



Office of Inspector General  
United States Department of State

# SEMIANNUAL REPORT TO THE CONGRESS

April 1, 2023, to September 30, 2023





## OUR VISION

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To be a world-class organization and a catalyst for effective management, accountability, and positive change in the Department, the U.S. Agency for Global Media, and the foreign affairs community.

## OUR MISSION

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To conduct independent audits, inspections, evaluations, and investigations to promote economy and efficiency and to prevent and detect waste, fraud, abuse, and mismanagement in the programs and operations of the Department and the U.S. Agency for Global Media.

## OUR VALUES

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### ACCOUNTABILITY

We accept responsibility for our work products, services, and performance.

### RESPECT

We promote diversity in the workplace and treat people with dignity and respect. We expect civility as we conduct our work and in our interactions with each other.

### COMMUNICATION

We clarify expectations and encourage candor. We communicate with purpose and strive to align our words and our actions and to be aware of the effect we have on others. We look for ways to improve ourselves and our work by expressing appreciation and by giving and accepting constructive feedback.

### TEAMWORK

We foster a diverse, inclusive, collaborative, and trusting culture where people can share their ideas and opinions. We empower and engage our colleagues to achieve outstanding organizational results.

### INTEGRITY

We maintain our independence and act with courage, honesty, and professionalism. Our work is fact-based, objective, and supported by sufficient evidence that meets professional standards.

### CURIOSITY

We are committed to learning about and listening to others' perspectives, objectives, and challenges. We seek new information to inspire creative and analytical thinking. We foster an environment that fuels innovation and results.

**Office of Inspector General Summary of Performance,  
4/1/2023–9/30/2023**

	Issued during the reporting period	Management decision during the reporting period
Questioned Costs	\$15,332,248	\$152,962
Funds To Be Put to Better Use	\$8,660,196	\$3,762,000
Investigative Monetary Results	\$11,823,244	--
<b>Total</b>	<b>\$35,815,688</b>	<b>\$ 3,914,962</b>
<i>Additional monetary benefits achieved this period as the result of prior OIG recommendations</i>		\$233

**Investigative Activities**

Cases Opened	23
Cases Closed	16
Criminal Actions (arrests, indictments, convictions)	30
Civil Actions	2
Administrative Actions	11
Hotline Complaints Received	1,372

**Reports**

Office of Audits	20
Office of Evaluations and Special Projects	3
Office of Inspections	19
Office of Overseas Contingency Operations Oversight <sup>a</sup>	5
<b>Total</b>	<b>47</b>

<sup>a</sup> All jointly issued with Department of Defense OIG and U.S. Agency for International Development OIG.

## MESSAGE FROM THE ACTING INSPECTOR GENERAL



Diana R. Shaw

I am pleased to present this *Semiannual Report to the Congress*, covering the oversight activities of the Office of Inspector General (OIG) for the Department of State (Department) and the U.S. Agency for Global Media (USAGM) from April 1, 2023, to September 30, 2023. OIG is responsible for the oversight of more than \$84 billion in Department and USAGM programs and operations and provides oversight for the International Boundary and Water Commission, United States and Mexico, U.S. Section (USIBWC), a federal agency operating under the foreign policy guidance of the Department.

An emerging and high priority oversight area for OIG pertains to the Ukraine-related activities of the Department and USAGM. The complexity, scale, and timing of U.S. government efforts in response to Russia's war against Ukraine demand robust oversight. Several related projects were completed this reporting period and are accordingly summarized in this *Semiannual Report to the Congress*.

Additionally, much of our work this reporting period focused on the top management and performance challenges facing the Department and USAGM, which are outlined in the annual *Inspector General Statement on the Department of State's Major Management and Performance Challenges* and the *Inspector General Statement on the U.S. Agency for Global Media's Major Management and Performance Challenges*.

During the reporting period, we issued 47 reports to improve the programs and operations of the agencies we oversee and identified approximately \$24 million in questioned costs and funds to be put to better use. Regarding compliance, we closed 237 recommendations associated with 91 reports. Of the 237 recommendations, 15 were significant and demonstrated implementation of crucial corrective actions.

On the investigative front, our work led to an additional \$11.8 million in monetary results and one debarment. In addition, OIG participated in investigations that led to 7 arrests, 9 indictments, and 14 convictions.

Our work would not be possible without the talent and dedication of the people who are the Department of State OIG. My thanks to them, and to the Department, USAGM, USIBWC, and Congress for their support of our efforts.

A handwritten signature in blue ink that reads "Diana R. Shaw". The signature is written in a cursive style with a large initial "D" and "S".

Diana R. Shaw  
Acting Inspector General  
September 30, 2023

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# OVERVIEW

# 1 OVERSIGHT STRATEGY

The primary mission of the Office of Inspector General (OIG) for the Department of State (Department) and the U.S. Agency for Global Media (USAGM) is to conduct independent audits, evaluations, inspections, and investigations to promote economy and efficiency and to prevent and detect fraud, waste, abuse, and mismanagement in the programs and operations of the Department and USAGM.

OIG's mandate is broad and comprehensive, involving oversight of the full scope of Department and USAGM programs and operations, as well as the U.S. Section of the International Boundary and Water Commission, United States and Mexico (USIBWC). OIG is responsible for overseeing more than \$84 billion in Department, USAGM, and foreign assistance resources.

In addition to its agency-specific responsibilities, OIG's mandate expanded in January 2013 when Congress amended the Inspector General Act to provide for coordinated interagency oversight of overseas contingency operations (OCO), including the designation of a Lead Inspector General (Lead IG) for each OCO.

As of September 30, 2023, OIG's acting Inspector General was the Associate Inspector General for two active OCOs: Operation Inherent Resolve to degrade and defeat the Islamic State of Iraq and Syria, and Operation Enduring Sentinel (OES) to contain terrorist threats emanating from Afghanistan and protect the homeland by maintaining pressure on those threats. OES is the follow-on to Operation Freedom's Sentinel, which ended in

September 2021. On October 18, 2023, the Lead IG designation for Operation Atlantic Resolve (OAR) will take effect and OIG's acting Inspector General will become the Associate Inspector General for that operation as well. As part of OAR, OIG will continue to deliver comprehensive and effective oversight of the wider U.S. response to Russia's full-scale invasion of Ukraine.

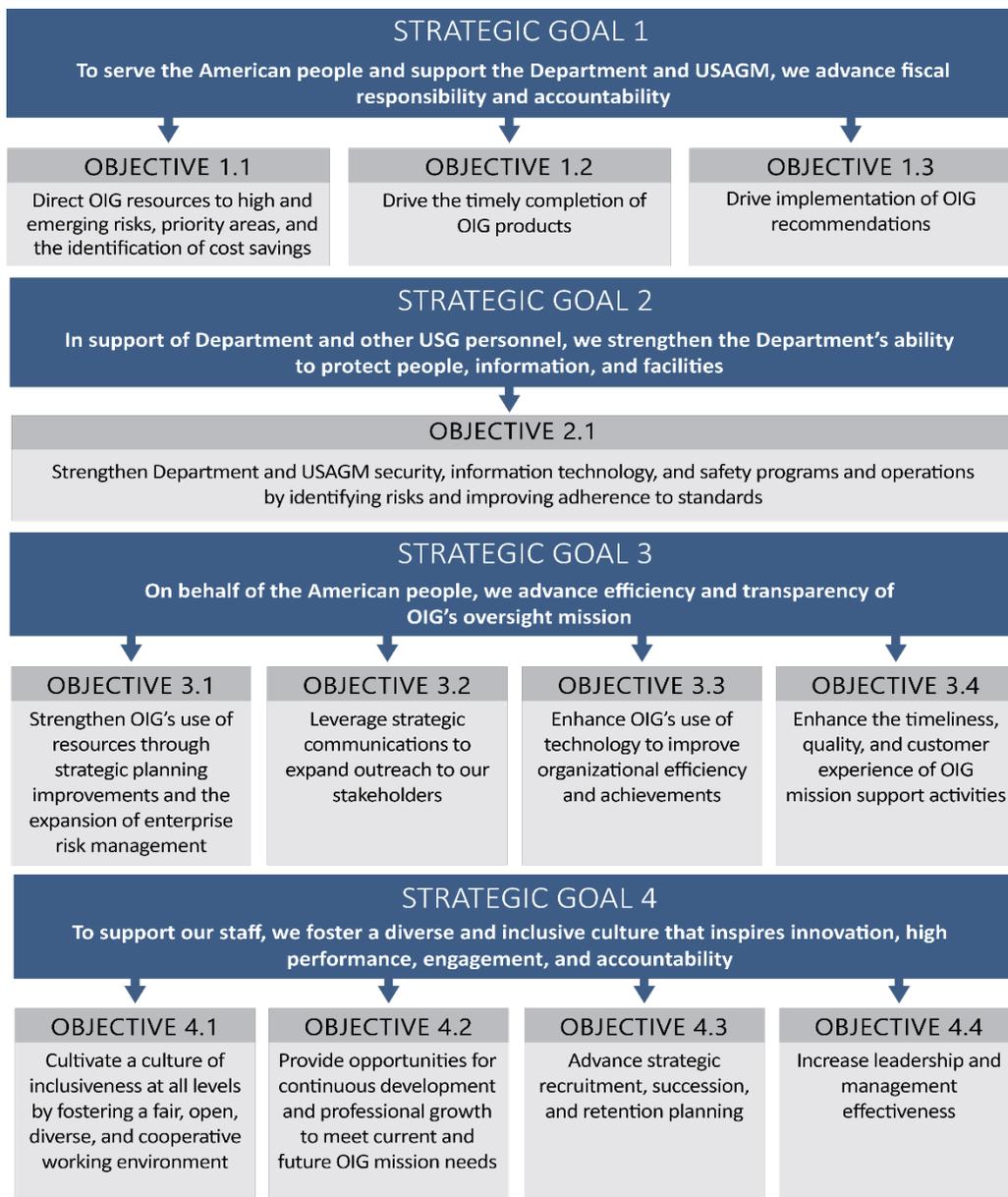
OIG maintains offices in Iraq and Germany, where the Middle East Operations (MERO) Directorate, recently renamed the Global Emergencies and Emerging Risks (GEER) Directorate and the Office of Investigations (Germany only) dedicate on-the-ground resources, expertise, and oversight. At the end of September 2023, OIG also opened an office at U.S. Embassy Kyiv, Ukraine, which is currently staffed with GEER auditors and supplemented with Investigators on a rotational basis.

Domestically, in addition to its Washington, DC, headquarters, OIG has strategically co-located investigative staff with the Department's Global Financial Services Center and the Bureau of Global Talent Management, Office of Shared Services, staff in Charleston, SC.

## OIG Strategic Plan

OIG’s Strategic Plan affirms its commitment to conducting quality oversight of the agencies OIG oversees and to informing the Office of Management and Budget (OMB), Congress, the public, and other stakeholders how OIG safeguards public resources. The plan also emphasizes OIG’s continuing obligation to improve its own operations and to ensure that its workforce is, and continues to be,

highly motivated and well trained to carry out its responsibilities. OIG’s last strategic plan was for FYs 2019–2021 and three 1-year extensions have been approved to extend the plan through FY 2024. The strategic goals and objectives outlined below provide the framework that guides OIG’s work and activities for FYs 2019–2024.



## 2 COMMUNICATIONS AND OUTREACH

OIG communicates its global mission to Congress, Department, USAGM, and USIBWC employees and contractors; peers in the oversight community; and the public in a variety of ways.

### Communication With Congress

OIG regularly interacts with Members of Congress and their staff by testifying at hearings, responding to congressional requests for information, and providing briefings on OIG work.

### Hotline Complaints

During this reporting period, the OIG Hotline continued to serve as a vehicle through which Department, USAGM, and USIBWC employees and contractors, as well as members of the public, reported suspected fraud, waste, abuse, and mismanagement in the programs and operations OIG oversees. OIG received

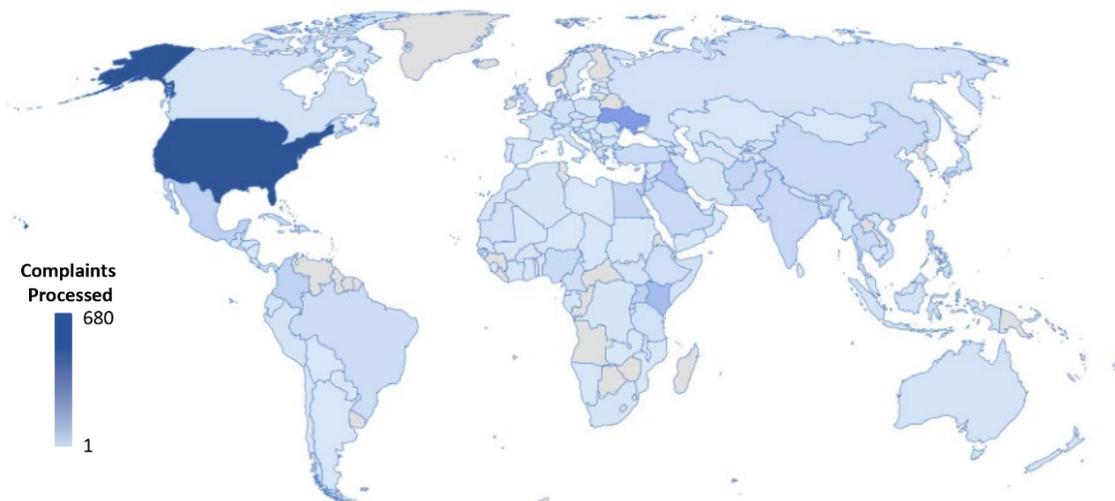
hotline complaints via the OIG website, mail, and telephone. For a summary of actions taken in response to OIG Hotline complaints received during this reporting period, see Table 2.1.

