birr (AG), Birmensdorf (ZH), Blenio (TI), Bonvillars (VD), Brügg (BE), Castaneda (GR), Comano (TI), Corcelles-près-Payerne (VD), Dardagny (GE), Delémont (JU), Dietlikon (ZH), Dürnten (ZH), Düringen (FR), Erlach (BE), Grancia (TI), Grand-Lancy (GE), Grenchen (SO), Gsteig (BE), Hünenberg (ZG), Hombrechtikon (ZH), Ittigen (BE), Interlaken (BE), Kilchberg (ZH), Klosters (GR), Laconnex (GE), Lutry (VD), Lufingen (ZH), Lyss (BE), Maienfeld (GR), Mervelier (JU), Meyrin (GE), Monthey (VS), Neunkirch (SH), Oberwil (BL), Oberägeri (ZG), Orbe (VD), Pfeffingen (BL), Poschiamo (GR), Schlieren (ZH), Solothurn (SO), Unterägeri (ZG), Unterseen (BE), Versoix (GE), Villars-sur-Glâne (FR), Worb (BE), Zollikofen (BE), Zug (ZG)

Private Donors and Foundations

With the support of



Swiss Agency for Development and Cooperation SDC



ISS Switzerland is ZEW O certified. The ZEW O quality label attests to the targeted, efficient and cost-effective use of donations.

2016 edition of
Run4Children.
Progression during
the 3rd marathon
in Guinea Bissau.

Many thanks to
all those who
supported the
initiative in 2016.
Thanks to your
help, we can assist
vulnerable families
in The Gambia,
Senegal, Guinea
Bissau and Guinea
Conakry.



**International
Social Service**
Switzerland

Registered office
9, rue du Valais
Case Postale 1469
1211 Geneva 1
Tel. +41 22 731 67 00
Fax: +41 22 731 67 65
ssi@ssiss.ch

Zurich office
Hofwiesenstrasse 3
8057 Zurich
Tel. +41 44 366 44 77
ssi@zh.ssiss.ch

www.ssiss.ch
CCP 12-5490-5



Service social international – Suisse
Internationaler Sozialdienst – Schweiz
Servizio Sociale Internazionale – Svizzera
International Social Service – Switzerland

Imprint

Coordination
Orianne Couturier
Design
Bogsch & Bacco
Rewriting
Boris Declerck
Translation
Gabriela Desseigne,
Paul Stalder, Technicis
Photos
Florian Bachmeier
Nadya Eugene
Tdh / Sandro Mahler
Rémi Willemin
himaya
Rémi Willemin
Impression
Staempfli SA, Berne



Member of



International
Social Service