**Table 2.1**  
**OIG Hotline Complaints,**  
**4/1/2023–9/30/2023**

Referred to Other Offices for Action	647
Held for Action Within OIG	64
No Action Required	661
<b>Total Complaints Received</b>	<b>1,372</b>

Figure 2.1 highlights the OIG Hotline’s global reach. Of the 1,372 complaints received this reporting period, 692 (51 percent) concerned possible criminal, civil, and administrative violations occurring in other countries. The remaining 680 complaints dealt with alleged violations in the United States.

**Figure 2.1**  
**Hotline Complaints Processed by Country, 4/1/2023–9/30/2023**



**Source:** Office of Investigations electronic case management system.

## Whistleblower Protection Coordinator Activities

The whistleblower protection coordinator, OIG’s Assistant Inspector General for Evaluations and Special Projects (ESP), educates Department and USAGM employees, as well as contractor and grantee employees, on the rights and protections available to whistleblowers. As required by the National Defense Authorization Act for Fiscal Year 2013 (41 U.S.C. § 4712), as amended, the coordinator oversees investigations of allegations of whistleblower retaliation filed by employees of contractors, subcontractors, grantees, and subgrantees, as well as personal services contractors. These cases are detailed in Table 2.2. Additionally, the coordinator investigates complaints under Presidential Policy Directive 19, which prohibits whistleblower retaliation in the form of actions that affect an employee’s eligibility for access to classified information.

## Department of State

During this reporting period, OIG completed six investigations under 41 U.S.C. § 4712, involving complaints of whistleblower retaliation filed by employees of Department contractors and grantees. OIG did not substantiate that retaliation had occurred in five cases, all involving employees of Department contractors. OIG substantiated that retaliation had occurred in a sixth case involving a former personal services contractor employed by the Bureau of Diplomatic Security. OIG referred the completed investigations to the Office of the Procurement Executive, the entity responsible for determining whether there is sufficient basis to conclude that the complainant was subjected to a reprisal and determining whether corrective action is appropriate.

## U.S. Agency for Global Media

During the reporting period, OIG did not complete any whistleblower investigations related to USAGM.

**Table 2.2**  
**Whistleblower Investigations Under 41 U.S.C. § 4712**

	Reporting Period 4/1/2023–9/30/2023	Since Enactment
Complaints Received and Reviewed	6	148
Active Investigations	7	--
Investigations Completed	6	47

**Source:** Office of Evaluations and Special Projects electronic case management system.

### 3 OVERSEAS CONTINGENCY OPERATIONS

OIG has both oversight and reporting responsibilities for overseas contingency operations under the Inspector General Act of 1978, as amended (5 U.S.C. Section 419, previously found at 5 U.S.C. App, Section 8L). Section 419 is triggered when the Secretary of Defense declares that a military operation constitutes an OCO or when an operation results in troops being called to or retained on active duty.

Following one of these triggers, Section 419 activates a “Lead Inspector General” mechanism that requires concerted action by the OIGs of the Department of State, Department of Defense (DoD), and the U.S. Agency for International Development (USAID), with one of them designated as the Lead Inspector General.

Since September 2014, OIG—with the DoD and USAID OIGs—has provided statutorily mandated oversight of nine different OCOs. These responsibilities currently apply to two active OCOs: Operation Inherent Resolve to defeat the Islamic State of Iraq and Syria and Operation Enduring Sentinel (OES) to contain terrorist threats emanating from Afghanistan and protect the homeland by maintaining pressure on those threats. OES is the follow-on to Operation Freedom’s Sentinel (OFS). OIG’s ongoing audits, inspections, and

investigations related to these OCOs continued and are included in this *Semiannual Report to the Congress*. Beginning in FY 2024, OCO will also begin quarterly reporting to Congress on a new OCO, Operation Atlantic Resolve (OAR). On July 12, 2023, the President approved mobilization of reserves to support OAR. In August 2023, the U.S. Secretary of Defense designated OAR as an overseas contingency operation following the activation of reserve forces. On September 13, 2023, the Secretary of Defense notified the Council of Inspectors General on Integrity and Efficiency (CIGIE) of the new OCO. Days later, the CIGIE Chair announced his intention to appoint the DoD Inspector General as the Lead IG for OAR. The Acting Inspector General for State will be the Associate Lead IG. The Lead IG designation will take effect on October 18, 2023. The quarterly reports will add to the extensive body of work that the Lead IG agencies have performed since Russia’s 2022 full-scale invasion of Ukraine and will continue to conduct in FY 2024. Together, the three IGs will continue to coordinate and collaborate to provide comprehensive, and effective oversight of the wider U.S. response.

For a list of OIG activities in support of the Lead IG-OCO mandate during the reporting period, see Table 3.1., Table 3.2, and Table 3.3.

**Table 3.1**  
**OIG Oversight Activities in Support of the Lead Inspector General OCO Mandate,**  
**4/1/2023–9/30/2023**

Completed Reports	Date
<a href="#"><u>OIG's Review of the Department of State's Evacuation of U.S. Embassy Kabul, Afghanistan (AUD-MERO-23-33)</u></a>	9/2023
<a href="#"><u>Audit of Physical Security Standards for Department of State Temporary Structures at Selected Overseas Posts (AUD-SI-23-30)</u></a>	9/2023
<a href="#"><u>Audit of Selected Cooperative Agreements Supporting Department of State Refugee Resettlement Support Centers (AUD-SI-23-28)</u></a>	9/2023
<a href="#"><u>Audit of Department of State Efforts To Identify and Terminate Unneeded Contracts Related to Afghanistan (AUD-CGI-23-26)</u></a>	9/2023
<a href="#"><u>Audit of Technical Security Following Reestablishment of Operations at U.S. Embassy Kyiv, Ukraine (AUD-MERO-23-24)*</u></a>	8/2023
<a href="#"><u>Evaluation of Adjustments to the Afghan Special Immigrant Visa Program From 2018 Through 2022 (AUD-MERO-23-23)</u></a>	8/2023
<a href="#"><u>Relocation and Resettlement Outcomes of Afghan Special Immigrant Visa Holders (AUD-MERO-23-21)</u></a>	6/2023
<a href="#"><u>Evaluation of the Bureau of Diplomatic Security's Global Canine Services Center Contract Expansion (ESP-23-02)</u></a>	6/2023
<a href="#"><u>Review of Emergency Action Planning Guiding the Evacuation of U.S. Embassy Kabul, Afghanistan (AUD-MERO-23-15)*</u></a>	5/2023
<a href="#"><u>Classified Inspection of Embassy Beirut, Lebanon (ISP-S-23-10)*</u></a>	5/2023
<a href="#"><u>Inspection of Embassy Beirut, Lebanon (ISP-I-23-10)</u></a>	4/2023

\*This report is Classified

**Table 3.2**  
**OIG Joint Oversight Activities in Support of the Lead Inspector General OCO Mandate,**  
**4/1/2023–9/30/2023**

Joint Completed Projects	Date
<a href="#"><u>FY 2024 Comprehensive Oversight Plan for Overseas Contingency Operations</u></a>	9/2023
<a href="#"><u>Lead Inspector General for Operation Enduring Sentinel I Quarterly Report to the United States Congress   April 1, 2023 - June 30, 2023</u></a>	8/2023
<a href="#"><u>Lead Inspector General for Operation Inherent Resolve I Quarterly Report to the United States Congress   April 1, 2023 – June 30, 2023</u></a>	8/2023
<a href="#"><u>Lead Inspector General for Operation Enduring Sentinel I Quarterly Report to the United States Congress   January 1, 2023 - March 31, 2023</u></a>	5/2023

Joint Completed Projects	Date
<a href="#"><u>Lead Inspector General for Operation Inherent Resolve   Quarterly Report to the United States Congress   January 1, 2023 – March 31, 2023</u></a>	5/2023

**Table 3.3**  
**Ukraine-Related Reports Issued Prior to OCO Designation, 4/1/2023–9/30/2023**

Completed Reports	Date
<a href="#"><u>Inspection of Embassy Chisinau, Moldova (ISP-I-23-19)</u></a>	7/2023
<a href="#"><u>Review of Ukraine Foreign Assistance Coordination and Oversight (ISP-I-23-18)</u></a>	7/2023
<a href="#"><u>Classified Inspection of Embassy Chisinau, Moldova (ISP-S-23-19)*</u></a>	6/2023
<a href="#"><u>Inspection of the U.S. Mission to the North Atlantic Treaty Organization (ISP-I-23-16)</u></a>	5/2023
<a href="#"><u>Evaluation of Whistleblower Protection Notification to Contractor and Grantee Employees at the Department of State and U.S. Agency for Global Media (ISP-IB-23-14)</u></a>	5/2023
<a href="#"><u>Inspection of Embassy Brussels, Belgium (ISP-I-23-11)</u></a>	5/2023
<a href="#"><u>The Department of State Humanitarian Assistance Response To Support Ukraine (AUD-MERO-23-17)</u></a>	4/2023
<a href="#"><u>Inspection of the U.S. Mission to the European Union (ISP-I-23-15)</u></a>	4/2023

\*This report is Classified

## 4 OIG ACCOUNTABILITY AND INDEPENDENCE

OIG has disclosed all unclassified audits, evaluations, and inspections issued from April 1, 2023, through September 30, 2023.

OIG identifies on its website the titles of reports that are not publicly available, unless the titles themselves are classified or Sensitive But Unclassified. The *Department of State Classified Annex to the Semiannual Report to the Congress* and the *U.S. Agency for Global Media Sensitive But Unclassified Annex to the Semiannual Report to the Congress* contain information regarding reports that are not publicly available. In addition, OIG provides all

classified and Sensitive But Unclassified reports to appropriate committees in Congress and to other authorized individuals upon request.

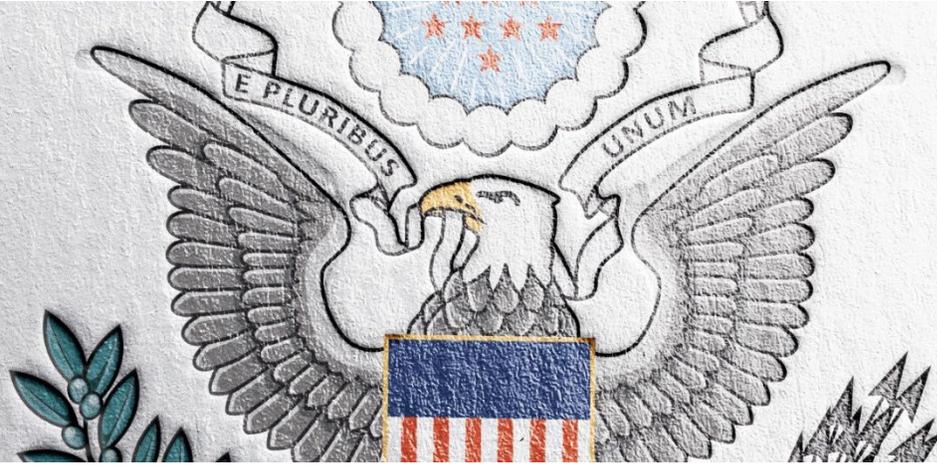
OIG did not encounter any attempts to interfere with Inspector General independence—whether through budgetary constraints designed to limit its capabilities, resistance or objection to oversight activities, or restrictions on or significant delays in access to information—for the reporting period from April 1, 2023, through September 30, 2023.

## 5 CONSOLIDATED FINANCIAL RESULTS OF OIG WORK

OIG returns significant value to the U.S. public through its audits, evaluations, inspections, and investigations. For the reporting period, OIG issued 47 reports related to the programs and operations of the Department, USAGM, USIBWC, and overseas contingency operations. OIG also identified nearly \$24 million in potential monetary benefits to the Department. Additionally, OIG's criminal, civil, and administrative investigations resulted in approximately \$11.8 million in recoveries and other monetary results this reporting period.

From April 1, 2023, through September 30, 2023, the Department made management decisions on approximately \$4 million in

potential monetary benefits identified by OIG during the current and prior reporting periods. OIG determines that a management decision on questioned costs and funds put to better use has been made and reports such a determination when OIG receives and accepts sufficient, specific evidence that appropriate action was taken during the compliance process. At the close of the reporting period, the Department had not yet taken action on OIG recommendations totaling approximately \$865 million. This is a \$20 million increase from the approximately \$845 million in questioned costs and funds to be put to better use pending a Department management decision at the beginning of the reporting period.



# OVERSIGHT OF DEPARTMENT OF STATE PROGRAMS AND OPERATIONS

## 6 OFFICE OF AUDITS

The Office of Audits (AUD) supports the Department of State (Department) in improving management; strengthening integrity and accountability; and ensuring the most efficient, effective, and economical use of resources.

Audit work focuses on areas of concern such as physical security at overseas posts; financial management; IT security and management; contracts, acquisition, and grants management; human capital and administrative issues; and high-risk programs and operations in frontline states. From April 1, 2023, through September 30, 2023, the Office of Audits issued 17 individual reports on Department or International Boundary and Water Commission, United States and Mexico, U.S. Section (USIBWC) programs and operations. One joint report with OIGs from the Department of Defense (DoD), Department of Homeland Security, and others was also issued. Thirteen reports are summarized below and five reports are summarized in the *Department of State Classified Annex to the Semiannual Report to the Congress*.

[National Defense Authorization Act for FY 2023, Section 5275 Interim Joint Report \(AUD-MERO Joint Review, 6/2023\)](#)

This report responds to Section 5275 of the National Defense Authorization Act for Fiscal Year 2023, Public Law 117-263, which directed the Offices of Inspector General of the Department of Homeland Security and Department of State to conduct a joint review “of efforts to support and process evacuees

from Afghanistan and the Afghanistan special immigrant visa program,” in coordination with the Inspector General of DoD and other appropriate Inspectors General. Section 5275 requires that the review include an assessment of the systems, staffing, policies, and programs used to: (1) screen and vet the evacuees; (2) admit and process the evacuees at U.S. ports of entry; (3) temporarily house the evacuees prior to resettlement; and (4) account for the total number of individuals evacuated from Afghanistan in 2021 with support of the U.S. government. This interim report provided a compilation of OIGs’ work related to Section 5275 requirements.

### Contracts, Grants, and Infrastructure

[Audit of Department of State Efforts To Identify and Terminate Unneeded Contracts Related to Afghanistan \(AUD-CGI-23-26, 9/2023\)](#)

OIG conducted this audit to determine whether the Department identified and terminated contracts impacted by the suspension of U.S. operations in Afghanistan in accordance with federal and Department requirements.

OIG found that the Department did not adequately identify contracts requiring termination prior to or after the suspension of operations in Afghanistan, nor did it assess the bona fide need of open obligations related to Afghanistan until requested to do so by the financial statement auditor at the end of FY 2021. This occurred, in part, because the Department expected embassy operations in

Kabul to continue after the withdrawal of the U.S. military from Afghanistan. In addition, the Bureau of Administration had not defined a process to facilitate the identification of unneeded contracts following the suspension of operations. Consequently, the Department was unprepared to promptly terminate unneeded contracts and deobligate excess contract funds for application to other purposes.

OIG also found that Contracting Officers (COs) did not terminate eight contracts selected for review in accordance with requirements, nor did they maintain sufficient documentation to support contract actions taken. Deficiencies were due, in part, to insufficient management oversight, lack of an effective mechanism to track contracts from termination to closeout, and the fact that COs did not always maintain contract administration files in the mandated electronic system. Furthermore, the Department's policies and procedures related to contract termination were inadequate to guide the process. Until these deficiencies are corrected, the Department will be limited in its ability to provide proper stewardship of funds.

[Audit of the Management and Administration of the Consular Systems Modernization Program](#)  
(AUD-CGI-23-20, 7/2023)

OIG conducted an audit of the management and administration of the consular systems modernization (CSM) program and concluded that the Department did not consistently apply program management principles when executing the program. Specifically, the

Bureau of Consular Affairs (CA) did not properly design the CSM program, develop a monitoring plan that complied with Department guidance, evaluate the CSM program, or perform required IT governance reviews. As the organization that provides passport services and support to U.S. citizens, it is critically important that CA, in coordination with other key Department bureaus, address the identified deficiencies to advance and realize the goals of the CSM program.

Also, OIG found that Contracting Officer's Representatives assigned to the CSM program did not administer task orders in accordance with requirements. Specifically, invoice reviews were not properly documented, contractor reports were missing, performance-based fees may have been improperly awarded, and assessment reports were not completed in a timely manner. As a result, OIG is questioning \$14,291,001 in unsupported costs related to the invoices reviewed.

Lastly, CA did not develop and execute an acquisition plan for the CSM program in a timely manner. As a result, CA's original procurement package lacked technical specifications, and the acquisition process had to be started over, which delayed implementation of the CSM program by approximately 58 months.

*Management Assistance Report: Actions To Address Ongoing Construction Schedule Delays at New Embassy Compound Mexico City Are Needed*  
(AUD-CGI-23-16, 4/2023)

During an audit of contract administration processes in the construction of New Embassy Compound (NEC) Mexico City, OIG learned of ongoing and increasing schedule delays to the construction project. Specifically, OIG found that the project was falling behind schedule every month, and the ongoing and increasing schedule delays would impact the date NEC Mexico City will be ready for occupancy.

The Bureau of Overseas Buildings Operations (OBO) and the Bureau of Administration, Office of the Procurement Executive, Office of Acquisitions Management (AQM) did not fully comply with Department guidance addressing schedule delays. For example, OBO and AQM did not determine the type of delay, document the delay, develop the government's position, discuss the government's position with the contractor, adjust the government's position based on the discussions with the contractor, and prepare a final decision. As a result, the Department cannot be certain that the contractor will meet the contractually required substantial completion date of October 31, 2023.

In addition, OIG found that the Department issued a unilateral modification for the solar photovoltaic system construction improvements without assessing time to determine whether a schedule extension was justified after the contractor submitted a proposal requesting a schedule extension of 459 days. As a result, the Department

required the contractor to adhere to the current substantial completion date of October 31, 2023, but with the potential of an excusable delay that could result in constructive acceleration. The unilateral modification of the contract will therefore result in additional expenses to complete the NEC Mexico City project.

## Financial Management

*Audit of Department of State Procedures To Establish Program Fees for the Furniture and Appliance Pool Program*  
(AUD-FM-23-22, 6/2023)

OIG found that the Department did not always establish Furniture and Appliance Pool (FAP) program fees in accordance with policies and procedures. Specifically, selected posts did not always maintain and use reliable FAP inventory and financial data to calculate FAP fees; capture costs for a complete and accurate listing of authorized furniture, furnishings, appliances, and equipment (FFA&E) within FAP fee calculations; or manage FAP assets in accordance with Department policies and procedures. In addition, the Department did not always maintain FAP fee calculation documentation to support efforts to reassess fee determinations and make changes to fee amounts.

The deficiencies identified occurred, in part, because the Department did not have sufficient oversight, training, guidance, or system controls in place to ensure that posts complied with FAP data requirements. In addition, selected posts did not capture appropriate FFA&E costs because personnel did not reconcile the calculations with posts' FAP program policies or did not ensure that

posts' FAP program policies were updated and consistent with Department policies and procedures. Furthermore, the Department did not have sufficient guidance for retaining this documentation.

[\*Audit of Department of State FY 2022 Compliance With Payment Integrity Requirements\*](#)  
(AUD-FM-23-18, 5/2023)

An independent external auditor, acting on behalf of OIG, found that the Department complied with payment integrity requirements for the FY 2022 reporting period. Specifically, the Department published the FY 2022 financial statements and accompanying material, which included all applicable payment integrity disclosures, on its website. In addition, the Department performed required program-specific risk assessments. Furthermore, the external auditor did not identify any needed improvements involving improper and unknown payments determination, the associated estimation methodology, or actions necessary to improve prevention and reduction.

## Global Emergencies and Emerging Risks

[\*OIG's Review of the Department of State's Evacuation of U.S. Embassy Kabul, Afghanistan\*](#)  
(AUD-MERO-23-33, 9/2023)

OIG conducted a classified review, which is summarized in this information brief, to determine whether U.S. Embassy Kabul, Afghanistan, followed established Department guidance in preparation for and execution of

the evacuation of U.S. government personnel, private U.S. citizens, Afghans at risk, and other individuals from Afghanistan in August 2021. This unclassified summary information brief contains only that information from the classified report that could be reported publicly.

OIG found that Embassy Kabul developed its emergency action plan (EAP) in accordance with established guidance. OIG also found that, despite having an approved EAP, Embassy Kabul was not adequately prepared for the full scope of challenges it would encounter while executing the evacuation. After the evacuation of the embassy compound, Department personnel who remained at the Kabul airport to assist evacuation efforts faced huge, uncontrollable crowds that formed daily. On August 26, 2021, the chaos resulted in the deaths of 13 U.S. service members and many Afghans when a suicide bomber detonated an explosive device in the crowd outside one of the entrances to the airport.

[\*Evaluation of Adjustments to the Afghan Special Immigrant Visa Program From 2018 Through 2022\*](#)  
(AUD-MERO-23-23, 8/2023)

Following the Department's evacuation and suspension of operations of U.S. Embassy Kabul, Afghanistan, in August 2021, multiple congressional committees requested that OIG review the processing of Afghan special immigrant visas (SIV). In this report, OIG evaluated the following areas: Department efforts to streamline the Afghan SIV process from 2018 through 2022, the impact of COVID-19 on the process, and the future of the Afghan SIV program.

OIG found that, in February 2021, the Department began to take actions to streamline processing and mitigate issues; however, as of December 2022, there was still a significant and growing application backlog. The COVID-19 pandemic stalled the process, increasing the number of applicants awaiting in-person interviews. Because the Department lacked ground presence in Afghanistan, it relied on Taliban cooperation for SIV applicant relocation from the country. The Department has not developed an approach to resolving the backlog, and its Afghan SIV Senior Coordinating Official position has had vacancies and frequent turnover since 2017.

[Relocation and Resettlement Outcomes of Afghan Special Immigrant Visa Holders \(AUD-MERO-23-21, 6/2023\)](#)

OIG also performed this review in response to the congressional requests related to the Afghan SIV program. OIG found that the Department developed and implemented plans for the relocation of Afghan SIV holders in July 2021. According to Department records, from July 29 to August 15, 2021, the Department chartered 10 relocation flights transporting 1,962 Afghan SIV holders to the United States. OIG also found that according to the Department's SIV pipeline report, as of March 21, 2023, there were 210 principal SIV holders and an additional 152,091 principal Afghan SIV applicants who remained in Afghanistan whose applications were still undergoing processing.

Additionally, from October 2018 to September 2022, 35,989 Afghan SIV holders were resettled in 176 communities throughout the United States. The resettlement agencies

working with the Department and their local affiliates assisted virtually all SIV holders in finding and leasing housing and assisted in enrolling school aged children in school. They also assisted SIV holders in finding jobs by enrolling them with employment services within 30 days of their arrival, assisting with obtaining needed federal identification documentation, and providing transportation, as needed, to job interviews and job training. Finally, the Department of Homeland Security, U.S. Citizenship and Immigration Services reported that 21,949 Afghans became U.S. citizens from FY 2019 through FY 2022. Of those who became citizens, 14,064 were Afghan SIV holders, both principal and derivative SIV holders.

[The Department of State Humanitarian Assistance Response To Support Ukraine \(AUD-MERO-23-17, 4/2023\)](#)

As a result of Russia's war against Ukraine, 17.7 million people were in urgent need of humanitarian assistance as of December 2022. In 2022, the Department received \$3.3 billion across four supplemental appropriations for its humanitarian assistance response and allocated \$596 million for the Ukrainian crisis.

Of that, \$493.7 million was obligated to nine implementing partners: the United Nations (UN) High Commissioner for Refugees, the UN Children's Fund, the International Organization for Migration, the World Health Organization, the International Federation of Red Cross and Red Crescent Societies, Catholic Relief Services, the UN Population Fund, UN Women, and an undisclosed implementing partner. These funds have been expended in

nine countries: Ukraine, Poland, Moldova, Romania, Slovak Republic, Hungary, Czech Republic, Bulgaria, and Belarus. The implementing partners work in areas of assistance such as protection; food security; health and nutrition; livelihood and resilience; logistics, telecommunication, and operations support; education; basic needs; and water, sanitation, and hygiene.

This report is part of an ongoing audit of the Department's humanitarian assistance response to support Ukraine to determine whether assistance was implemented in accordance with Department policies, guidance, and award terms and conditions and whether these funds achieved their intended purpose.

## Security and Intelligence

[\*Audit of Physical Security Standards for Department of State Temporary Structures at Selected Overseas Posts\*](#)  
(AUD-SI-23-30, 9/2023)

OIG conducted this audit to determine whether the Department managed the use of temporary structures at overseas posts in compliance with applicable physical security standards and procedures, including maintaining an accurate and complete inventory of temporary structures used for residential and office purposes.

OIG found that the Department was not adequately managing its use of temporary structures at overseas posts in accordance with applicable security standards and procedures. First, the Department could not

provide an accurate or complete inventory of temporary structures at posts, and some structures were not consistently named and categorized in its real property database. In addition, OIG identified temporary structures that did not have required waivers or exceptions to physical security standards. OIG also determined that overseas posts were generally not complying with Department guidance regarding the unauthorized use of shipping containers.

OIG also found a backlog of more than 800 incomplete physical security surveys as of May 2023, involving both permanent and temporary structures.

[\*Audit of Selected Cooperative Agreements Supporting Department of State Refugee Resettlement Support Centers\*](#)  
(AUD-SI-23-28, 9/2023)

The Bureau of Population, Refugees, and Migration (PRM) funds organizations to manage refugee Resettlement Support Centers (RSCs) that assist in the processing of refugee applications. OIG conducted this audit to determine whether selected recipients of such funds adhered to federal requirements, Department policies and guidance, and award terms and conditions.

OIG found deficiencies in 39 of 60 refugee applications it reviewed. OIG also found inconsistencies between the case management system and the physical case file in 12 of 36 cases it reviewed. Furthermore, RSC caseworkers did not conduct prescreening interviews in accordance with requirements. These deficiencies occurred, in part, because PRM's quality control processes

did not address all requirements. Noncompliance could result in inconsistent application information, applicants who are underinformed about the process, and delays to an already long application process.

OIG also found that selected recipients did not always submit accurate performance reports because the template provided by PRM did not include sufficient guidance.

Finally, OIG tested 144 expenditures, totaling \$1,941,605, and found 24 expenditures were unallowable. OIG is questioning \$759,000 in costs considered unsupported or unallowable.

[Audit of Select Bureau of International Narcotics and Law Enforcement Affairs Assistance Awards to the National Center for State Courts That Were Performed in the Western Hemisphere](#)  
(AUD-SI-23-27, 9/2023)

OIG found that the National Center for State Courts (NCSC) expended federal assistance funds for three selected awards in accordance with federal and Department requirements and fulfilled program goals outlined in the awards' terms and conditions. Although NCSC adhered to award requirements, OIG found that the Bureau of International Narcotics and Law Enforcement Affairs (INL) Grants Officer (GO) and Grants Officer Representatives (GORs) did not always maintain required documentation. Additionally, the GO and GORs did not always document that they had reviewed and approved the quarterly financial reports and did not always approve NCSC's reimbursement requests in a timely manner.

## 7 OFFICE OF EVALUATIONS AND SPECIAL PROJECTS

The Office of Evaluations and Special Projects (ESP) complements the work of OIG's Offices of Audits, Inspections, and Investigations and enhances OIG's capabilities to educate employees regarding whistleblower protections. This office also reviews allegations of administrative misconduct by senior officials and conducts special evaluations and reviews, including responses to congressional inquiries.

From April 1, 2023, to September 30, 2023, ESP issued two unclassified reports on Department of State (Department) programs and operations, which are summarized below. During this period, the office also issued six whistleblower reports, which are discussed in Section 2 of this report.

[\*Evaluation of Whistleblower Protection Notification to Contractor and Employees at the Department of State and U.S. Agency for Global Media\*](#)  
(ESP-23-03, 9/2023)

Federal law provides statutory protections for employees of federal contractors and grantees who engage in whistleblowing and requires agencies to ensure that contractors and grantees of the agency inform their employees in writing of their whistleblower rights and remedies. For federal contractors, this is primarily accomplished by inserting a clause into the contract requiring notification to employees. OIG initiated this evaluation to determine the extent to which the Department of State and USAGM are communicating statutory whistleblower

notification requirements to their contractors and grantees.

From a random sample of both Department and USAGM contracts, OIG found that approximately a quarter of the Department contracts reviewed lacked the required clause regarding notification of whistleblower rights. USAGM included the required clause in 90 percent of contracts reviewed. OIG also found that neither agency has a method of explicitly ensuring that grantees inform their employees of whistleblower protections.

OIG made three recommendations to the Department and three to USAGM to amend contracts that were missing required whistleblower language, use a more explicit clause regarding notification of whistleblower protections in future contracts, and develop a mechanism to ensure that grantees know of their duty to inform employees of whistleblower protections. The Department and USAGM agreed with all of OIG's recommendations.

[\*Evaluation of the Bureau of Diplomatic Security's Global Canine Services Center Contract Expansion\*](#)  
(ESP-23-02, 6/2023)

The Bureau of Diplomatic Security, Office of Overseas Protective Operations (DS/OPO) is responsible for the protection of people visiting or working for the Department domestically and abroad under the Worldwide Protective Services (WPS) program. DS/OPO relies on explosive detection canines and their handlers to conduct searches and inspect

vehicles, packages, and luggage at high threat posts for signs of explosives. Previously, WPS contractors provided trained canines and handlers for overseas security details. A separate contractor, Michael Stapleton Associates (MSA), validated the scent proficiency of canine teams prior to deployment. In 2019, DS/OPO undertook a massive overhaul of its canine program by modifying its WPS contracts to remove the requirement that canines be contractor-provided and expanding the MSA contract by \$155 million to include not only the validation of canine teams, but also the procurement, imprinting, and training of canines for the WPS program. DS/OPO purchases the canines as Department property following MSA training.

OIG found that DS/OPO did not use performance-based data to support this modification and could not provide documentation to support statements in its justification outlining the program changes. DS/OPO's expansion plan also did not identify potential risks or changes to program needs, a failure that became evident after the drawdown in Afghanistan when DS/OPO had to find new purposes for the government-owned canines supporting that mission.

Additionally, OIG had previously recommended that canine validation be performed by an independent canine expert, but with this modification, MSA solely validates the proficiency of the canines it procures, imprints and trains, creating an apparent conflict of interest. While DS/OPO hired new staff to oversee and manage the expanded canine operations, it did not issue

written policies to guide oversight for more than 2 years after expanding MSA's contract.

### **Allegations of Misconduct Involving Senior Government Employees**

ESP also reviews allegations of non-criminal misconduct by senior Department employees. Table 7.1 describes each instance in which ESP substantiated such allegations during this reporting period.

**Table 7.1**  
**ESP Substantiation of Allegations of Non-Criminal Misconduct Involving Senior Government Employees, 4/1/2023–9/30/2023**

<b>Date</b>	<b>Agency and Position</b>	<b>Description</b>	<b>Disposition</b>
09/23	Department Ambassador	OIG found that the official improperly shared contractor proposals with a non-Department employee in violation of the Federal Acquisition Regulation and Department procurement policies. OIG also found that the official did not comport with the Department’s Leadership Principles by failing to deal with employee complaints of a hostile work environment.	OIG referred its findings to the Deputy Secretary for Management and Resources. The official resigned from the Department shortly before OIG concluded its work.
09/23	Deputy Office Director, Department of State	OIG found that the official improperly shared contractor proposals with a non-Department employee in violation of the Federal Acquisition Regulation and Department procurement policies and falsely certified that market research had been conducted for a sole source procurement justification. OIG also found that the official did not comport with the Department’s Leadership Principles by making inappropriate comments and by failing to deal with employee complaints of a hostile work environment.	OIG referred its findings to the Deputy Secretary for Management and Resources and the Bureau of Global Talent Management.
09/23	Chief of Staff, Department of State	OIG found that the official improperly shared contractor proposals with a non-Department employee in violation of the Federal Acquisition Regulation and Department procurement policies and falsely certified that market research had been conducted for a sole source procurement justification. OIG also found that the official did not comport with the Department’s Leadership Principles by bullying and insulting employees and creating a hostile work environment.	OIG referred its findings to the Deputy Secretary for Management and Resources. The official has resigned from the Department.

## 8 OFFICE OF INSPECTIONS

The Office of Inspections (ISP) conducts independent assessments of the operations of the Department, its posts abroad, and related activities. OIG inspects posts and domestic bureaus as required by the Foreign Service Act of 1980, which sets forth three broad areas for inspections: policy implementation, resource management, and management controls.

The office also conducts targeted reviews of Department programs and operations and compliance follow-up reviews on some posts, offices, and bureaus previously inspected to ensure implementation of key recommendations. From April 1, 2023, to September 30, 2023, ISP issued 18 reports on Department programs and operations, 12 of which were unclassified and are summarized below. The *Department of State Classified Annex to the Semiannual Report to the Congress* includes summaries of the other reports.

### Domestic Bureaus

[\*Inspection of the Bureau of Information Resource Management's Mobile and Remote Access Division\*](#)  
(ISP-I-23-23, 6/2023)

Department stakeholders praised the Mobile and Remote Access Division's swift response to support the increased remote access demand during the COVID-19 pandemic. However, OIG found that the Department did not monitor and control the usage and costs of mobile device services, and the division did not issue guidance to Department employees responsible for managing usage and costs.

This resulted in more than \$7.2 million in expenditures in 2022 that could have been put to better use. OIG estimated that these expenditures represented 24.4 percent of the Department's \$29.5 million total annual cost for mobile device services.

The division also failed to perform all information systems security officer duties for its own systems or for the enterprise mobile devices it managed for the Department, placing at risk IT security for approximately 83,000 mobile devices worldwide.

Additionally, the division did not communicate and enforce the enterprise mobile device system user groups access requirements in the GO Desktop system security plan. As a result, Department managers issued enterprise mobile devices to users overseas without considering the security requirements in the plan.

With respect to customer service, the bureau had separate laptop programs with the same name, which led to customer confusion and misconfigured devices. OIG also found that the bureau's contract file management did not comply with Department standards.

OIG made recommendations to address management of systems security, customer service delivery, mobile device services, and contract management.

## Program Reviews and Special Reports

### [Status of the Accountability Goal in the Department of State’s Diversity, Equity, Inclusion, and Accessibility Strategic Plan \(ISP-I-23-21, 9/2023\)](#)

On June 25, 2021, the White House issued Executive Order 14035 “to strengthen the federal workforce by promoting diversity, equity, inclusion, and accessibility.” In response to the Executive Order’s mandate that agencies develop diversity, equity, inclusion, and accessibility (DEIA) strategic plans, the Department published its plan in September 2022.

OIG conducted this review from January to April 2023 to establish baseline information and spotlight the initial status of the Department’s efforts to implement its DEIA goal to “strengthen accountability policies and processes to prevent and eliminate discrimination, harassment, bullying, and toxic management.” OIG focused on this goal because OIG’s past inspection work, as well as a recent Department-wide climate survey, indicated that the Department’s workforce generally perceived it as not holding employees accountable for conduct and behavior issues.

Overall, OIG found the Department—led primarily by the Office of Diversity and Inclusion, the Office of Civil Rights, and the Bureau of Global Talent Management—was making progress toward the strategies and corresponding milestones related to the accountability goal, although some milestones are taking longer to achieve than originally estimated and continue to be in progress.

OIG acknowledges the Department’s 2022 completion of its inaugural agency-wide climate survey on DEIA and recent publication of the Department’s demographics baseline report as steps towards measuring progress of the Department’s DEIA efforts, including its efforts to strengthen accountability.

This report does not contain any recommendations.

### [Review of Ukraine Foreign Assistance Coordination and Oversight \(ISP-I-23-18, 7/2023\)](#)

OIG’s objectives in this review were to determine whether the Department and Embassy Kyiv established a strategy for Ukraine to inform and guide foreign assistance programs and whether the Department and Embassy Kyiv exercised their foreign assistance coordination and oversight responsibilities.

OIG found that Embassy Kyiv had not updated its Integrated Country Strategy due to staffing limitations related to the embassy’s closure and subsequent operations in wartime conditions. Without an updated Integrated Country Strategy, Department bureaus and other agencies lacked guidance for designing programs and performance indicators aligned with common strategic goals.

With respect to foreign assistance coordination, OIG found that the embassy and the Bureau of European and Eurasian Affairs’ Office of the Coordinator of U.S. Assistance to Europe and Eurasia carried out their coordination responsibilities in accordance

with statutory requirements and Department standards. However, Department bureaus reported significant challenges in conducting monitoring and evaluation because of security restrictions and the limited number of staff at the embassy.

Responding to the monitoring challenges, many program managers employed remote monitoring methods and developed other methods to verify that goods and services were used as intended, including one bureau that introduced an innovative smartphone application to securely document the delivery of equipment.

OIG observed that challenges to the oversight of unprecedented levels of foreign assistance will continue until the circumstances stabilize. Staffing level increases at the embassy may enable more site visits and improved monitoring. Over the longer run, particularly as the Department plans to assist Ukraine's recovery and reconstruction, corruption in the Ukrainian government and private sector poses risks to the effectiveness of U.S. foreign assistance that requires robust oversight.

OIG made a recommendation to Embassy Kyiv to update the Integrated Country Strategy.

**Spotlight on Success:** The Bureau of Conflict and Stabilization Operations used a secure smartphone application to document delivery of equipment to intended recipients, enabling foreign assistance oversight in Ukraine.

## Overseas Missions

### Bureau of African Affairs

#### [Inspection of Embassy Lomé, Togo](#) (ISP-I-23-22, 7/2023)

OIG found the Ambassador and the Deputy Chief of Mission emphasized clear communication, accessibility, inclusiveness, and work-life balance as they implemented an active agenda in support of the Integrated Country Strategy's goals and objectives. Embassy Lomé's operational tempo increased in 2022 with an uptick in violent extremism in Togo's north and an increase in foreign assistance designed to counteract the threats.

The Political-Economic Section served as a de facto "secretariat" for a growing number of official visitors, which affected the section's capacity to carry out its advocacy and reporting responsibilities.

OIG determined that Embassy Lomé's grant files did not comply with the Department's Federal Assistance Directive documentation requirements. Additionally, the embassy's safety, health, environmental management, and fire protection programs did not fully comply with Department standards. Missing administrative policies and standard operating procedures hampered human resources operations, and the embassy's records management program did not comply with Department standards for the oversight, organization, and retirement of embassy records.

OIG made recommendations to address policy and program implementation, resource management, and information management.

[Inspection of Embassy Cotonou, Benin](#)  
(ISP-I-23-20, 7/2023)

OIG found that the Ambassador and the Deputy Chief of Mission led Embassy Cotonou in a strategic, inclusive manner consistent with Department leadership and management principles. Additionally, in the absence of resident Department of Defense personnel, the Political-Economic Section managed a substantial increase in security training and assistance in response to the growing threat from violent extremist organizations in northern Benin. However, OIG also found that the Consular Section was not fully prepared to respond to a crisis and had not prioritized setting up an American Liaison Network, and gaps in overseeing Embassy Cotonou's management operations contributed to several shortcomings in general services and facility management. Additionally, the embassy used a cloud application that was not authorized for use by the Department. OIG made recommendations to address policy and program implementation, resource management, and information management.

**Spotlights on Success:** Embassy Cotonou's Locally Employed Staff Association's inclusive organizational approach strengthened embassy community relations. Additionally, the embassy's Consular Section developed a text messaging process that resulted in applicants arriving better prepared for consular appointments.

[Inspection of Embassy Abuja and Constituent Post, Nigeria](#)  
(ISP-I-23-09, 6/2023)

OIG found that the Ambassador and the Deputy Chief of Mission led Mission Nigeria in a strategic and attentive manner consistent with Department leadership and management principles. Additionally, the mission's Political and Economic Sections collaborated with other agencies to advance the embassy's Integrated Country Strategy and other Department priorities.

OIG also found that the U.S. President's Emergency Plan for AIDS Relief enabled more than 643,000 Nigerian residents to receive treatment despite challenges that arose due to the COVID-19 pandemic. However, Mission Nigeria did not meet Department standards for documenting the monitoring and evaluation of federal assistance awards. Although the Consular Sections at Embassy Abuja and Consulate General Lagos were focused on resolving the long backlogs for nonimmigrant visas, consular personnel were not fully prepared to respond to a crisis due to a lack of training and insufficient attention on crisis planning.

Gaps in the oversight of Mission Nigeria's management operations created shortcomings in bulk fuel management, property management, fire protection, travel management, human resources, and government vehicle operations. Additionally, the mission's Information Systems Security Officers did not perform all Department required duties. OIG also determined that the Department lacked guidance for the management and operation of watercraft

used in an official transportation program, such as the one at Consulate General Lagos.

OIG made recommendations to address policy and program implementation, resource management, and information management.

**Spotlight on Success:** During the COVID-19 pandemic, staff from Mission Nigeria’s American Spaces and EducationUSA used virtual outreach to increase the number of Nigerian students studying in the United States.

[Inspection of Embassy Juba, South Sudan \(ISP-I-23-12, 4/2023\)](#)

OIG found that Embassy Juba operated under difficult local conditions characterized by political conflict, communal violence, poor infrastructure, a dangerous security environment, and systemic corruption. The embassy also faced significant internal challenges, including staffing limitations, inadequate facilities, and a complex, shared administrative services support platform. Despite the challenges, the Ambassador and the Deputy Chief of Mission led the embassy consistent with the Department’s leadership and management principles. However, the embassy failed to submit its FY 2022 annual Statement of Assurance.

Because of limited staffing and the annual turnover of U.S. direct-hire personnel, the embassy’s Management Section struggled to address communication, coordination, and internal control deficiencies. Embassy Juba ended its locally employed staff health insurance benefits contract, resulting in changes to medical coverage that negatively

affected the locally employed staff’s morale. Additionally, the embassy’s local compensation plan did not comply with local labor laws. Furthermore, due to insufficient staffing, the embassy had numerous information management internal control deficiencies that required attention.

OIG made recommendations to address executive direction, policy and program implementation, resource management, and information management.

### **Bureau of European and Eurasian Affairs**

[Inspection of Embassy Chisinau, Moldova \(ISP-I-23-19, 7/2023\)](#)

OIG found that the Ambassador and the Deputy Chief of Mission fostered a positive and supportive work environment. Staff praised the open manner in which the Front Office handled the Ukraine crisis and the decision not to evacuate while fully considering staff security. The embassy managed increased U.S. engagement with the government of Moldova and growth in bilateral assistance, but at the risk of staff burnout.

Additionally, limits on the administrative support platform hampered the embassy’s ability to add staff. Although Embassy Chisinau monitored and evaluated its bilateral assistance activities, it did not conduct joint evaluations with the government of Moldova as required by the bilateral agreement. OIG also determined that the embassy’s internet and telephone cabling did not comply with Department standards.

OIG made recommendations to address policy and program implementation, resource management, and information management.

**Spotlights on Success:** In the run-up to and in the aftermath of Russia’s February 24, 2022, full-scale invasion of Ukraine, Embassy Chisinau carried out extensive contingency planning, which the Department cited as best practices to be shared with other embassies. The embassy’s Public Diplomacy Section also automated certain grants management functions, greatly increasing the efficiency of the grants management process.

[Inspection of the U.S. Mission to the North Atlantic Treaty Organization](#)  
(ISP-I-23-16, 5/2023)

OIG found the Ambassador and the Deputy Chief of Mission led the U.S. Mission to the North Atlantic Treaty Organization (NATO) in a professional and collaborative manner. Additionally, the Ambassador and the Deputy Chief of Mission recognized that mission staff worked long hours and looked for ways to restore work-life balance, but efforts to increase staffing were only partially successful.

OIG also found the mission’s workload increased significantly with Russia’s February 2022 invasion of Ukraine. The Ambassador and the Deputy Chief of Mission led the mission in achieving significant foreign policy successes to gain NATO support for Ukraine. The Political Section staff also contributed to the advancement of key mission priorities, including NATO’s support for Ukraine and the alliance’s adoption of a new strategy document, known as the Strategic Concept.

OIG also determined that the Public Diplomacy Section assisted the Ambassador in conducting meaningful and far-reaching press and public engagements. However, OIG found that Political Section staff would benefit from more formal training.

Additionally, Washington readers praised the mission’s reporting, but some readers told OIG about delays in reporting on North Atlantic Council meetings. OIG also found that the Ambassador had not participated in a security drill since her arrival, and therefore, was not able to emphasize that emergency preparedness was a priority for the mission. Although the Ambassador and the Deputy Chief of Mission both provided some individual mentoring to personnel assigned to the mission, the mission did not have an active, structured professional development program for First- and Second-Tour employees.

OIG made recommendations to address executive direction and policy and program implementation.

**Spotlight on Success:** The U.S. Mission to NATO’s Public Diplomacy Section responded to Russia’s February 2022 invasion of Ukraine with innovative visual social media products to combat Russia’s disinformation, educate skeptical audiences about NATO, and reinforce the transatlantic alliance.

[Inspection of Embassy Brussels, Belgium](#)  
(ISP-I-23-11, 5/2023)

OIG found the Ambassador and the Deputy Chief of Mission led Embassy Brussels in a professional and collaborative manner and

acted with integrity. The Country Team, led by the Ambassador, achieved several policy goals, especially regarding Belgium's support for Ukraine and its announcement that it would increase its defense spending to 2 percent, from 1.1 percent, of gross domestic product.

The Political-Economic Section produced high quality reporting and contributed to the mission's successes on the policy front. However, the Ambassador had yet to reach out to the broader U.S. citizen community in Belgium. Additionally, the Consular Section struggled to handle its workload with high demand for nonimmigrant visas after the United States lifted travel restrictions.

The embassy's Joint Administrative Services Section, which provides management and information management support to the three U.S. missions in Brussels, had several management control issues; a Department study found the section to be understaffed to support the growing number of mission personnel. OIG also found that the locally employed staff retirement fund was underfunded by approximately \$1 million.

OIG made recommendations to address executive direction, policy and program implementation, resource management, and information management.

**Spotlights on Success:** Embassy Brussels' Public Diplomacy Section used its extensive local contacts, including exchange program alumni, in communities throughout Belgium to reach new at-risk populations to counter violent extremism. The Consular Section, faced with a backlog of loss of nationality

cases, developed a streamlined process to handle more cases while maintaining Department standards; this process is being considered for use by other consular sections. Additionally, the embassy's Information Management staff developed an innovative solution that meets Department security standards to provide embassy personnel access to their mobile devices and mobile applications while working in controlled access areas.

[Inspection of the U.S. Mission to the European Union](#)  
(ISP-I-23-15, 4/2023)

OIG found the Ambassador and the Deputy Chief of Mission led the U.S. Mission to the European Union with integrity, ethical behavior, and care for the staff. Ukraine-related issues dominated the mission's agenda in 2022, and the mission team worked with the European Union on security and humanitarian assistance, sanctions against Russia, and reception of Ukrainian refugees in European Union member states.

Department officials and mission staff told OIG the workload in the Political and Economic Sections was excessive, especially since the February 2022 invasion of Ukraine, and left insufficient time for employees to develop contacts for influencing policy proposals in the European Commission. The Front Office took some steps to reduce stress on the staff and requested 12 additional positions from the Department to address workload demands. OIG also found the Ambassador and the Deputy Chief of Mission worked with their counterparts at the U.S. Mission to NATO to improve coordination,

especially on Ukraine issues. Washington stakeholders cited the high quality and policy relevance of reporting and analysis by the Political and Economic Sections.

The Public Diplomacy Section used the large number of high-level U.S. government visitors to schedule press events to amplify U.S. policies, especially related to Ukraine. However, the Senior Consular Representative in the Political Section did not have the responsibilities of a full-time senior position, and OIG concluded that the position represented a misuse of resources.

OIG made a recommendation to address policy and program implementation.

### **Bureau of Near Eastern Affairs**

#### [Inspection of Embassy Beirut, Lebanon \(ISP-I-23-10, 4/2023\)](#)

OIG found the Ambassador and the Deputy Chief of Mission led Embassy Beirut in a professional and collaborative manner and engaged with Lebanon to advance foreign policy goals. Embassy Beirut generally managed grants in compliance with standards and addressed areas for improvement during the inspection. Embassy Beirut's compound layout, consisting of multiple buildings of

varying ages and construction, spread over more than 19 acres, contributed to infrastructure problems and safety deficiencies.

The embassy's fire protection program did not comply with Department standards and the embassy did not address several issues identified in previous fire reviews. Embassy Beirut's locally employed information management staff required additional training to complete their duties, and information systems security officers did not perform all required duties.

OIG made recommendations to address policy and program implementation, resource management, and information management.

**Spotlights on Success:** Embassy Beirut leveraged English language programs and alumni to reach marginalized communities. The embassy's Public Diplomacy Section used program evaluation and data analytics to inform its outreach to target audiences in Lebanon. Additionally, Embassy Beirut's Foreign Assistance Working Group centralized oversight of new programming by involving all embassy sections.

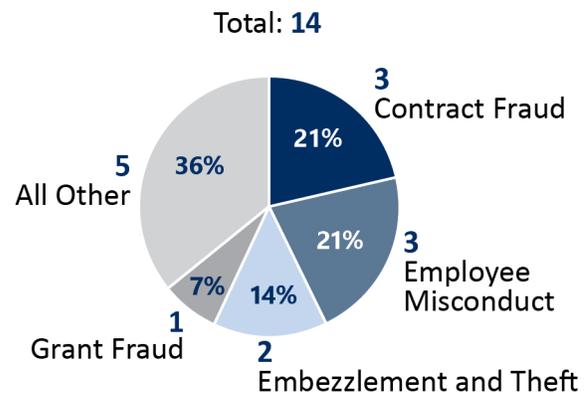
## 9 OFFICE OF INVESTIGATIONS

The Office of Investigations conducts worldwide investigations of criminal, civil, and administrative misconduct related to programs and operations of the Department of State (Department).

The office refers investigative results to the Department of Justice for prosecution and to the Department’s Bureau of Global Talent Management, the Bureau of Diplomatic Security, the Office of the Procurement Executive, and other entities for administrative or other appropriate action. OIG’s involvement in complex investigations of crimes affecting Department employees, programs, and operations has resulted in significant actions—including convictions, settlements, recoveries, suspensions, and debarments—and continues to promote integrity and accountability of personnel and programs.

For a summary of OIG investigative activity related to Department of State programs and operations this reporting period, see Table 9.1. For a breakdown of cases closed this reporting period, see Figure 9.1.

**Figure 9.1**  
**OIG Investigations Closed, 10/1/2022–9/30/2023**



**Note:** Figures may not equal 100 percent due to rounding.  
**Source:** Office of Investigations electronic case management system.

**Table 9.1**  
**OIG Investigative Activity Related to Department of State Programs and Operations,**  
**4/1/2023–9/30/2023**

<b>Preliminary Inquiries</b>	
Opened	22
Closed	29
<b>Investigations</b>	
Opened	24
Closed	14
Pending (9/30/2023)	27
Reports Issued <sup>a</sup>	4
<b>Criminal and Civil Actions</b>	
Referrals to the Department of Justice	15
Referrals to Foreign, State, & Local Prosecuting Authorities	0
Arrests	7
Indictments/Informations <sup>b</sup>	9
Convictions	14
Civil Judgments/Settlements	2
<b>Administrative Actions</b>	
Removals (Resignation & Termination)	4
Suspensions/Revocations (Employee & Security Clearance)	5
Reprimands/Admonishments/Other	1
<b>Investigative Monetary Results</b>	
Civil Settlement	\$10,187,354
Cost Recovery	\$30,483
Criminal Forfeiture	\$598,927
Fines and Penalties	\$522,840
Funds Put to Better Use (Cost Savings)	\$0
Restitution	\$78,540
<b>Suspensions and Debarments</b>	
Contractors/Grantees Suspended	0
Employees/Contractors/Grantees Debarred	1
<b>Outreach</b>	
Fraud Awareness Briefings	26

**Note:** The figures in this table were derived from a defined search of the Office of Investigations' electronic case management system for the period from April 1, 2023, through September 30, 2023, based upon specific administrative action categories.

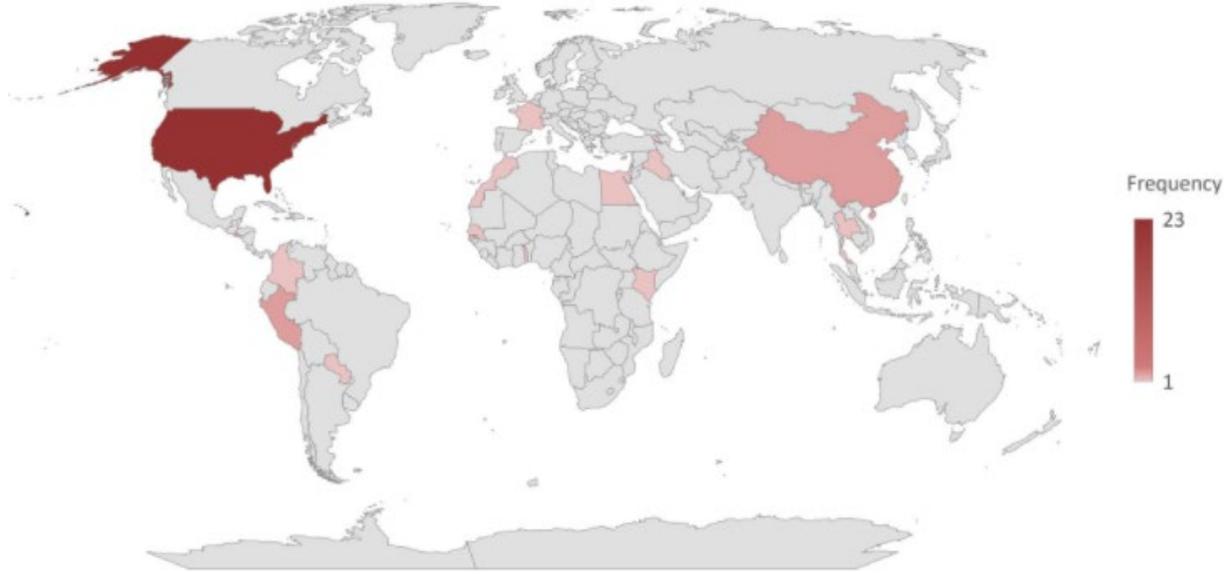
<sup>a</sup> The number represents final Reports of Investigation issued during the reporting period. The same Report of Investigation may have been issued to more than one Department bureau or office and may include multiple subjects for possible administrative actions.

<sup>b</sup> The number represents all indictments, criminal informations, and complaints that occurred during the reporting period. All indictments and criminal informations result from referral to prosecuting authorities. The referral may have occurred in a prior reporting period.

OIG’s investigative efforts span the globe. As shown in Figure 9.2 and Table 9.2, of the 43 cases and preliminary inquiries closed this

reporting period, 47 percent concerned activity in other countries.

**Figure 9.2**  
**Department-Related Cases and Preliminary Inquiries Closed, by Country, 4/1/2023–9/30/2023**



Source: Office of Investigations electronic case management system.

**Table 9.2**  
**Preliminary Inquiries and Cases Closed, 4/1/2023–9/30/2023**

Type	Domestic	Overseas
Preliminary Inquiries Closed	14	15
Cases Closed	9	5
<b>Total</b>	<b>23</b>	<b>20</b>

Source: Office of Investigations electronic case management system.

### Investigative Highlights

In August 2023, an individual was arrested, and his residence was searched in connection with his role in a scam to financially defraud unsuspecting exchange visitor applicants. OIG special agents and members of the FBI Financial Crimes Task Force determined the subject engaged in counterfeiting, and bank fraud while laundering approximately \$2.5 million

through at least 37 bank accounts he created using fictitious identities.

In July 2023, a former Department of Defense contractor was sentenced to 45 months in federal prison, ordered to pay \$27,315 restitution and \$1,400 special assessment, and will serve 3 years supervised release. In March 2023, the contractor was convicted of 12 counts of wire fraud, two counts of false claims, and

making and using a false document in connection with his companies' performance on federal contracts. The conviction follows the subject's previous July 2020 indictment and arrest.

In June 2023, a former World Learning vice president pleaded guilty to one count of wire fraud and agreed to pay \$425,000 in criminal forfeiture for orchestrating a scheme that misappropriated funds from a Department grantee organization. U.S. Agency for International Development OIG and Department OIG special agents determined the vice president misused business credit cards and falsified invoices. Sentencing is pending.

In April 2023, a former Department contractor pled guilty to three counts for a fraud scheme against the U.S. government that lasted almost 25 years. Under the terms of his plea agreement, the contractor agreed to pay restitution of \$6,588,680 and forfeiture of \$17,795,098. OIG, U.S. Attorney's Office, and IRS special agents determined that misrepresentations were made to induce the Department into awarding approximately \$100 million in lucrative construction contracts to the contractor's company.

In April 2023, an engineering services company that provides services and personnel to companies in the U.S. agreed to pay the government nearly \$10 million to resolve allegations it underpaid visa fees. The company was alleged to have acquired inexpensive B-1 visas, rather than more expensive H-1B visas, to send its employees to work in the U.S. In addition, the settlement resolved a lawsuit brought against the company under the qui tam, or whistleblower provisions, of the False Claims Act.

### **Investigations Involving Senior Government Employees**

During the reporting period, the Office of Investigations conducted one investigation involving senior government employees at the Department where OIG substantiated allegations of misconduct.

It is summarized below in Table 9.3. Other than the investigations described in Table 9.3, this office has no investigations to report involving senior government employees that were substantiated and closed during the reporting period but not disclosed to the public.

**Table 9.3**  
**Investigations Involving Senior Government Employees Where Allegations Were Substantiated, 4/1/2023–9/30/2023**

Description	Status	DOJ Referral & Response	Closed Date
<b>Case #C2020036</b>			
On May 21, 2020, OIG opened an investigation based on information that an employee may have misrepresented themselves and gained unauthorized access to locations and systems.	The investigation substantiated the allegation and determined the employee completed assignments and took exams, both online and at a college testing center for a family member.	On October 7, 2020, the case was declined by DOJ in lieu of administrative action. On August 31, 2021, the employee’s security clearance was revoked and on April 24, 2023, the employee received a 60-day suspension.	06/2023

**Investigations Related to Trafficking in Persons**

During the previous two reporting periods, the Office of Investigations undertook the

several investigations that involved trafficking in persons. Table 9.4 shows the status of those investigations.

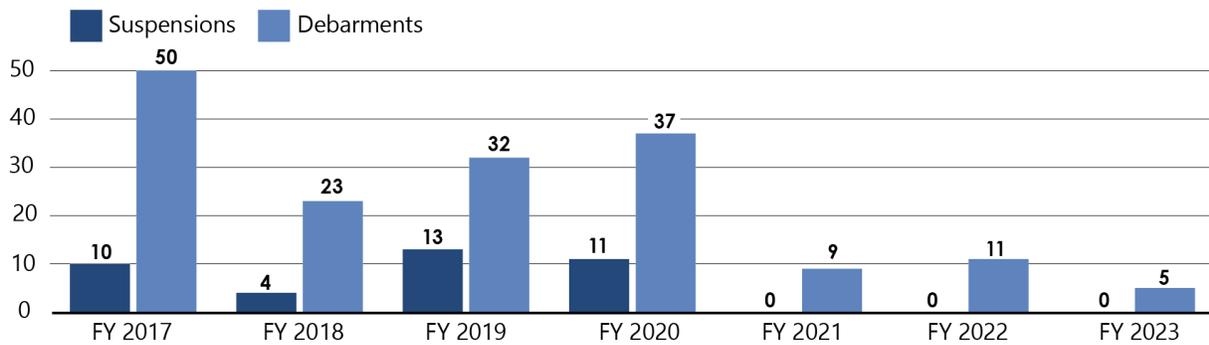
**Table 9.4**  
**Trafficking in Persons Investigations per the Trafficking Victims Prevention and Protection Reauthorization Act of 2022\***

	Reporting Period 10/1/2022–9/30/2023
Complaints Received	7
Active Investigations	0
Open Pending Investigations	0
Investigations Completed	7

\*Allegations received may be converted into preliminary or full investigations if there is a trafficking in persons nexus to the Department or USAGM personnel, programs, or operations, as defined in 22 USC § 7104(g) and FAR 22.17. In addition, hotlines may be referred to Department/USAGM offices or external partners for awareness and possible action if within scope.

Figure 9.3 shows suspension and debarment action taken by the Department as a result of OIG referrals from FY 2017 to FY 2023.

**Figure 9.3**  
**Suspension and Debarment Action Taken by the Department as a Result of OIG Referrals, FY 2017–FY 2023**



Source: Office of Investigations electronic case management system.

## 10 FINANCIAL RESULTS OF OIG WORK RELATED TO THE DEPARTMENT OF STATE

In the reports it issued this reporting period, OIG identified nearly \$24 million in potential monetary benefits to the Department. Also, the Department made management decisions on approximately \$4 million in recommendations involving questioned costs or funds that could be put to better use. At the close of this reporting period, the Department had not yet made a management decision on approximately \$865 million in questioned costs or funds that could be put to better use, as identified by OIG. OIG determines that a management decision on questioned costs and funds put to better use has been made and

reports such a determination when OIG receives and accepts sufficient, specific evidence during the compliance process.

For the status of recommendations involving questioned costs in OIG reports on Department programs and operations, see Table 10.1. For the status of recommendations involving funds that could be put to better use, see Table 10.2. For a summary of consolidated Department and USAGM totals of potential monetary benefits identified by OIG during this reporting period, see Section 5 of this report.

### OIG Financial Lexicon

#### Questioned Costs

Costs that are questioned by OIG because of an alleged violation of a provision; costs not supported by adequate documentation; or a finding that the expenditure of funds for the intended purpose is unnecessary or unreasonable.

#### **Not Disallowed (i.e., Allowed):**

A cost questioned by OIG that management has decided should be charged to the government.

#### **Disallowed:**

A cost questioned by OIG that management has agreed should not be charged to the government.

#### Funds Put to Better Use

Funds that could be used more efficiently if management took actions to implement and complete the recommendation.

#### **Agreed:**

The dollar value of recommendations that management agreed to implement.

#### **Disagreed:**

The dollar value of recommendations that management disagreed with implementing.

**Table 10.1**  
**Status of OIG Recommendations to the Department of State Including Questioned Costs,**  
**4/1/2023–9/30/2023**

	# Reports	Questioned Costs (\$ Thousands)	Unsupported Costs <sup>a</sup> (\$ Thousands <sup>b</sup> )
A. No management decision made by start of the reporting period	4	\$370,638	\$0
<b>B. Issued during the reporting period</b>			
<i>Audit of Selected Cooperative Agreements Supporting Department of State Refugee Resettlement Support Centers</i>		\$759	\$210
<i>Audit of the Management and Administration of the Consular Systems Modernization Program</i>		\$14,291	\$14,291
<i>Inspection of Embassy Abuja and Constituent Post, Nigeria</i>		\$282	\$282
Total issued during the reporting period	3	\$15,332	\$14,783
<b>Total (A+B)</b>	<b>7</b>	<b>\$385,970</b>	<b>\$14,783</b>
<b>C. Management decision made during the reporting period</b>			
(i) Disallowed costs		\$23	\$0
(ii) Costs not disallowed		\$130	\$6
Subtotal	2	\$153	\$6
D. Total remaining for decision as of the end of the reporting period [(A+B) – Subtotal C]	6 <sup>c</sup>	\$385,817	\$14,777
E. Additional monetary benefits achieved as the result of prior OIG recommendations	0	\$0	\$0

<sup>a</sup> “Unsupported Costs” is a subset of “Questioned Costs.”

<sup>b</sup> Dollar amounts may be affected by rounding.

<sup>c</sup> Count of remaining reports cannot be directly derived from the preceding report counts above because some reports include more than one recommendation with monetary benefits. The 6 reports noted in the table contain 12 recommendations without a management decision at the end of the period.

**Table 10.2**  
**Status of OIG Recommendations to the Department of State Recommending Funds Be Put to Better Use, 4/1/2023–9/30/2023**

	# Reports	Funds Put to Better Use (\$ Thousands <sup>a</sup> )
A. No management decision made by start of the reporting period	19	\$474,412
B. Issued during the reporting period		
<i>Inspection of the Bureau of Information Resource Management's Mobile and Remote Access Division</i>		\$7,216
<i>Inspection of Embassy Abuja and Constituent Post, Nigeria</i>		\$1,200
<i>Inspection of Embassy Brussels, Belgium</i>		\$244
Total issued during the reporting period	3	\$8,660
<b>Total (A+B)</b>	<b>22</b>	<b>\$483,072</b>
C. Management decision made during the reporting period		
(i) Dollar value of recommendations agreed to by management		\$871
(ii) Dollar value of recommendations not agreed to by management		\$2,891
Subtotal	3	\$3,762
D. Total remaining for decision as of the end of the reporting period [(A+B) – Subtotal C]	19 <sup>b</sup>	\$479,310
E. Additional monetary benefits achieved as the result of prior OIG recommendations	1	\$0

<sup>a</sup> Dollar amounts may be affected by rounding.

<sup>b</sup> Count of remaining reports cannot be directly derived from the preceding report counts above because some reports include more than one recommendation with monetary benefits. The 19 reports noted in the table contain 21 recommendations without a management decision at the end of the period.

## Office of Management and Budget Single Audits

Office of Management and Budget Single Audits OMB’s Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (2 CFR Part 200) establishes audit requirements for state and local governments, colleges and universities, and nonprofit organizations receiving federal awards. Under 2 CFR Part 200, covered entities that expend \$750,000 or more a year in federal funds must obtain an annual organization wide “single audit” that includes the entity’s financial statements and compliance with federal award requirements. These audits are conducted by non-federal auditors, such as public accounting firms and state auditors.

OIG reviews selected audit reports for findings and questioned costs related to

Department awards to ensure that the reports comply with the requirements of OMB related to single audits. OIG’s oversight of non-federal audit activity informs federal managers about the soundness of the management of federal programs and identifies any significant areas of internal control weaknesses, noncompliance, and questioned costs for resolution or follow-up.

In this reporting period, OIG’s Office of Audits conducted follow-up on questioned costs of approximately \$28,000 referred to program officials for resolution in prior periods.

As shown in Table 10.3, DOS made no decisions during this period to allow or disallow the questioned costs.

**Table 10.3**  
**Inspector General-Referred Single Audit Reports With Questioned Costs**

Recommendation Status	# Reports	Questioned Costs (\$ Thousands)*
A. For which no management decision had been made by the commencement of the reporting period	1	\$28
B. Issued during the reporting period	0	\$0
Subtotal Questioned Costs (A+B)	1	\$28
C. For which a management decision was made during the reporting period		
(i) Disallowed costs	0	\$0
(ii) Costs not disallowed	0	\$0
Total Management Decisions	0	\$0
D. For which no management decision has been made by the end of the reporting period [(A+B) – Subtotal C]	1	\$28

\* Dollar amounts may be affected by rounding.

### Defense Contract Audit Agency Audits

The Office of Acquisitions Management (AQM) provided OIG information concerning Department contract awards. AQM’s Business Operations Division initiates and coordinates audits with the Defense Contract Audit Agency (DCAA) to support Contracting Officers (CO). Questioned costs that are identified represent the total of all

questioned dollars in DCAA audit reports issued during this reporting period. The management decision captures the resolution of audit reports made by the CO during this reporting period to allow or disallow questioned costs. OIG did not verify, or otherwise audit, the values shown in Table 10.4 for the information AQM provided.

**Table 10.4**  
**Defense Contract Audit Agency Audit Reports With Questioned Costs**

Recommendation Status	# Reports	Questioned Costs (\$ Thousands <sup>a</sup> )
A. For which no management decision had been made by the commencement of the reporting period	9	\$27,037
B. Issued during the reporting period		
<i>Independent Audit Report on Arista Aviation Services LLC's Proposed Amounts on Unsettled Flexibly Priced Contracts for FY 2021 (2021F10100016, April 10, 2023)</i>		\$52
<i>Independent Audit Report on Aegis Defense Services, LLC's Proposed Amounts on Unsettled Flexibly Priced Contracts for FY 2022 (2022M10100001, May 18, 2023)</i>		\$3,575
<i>Independent Audit Report on Obsidian Solutions Group, LLC's Proposed Amounts on Unsettled Flexibly Priced Contracts for FY 2021 (2021V10100073, August 18, 2023)</i>		\$62
<i>Independent Audit Report on Acuity International, LLC's Proposed Amounts Allocated to Segments Performing Flexibly Priced Contracts for Fiscal Year Ended December 31, 2021 (2021S10100001, September 25, 2023)</i>		\$171
Total Issued During the Reporting Period	4 <sup>b</sup>	\$3,860
Subtotal Questioned Costs (A+B)	13	\$30,898
C. For which management decision was made during the reporting period		
(i) Disallowed Costs		\$19,005
(ii) Costs Not Disallowed		\$0
Total Management Decisions	6 <sup>c</sup>	\$19,005
D. For which no management decision has been made by the end of the reporting period	7	\$11,893

<sup>a</sup> Dollar amount may be affected by rounding.

<sup>b</sup> Number excludes four additional DCAA reports issued during the reporting period that AQM reported as having no questioned costs.

<sup>c</sup> Number includes the number of reports with full management decisions on all remaining questioned costs and excludes the number of reports with pending questioned costs.

## 11 COMPLIANCE

OIG tracks and documents the status of OIG report recommendations and agency follow-up actions. OMB Circular A-50 requires prompt resolution and corrective action on OIG recommendations. Specifically, the circular states that resolution shall be made within 6 months after the final report is issued, with corrective action proceeding as rapidly as possible.

The tables in Appendix D provide detailed information about the status of OIG open recommendations. Tables D.1 through D.3 identify unresolved and resolved but unimplemented recommendations associated with unclassified reports issued prior to April 1, 2023, as well as each recommendation's associated potential monetary benefits. Table D.4 highlights a number of recommendations that were closed during the reporting period.



# OVERSIGHT OF U.S. AGENCY FOR GLOBAL MEDIA PROGRAMS AND OPERATIONS

SEMIANNUAL REPORT TO THE CONGRESS: APRIL 1, 2023, TO OCTOBER 30, 2023

## 12 OFFICE OF AUDITS

The Office of Audits supports the U.S. Agency for Global Media (USAGM) by auditing its programs and operations and making recommendations to improve management, strengthen integrity and accountability, and ensure the most efficient, effective, and economical use of resources. Audit work focuses on such areas of concern as financial management and information security and management practices. From April 1, 2023, to September 30, 2023, the Office of Audits issued one publicly available report related to USAGM programs and operations, which is summarized below.

OIG also issued one Sensitive But Unclassified report, which is summarized in the *U.S. Agency for Global Media Sensitive But Unclassified Annex to the Semiannual Report to the Congress*.

### **Financial Management**

*Audit of U.S. Agency for Global Media FY 2022 Compliance With Payment Integrity Requirements*  
(AUD-FM-IB-23-19, 5/2023)

OIG found that the USAGM complied with payment integrity requirements for the FY 2022 reporting period. Specifically, USAGM published on its website the FY 2022 financial statement and accompanying materials, which included all applicable payment integrity information. In addition, USAGM conducted program-specific risk assessments and made appropriate conclusions related to the risk requirements.

## 13 OFFICE OF EVALUATIONS AND SPECIAL PROJECTS

The Office of Evaluations and Special Projects strengthens OIG’s oversight of USAGM and improves OIG’s capabilities to educate employees regarding whistleblower protections. This office also reviews allegations of non-criminal misconduct by senior USAGM employees.

From April 1, 2023, to September 30, 2023, ESP issued one unclassified report on USAGM programs and operations, which is summarized below.

[\*Evaluation of Whistleblower Protection Notification to Contractors and Employees at the Department of State and U.S. Agency for Global Media\*](#)  
(ESP-IB-23-04, 9/2023)

Federal law provides statutory protections for employees of federal contractors and grantees who engage in whistleblowing and requires agencies to ensure that contractors and grantees of the agency inform their employees in writing of their whistleblower rights and remedies. For federal contractors, this is primarily accomplished by inserting a clause into the contract requiring notification to employees. OIG initiated this

evaluation to determine the extent to which the Department of State and USAGM are communicating statutory whistleblower notification requirements to their contractors and grantees.

From a random sample of both Department and USAGM contracts, OIG found that approximately a quarter of the Department contracts reviewed lacked the required clause regarding notification of whistleblower rights. USAGM included the required clause in 90 percent of contracts reviewed. OIG also found that neither agency has a method of explicitly ensuring that grantees inform their employees of whistleblower protections.

OIG made three recommendations to the Department and three to USAGM to amend contracts that were missing required whistleblower language, use a more explicit clause regarding notification of whistleblower protections in future contracts, and develop a mechanism to ensure that grantees know of their duty to inform employees of whistleblower protections. The Department and USAGM agreed with all of OIG’s recommendations.

## 14 OFFICE OF INSPECTIONS

The Office of Inspections inspects USAGM programs and operations to help identify systemic issues, use resources efficiently, and ensure the safety of personnel. Areas of specific concern include the allocation of financial resources and compliance with federal regulations. From April 1, 2023, to September 30, 2023, OIG issued one inspection report related to USAGM programs and operations, which is summarized below.

### U.S. Agency for Global Media

[Review of the U.S. Agency for Global Media Response to Russia's 2022 Full-Scale Invasion of Ukraine](#)  
(ISP-IB-23-14, 5/2023)

OIG conducted a review of USAGM, Voice of America's (VOA), Radio Free Europe/Radio Liberty's (RFE/RL), and the Open Technology Fund's (OTF) response to Russia's February 24, 2022, full-scale invasion of Ukraine. OIG assessed the extent to which USAGM and its broadcasting networks responded to program content and delivery, human resources, security, budget execution, and strategic planning challenges associated with Russia's 2022 invasion consistent with applicable guidelines. OIG found that early and continuous planning by USAGM, VOA, and RFE/RL, with assistance from OTF, ensured content availability for audiences following the 2022 invasion. Broadcasting networks maintained, and in some cases expanded, content to Ukrainian- and

Russian-speaking audiences in the wake of the invasion. Additionally, OIG determined that VOA and RFE/RL adequately prepared for and executed the relocation of staff members to safer locations at the onset of the war. Furthermore, RFE/RL made progress toward opening offices in Latvia, Lithuania, and Ukraine and updating security processes to address threats to staff. However, networks grappled with hiring and vetting delays in setting up the new offices. OIG identified potential vulnerabilities related to the RFE/RL employee vetting process and noted that two 2017 OIG recommendations, both pertaining to this issue, had yet to be implemented by USAGM. OIG also found that personnel shortages and crisis operating conditions resulted in lapses of editorial policy adherence for VOA's Russian Language Service website. OIG found that USAGM entities generally repurposed available funding to address Ukraine requirements, rather than using Ukraine Supplemental Appropriations Act funding, in part because USAGM did not clearly communicate the process for distributing supplemental funding to grantee organizations. Finally, OIG determined that USAGM and its entities generally complied with strategic planning processes and incorporated performance metrics across networks to measure their progress against goals.

OIG made recommendations to improve USAGM and network compliance with federal standards and regulations.<sup>1</sup>

<sup>1</sup> During the semiannual period, one of the 2017 recommendations was closed for acceptable implementation and USAGM made substantial progress toward implementation of the other recommendation.

## 15 OFFICE OF INVESTIGATIONS

The Office of Investigations conducts worldwide investigations of criminal, civil, and administrative misconduct related to USAGM programs and

operations. For a summary of OIG investigative activity related to USAGM programs and operations this reporting period, see Table 15.1.

**Table 15.1**  
**OIG Investigative Activity Related to the U.S Agency for Global Media, 4/1/2023–9/30/2023**

<b>Preliminary Inquiries</b>	
Opened	1
Closed	4
<b>Investigations</b>	
Opened	1
Closed	2
Pending (9/30/2023)	0
Reports Issued	0
<b>Criminal and Civil Actions</b>	
Referrals to the Department of Justice	0
Referrals to Foreign, State, & Local Prosecuting Authorities	0
Arrests	0
Indictments/Informations <sup>a</sup>	0
Convictions	0
Civil Judgments/Settlements	0
<b>Administrative Actions</b>	
Removals (Resignation & Termination)	0
Suspensions/Revocations (Employee & Security Clearance)	0
Reprimands/Admonishments/Other	1
<b>Investigative Monetary Results</b>	
Civil Settlement	\$0
Cost Recovery	\$0
Criminal Forfeiture	\$0
Fines and Penalties	\$100
Funds Put to Better Use (Cost Savings)	\$0
Restitution	\$405,000

*Continued on next page.*

<b>Suspensions and Debarments</b>	
Contractors/Grantees Suspended	0
Employees/Contractors/Grantees Debarred	0
<b>Outreach</b>	
Fraud Awareness Briefings	6

**Note:** The figures in this table were derived from a defined search of the Office of Investigations’ electronic case management system for the period from April 1, 2023, through September 30, 2023, based upon specific administrative action categories.

<sup>a</sup> The number represents all indictments, criminal informations, and complaints that occurred during the reporting period. All indictments and criminal informations result from referral to prosecuting authorities. The referral may have occurred in a prior reporting period.

### Investigations Involving Senior Government Employees

During the reporting period, the Office of Investigations conducted one investigation involving senior government employees at USAGM where OIG substantiated allegations of misconduct.

It is summarized below in Table 15.2. Other than the investigations described in Table 15.2, this office has no investigations to report involving senior government employees that were substantiated and closed during the reporting period but not disclosed to the public.

**Table 15.2**  
**Investigations Involving Senior Government Employees Where Allegations Were Substantiated, 4/1/2023–9/30/2023**

Description	Status	DOJ Referral & Response	Closed Date
<b>Case #C2021004</b>			
On November 10, 2020, OIG opened an investigation based on information that an employee may have received kickbacks from a vendor.	The investigation substantiated the employee did not accurately disclose to agency ethics officials their outside business relationship with a subordinate employee.	On January 7, 2022, the case was declined by DOJ in lieu of administrative action. On September 14, 2023, the employee was demoted for inappropriate conduct and lack of candor.	09/2023

### Investigative Highlights

In September 2023, a senior USAGM official was demoted for not accurately disclosing to agency ethics officials his outside business relationship with a subordinate employee. Specifically, OIG special agents determined

between February 2020 and April 2021; the senior official continued to utilize the business Automated Teller Machine card and account after inaccurately disclosing he ended the partnership.

## 16 FINANCIAL RESULTS OF OIG WORK RELATED TO THE U.S. AGENCY FOR GLOBAL MEDIA

In the reports it issued this reporting period, OIG did not identify potential monetary benefits to USAGM. USAGM had no open recommendations involving questioned costs or funds put to better use from this or previous reporting periods that required a

management decision. OIG determines that a management decision on questioned costs and funds put to better use has been made and reports such a determination when OIG receives and accepts sufficient, specific evidence during the compliance process.

### OIG Financial Lexicon

#### Questioned Costs

Costs that are questioned by OIG because of an alleged violation of a provision; costs not supported by adequate documentation; or a finding that the expenditure of funds for the intended purpose is unnecessary or unreasonable.

#### **Not Disallowed (i.e., Allowed):**

A cost questioned by OIG that management has decided should be charged to the government.

#### **Disallowed:**

A cost questioned by OIG that management has agreed should not be charged to the government.

#### Funds Put to Better Use

Funds that could be used more efficiently if management took actions to implement and complete the recommendation.

#### **Agreed:**

The dollar value of recommendations that management agreed to implement.

#### **Disagreed:**

The dollar value of recommendations that management disagreed with implementing.

**Office of Management and Budget Single Audits**

OMB's Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (2 CFR Part 200) establishes audit requirements for state and local governments, colleges and universities, and nonprofit organizations receiving federal awards. Under 2 CFR Part 200, covered entities that expend \$750,000 or more a year in federal funds must obtain

an annual organization-wide "single audit" that includes the entity's financial statements and compliance with federal award requirements. These audits are conducted by non-federal auditors, such as public accounting firms and state auditors.

During this reporting period, there were no audit reports with findings and questioned costs for which USAGM was required to issue management decisions.

## 17 COMPLIANCE

OIG tracks and documents the status of OIG report recommendations and agency follow-up actions. OMB Circular A-50 requires prompt resolution and corrective action on OIG recommendations. Specifically, the circular states that resolution shall be made within 6 months after the final report is issued, with

corrective action proceeding as rapidly as possible.

Table E.1 reports the status of open OIG recommendations to USAGM as of September 30, 2023.



# APPENDICES

## APPENDIX A: OIG REPORTS RELATED TO DEPARTMENT OF STATE PROGRAMS AND OPERATIONS

**Table A.1**  
**OIG Reports Related to Department of State Programs and Operations, 4/1/2023–9/30/2023**

<b>Report #</b>	<b>Report Title</b>	<b>Date</b>
<b>Office of Audits</b>		
<a href="#">AUD-MERO-23-33</a>	<i>OIG's Review of the Department of State's Evacuation of U.S. Embassy Kabul, Afghanistan</i>	9/2023
<a href="#">AUD-SI-23-30</a>	<i>Audit of Physical Security Standards for Department of State Temporary Structures at Selected Overseas Posts</i>	9/2023
<a href="#">AUD-SI-23-28</a>	<i>Audit of Selected Cooperative Agreements Supporting Department of State Refugee Resettlement Support Centers</i>	9/2023
<a href="#">AUD-SI-23-27</a>	<i>Audit of Select Bureau of International Narcotics and Law Enforcement Affairs Assistance Awards to the National Center for State Courts That Were Performed in the Western Hemisphere</i>	9/2023
<a href="#">AUD-CGI-23-26</a>	<i>Audit of Department of State Efforts To Identify and Terminate Unneeded Contracts Related to Afghanistan</i>	9/2023
<a href="#">AUD-MERO-23-23</a>	<i>Evaluation of Adjustments to the Afghan Special Immigrant Visa Program From 2018 Through 2022</i>	8/2023
<a href="#">AUD-CGI-23-20</a>	<i>Audit of the Management and Administration of the Consular Systems Modernization Program</i>	7/2023
<a href="#">AUD-FM-23-22</a>	<i>Audit of Department of State Procedures To Establish Program Fees for the Furniture and Appliance Pool Program</i>	6/2023
<a href="#">AUD-MERO-23-21</a>	<i>Relocation and Resettlement Outcomes of Afghan Special Immigrant Visa Holders</i>	6/2023
<a href="#">AUD-MERO Joint Report</a>	<i>National Defense Authorization Act for FY 2023, Section 5275 Interim Joint Report</i>	6/2023
<a href="#">AUD-FM-23-18</a>	<i>Audit of Department of State FY 2022 Compliance With Payment Integrity Requirements</i>	5/2023
<a href="#">AUD-MERO-23-17</a>	<i>The Department of State Humanitarian Assistance Response To Support Ukraine</i>	4/2023
<a href="#">AUD-CGI-23-16</a>	<i>Management Assistance Report: Actions To Address Ongoing Construction Schedule Delays at New Embassy Compound Mexico City Are Needed</i>	4/2023
<b>Office of Evaluations and Special Projects</b>		
<a href="#">ESP-23-03</a>	<i>Evaluation of Whistleblower Protection Notification to Contractor and Grantee Employees at the Department of State and U.S. Agency for Global Media</i>	9/2023

<b>Report #</b>	<b>Report Title</b>	<b>Date</b>
<a href="#">ESP-23-02</a>	<i>Evaluation of the Bureau of Diplomatic Security's Global Canine Services Center Contract Expansion</i>	6/2023
<b>Office of Inspections</b>		
<a href="#">ISP-I-23-21</a>	<i>Status of the Accountability Goal in the Department of State's Diversity, Equity, Inclusion, and Accessibility Strategic Plan</i>	9/2023
<a href="#">ISP-I-23-22</a>	<i>Inspection of Embassy Lomé, Togo</i>	7/2023
<a href="#">ISP-I-23-20</a>	<i>Inspection of Embassy Cotonou, Benin</i>	7/2023
<a href="#">ISP-I-23-19</a>	<i>Inspection of Embassy Chisinau, Moldova</i>	7/2023
<a href="#">ISP-I-23-18</a>	<i>Review of Ukraine Foreign Assistance Coordination and Oversight</i>	7/2023
<a href="#">ISP-I-23-23</a>	<i>Inspection of the Bureau of Information Resource Management's Mobile and Remote Access Division</i>	6/2023
<a href="#">ISP-I-23-09</a>	<i>Inspection of Embassy Abuja and Constituent Post, Nigeria</i>	6/2023
<a href="#">ISP-I-23-16</a>	<i>Inspection of the U.S. Mission to the North Atlantic Treaty Organization</i>	5/2023
<a href="#">ISP-I-23-11</a>	<i>Inspection of Embassy Brussels, Belgium</i>	5/2023
<a href="#">ISP-I-23-15</a>	<i>Inspection of the U.S. Mission to the European Union</i>	4/2023
<a href="#">ISP-I-23-12</a>	<i>Inspection of Embassy Juba, South Sudan</i>	4/2023
<a href="#">ISP-I-23-10</a>	<i>Inspection of Embassy Beirut, Lebanon</i>	4/2023

**Table A.2**  
**IG Reports Related to Department of State Programs and Operations and Summarized in the Department of State Classified Annex to the Semiannual Report to the Congress, 4/1/2023–9/30/2023**

<b>Report #</b>	<b>Report Title</b>	<b>Date</b>
<b>Office of Audits</b>		
AUD-IT-23-31	<i>Audit of the Department of State FY 2023 Information Security Program</i>	9/2023
AUD-IT-23-29	<i>Audit of the International Boundary and Water Commission, United States and Mexico, U.S. Section, FY 2023 Information Security Program</i>	9/2023
AUD-IT-23-25	<i>Audit of the Department of State FY 2023 Information Security Program for Sensitive Compartmented Information Systems</i>	9/2023
AUD-MERO-23-24	<i>Audit of Technical Security Following Reestablishment of Operations at U.S. Embassy Kyiv, Ukraine</i>	8/2023
AUD-MERO-23-15	<i>Review of Emergency Action Planning Guiding the Evacuation of U.S. Embassy Kabul, Afghanistan</i>	5/2023
<b>Office of Inspections</b>		
ISP-S-23-19	<i>Classified Inspection of Embassy Chisinau, Moldova</i>	6/2023

<b>Office of Inspections</b>		
ISP-S-23-12	<i>Classified Inspection of Embassy Juba, South Sudan</i>	6/2023
ISP-S-23-22	<i>Classified Inspection of Embassy Lomé, Togo</i>	5/2023
ISP-S-23-20	<i>Classified Inspection of Embassy Cotonou, Benin</i>	5/2023
ISP-S-23-10	<i>Classified Inspection of Embassy Beirut, Lebanon</i>	5/2023
ISP-S-23-09	<i>Classified Inspection of Embassy Abuja and Constituent Post, Nigeria</i>	5/2023

## APPENDIX B: OIG REPORTS RELATED TO U.S. AGENCY FOR GLOBAL MEDIA PROGRAMS AND OPERATIONS

**Table B.1**  
**OIG Reports Related to U.S. Agency for Global Media Programs and Operations, 4/1/2023–9/30/2023**

Report #	Report Title	Date
<b>Office of Audits</b>		
<a href="#">AUD-FM-IB-23-19</a>	<i>Audit of U.S. Agency for Global Media FY 2022 Compliance With Payment Integrity Requirements</i>	5/2023
<b>Office of Evaluations and Special Projects</b>		
<a href="#">ESP-IB-23-04</a>	<i>Evaluation of Whistleblower Protection Notification to Contractor and Grantee Employees at the Department of State and U.S. Agency for Global Media</i>	9/2023
<b>Office of Inspections</b>		
<a href="#">ISP-IB-23-14</a>	<i>Review of the U.S. Agency for Global Media Response to Russia's 2022 Full-Scale Invasion of Ukraine</i>	5/2023

**Table B.2**  
**OIG Reports Related to U.S. Agency for Global Media Programs and Operations Summarized in the *United States Agency for Global Media Sensitive But Unclassified Annex to the Semiannual Report to the Congress, 4/1/2023–9/30/2023***

Report #	Report Title	Date
<b>Office of Audits</b>		
<a href="#">AUD-IT-IB-23-32</a>	<i>Audit of the U.S. Agency for Global Media FY 2023 Information Security Program</i>	9/2023

## APPENDIX C: PEER REVIEWS

The Office of Inspector General (OIG) conducts oversight activities to help ensure that the Department of State, the U.S. Section of the International Boundary and Water Commission, United States and Mexico, the U.S. Agency for Global Media manage and execute programs and operations as efficiently and effectively as possible. To underscore the importance of operational efficiency and effectiveness, OIG is measured by industry standards and best practices set forth by the oversight community, represented by the Council of the Inspectors General on Integrity and Efficiency (CIGIE). As part of this shared internal control system, CIGIE requires OIGs to conduct and undergo periodic external peer reviews, and the Inspector General Act of 1978 requires the results of these peer reviews to be published in this *Semiannual Report to the Congress*.

### Office of Audits

The Office of Audits (AUD) did not undergo a peer review related to Government Auditing Standards during this reporting period. The date of the most recent peer review to determine accordance with such standards was March 15, 2022, and has no outstanding recommendations.

### Inspection and Evaluation Peer Review

The Office of Inspections (ISP), the Office of Evaluations and Special Projects (ESP), and AUD underwent an inspection and evaluation peer review during the reporting period. The peer review was conducted by the Environmental Protection Agency OIG from April 3 to September 12, 2023, and determined that ISP, ESP, and AUD's policies and procedures were generally consistent with the CIGIE *Quality Standards for Inspection and Evaluation*. Additionally, the peer review determined that the reports reviewed—two inspection reports issued by ISP, one evaluation report issued by ESP, and one evaluation report issued by AUD—generally complied with the standards. There were no recommendations.

### Office of Investigations

The Office of Investigations (INV) did not undergo a peer review during this reporting period. The Office of Investigations was last peer reviewed in July 2018 and has no outstanding recommendations. Due to the impact of COVID, the INV peer review scheduled for 2022 was rescheduled by CIGIE to 2025. INV also conducted a peer review of the National Science Foundation Office of Investigations in April 2023.

## APPENDIX D: DEPARTMENT OF STATE COMPLIANCE

Tables D.1 through D.3 report the status of open Office of Inspector General (OIG) recommendations to the Department of State (Department) as of September 30, 2023, as well as certain recommendations that were closed during the reporting period. OIG continues to work with

Department officials to resolve and close the recommendation.

The current action offices listed in some of the recommendations may have changed since the recommendations were issued in the original reports.

### OIG Compliance Lexicon

#### Open

**Unresolved:** No agreement between OIG and management on the recommendation or proposed corrective action.

**Resolved:** Agreement on the recommendation and proposed corrective action but implementation has not been completed.

#### Closed

Agreed-upon corrective action is complete.

### Table D.1

#### Open Office of Audits Recommendations Issued in Previous Periods, Pending Final Department of State Action, as of 9/30/2023

Significant Open Recommendations	Potential Monetary Benefits
<i>Audit of Nonexpendable Personal Property at U.S. Embassy Baghdad, Iraq (AUD-MERO-22-44, 9/2022)</i>	
<b>Recommendation 2:</b> OIG recommends that the Bureau of Administration reconcile differences between the definitions for accountable property contained in the Integrated Logistics Management System – Annual Inventory Modernization module and 14 Foreign Affairs Manual 416.1 and communicate to overseas posts what property should be included in posts’ annual inventories.	N/A
<b>Recommendation 10:</b> OIG recommends that U.S. Embassy Baghdad, Iraq, determine (a) how many of the 15,785 nonexpendable property assets, valued at \$7.6 million, were used, how many remain in storage, and how many have been disposed of, along with the reasons for disposal, and (b) whether maintaining these 15,785 assets in storage is necessary and reasonable.	\$7,600,000
<b>Recommendation 14:</b> OIG recommends that Embassy Baghdad, Iraq, in coordination with the Bureau of Administration, develop, implement, document, and communicate a policy and procedures to provide information and periodic training to U.S. Embassy Baghdad staff who manage nonexpendable property on the capabilities and proper use	N/A

Significant Open Recommendations	Potential Monetary Benefits
of the Integrated Logistics Management System – Analytics module to ensure that the embassy efficiently manages and utilizes existing nonexpendable property at post and properly procures nonexpendable property that the embassy needs.	
<i>Audit of the Bureau of Diplomatic Security’s Oversight of Contractor Performance and Invoice Processing for the Domestic Guard Services Contract (AUD-SI-22-37, 9/2022)</i>	
<b>Recommendation 4:</b> OIG recommends that the Bureau of Diplomatic Security (a) determine whether the \$361,627,297 in questioned costs spent on Contract 19AQMM19C0007 are supported and allowable and (b) recover any costs determined to be unsupported and unallowable.	\$361,627,297
<i>Audit of Department of State Efforts To Promote Competition for Overseas Construction Projects (AUD-CGI-22-34, 8/2022)</i>	
<b>Recommendation 1:</b> OIG recommends that the Bureau of Overseas Buildings Operations (OBO), in coordination with the Bureau of Administration, develop and implement processes to ensure acquisition planning, including the development and submission of written acquisition plans, is performed in accordance with federal regulations and Department of State policy for construction projects.	N/A
<i>Audit of the Department of State Management and Monitoring of Federal Assistance Awards to For-Profit Organizations (AUD-CGI-22-26, 5/2022)</i>	
<b>Recommendation 1:</b> OIG recommends that the Bureau of Administration revise the Federal Assistance Directive to require Grants Officers (GO) and Grants Officer Representatives (GOR) to fully use the State Assistance Management System Domestic’s Post-Award Activities function to upload and review documentation for all post-award tasks, such as the review of Performance Progress Reports and Federal Financial Reports, GOR reports, annual reviews, other monitoring activities; and to document workflows for submitting, reviewing, and monitoring post-award activities among the GO, GOR, and award recipient.	N/A
<b>Recommendation 2:</b> Concurrent with the implementation of Recommendation 1, OIG recommends that the Bureau of Administration require bureaus to perform quarterly reviews of the State Assistance Management System Domestic’s Post-Award Activities function reports. The reviews should verify that Grants Officers and Grants Officer Representatives have complied with oversight requirements such as the review of Performance Progress Reports and Federal Financial Reports, GOR reports, annual reviews, and other monitoring activities.	N/A
<b>Recommendation 3:</b> Concurrent with the implementation of Recommendation 1, OIG recommends that the Bureau of Administration require bureaus to designate an official to review the State Assistance Management System’s Post-Award Activities function reports to verify that Grants Officers and Grants Officer Representatives comply with oversight requirements.	N/A
<b>Recommendation 4:</b> OIG recommends that the Bureau of Administration modify the State Assistance Management System user training to include guidance on	N/A

Significant Open Recommendations	Potential Monetary Benefits
documenting the Grants Officer and Grants Officer Representative workflows within the State Assistance Management System using the Post-Award Activities function.	
<i>Audit of Noncompetitive Contracts in Support of Overseas Contingency Operations in Afghanistan and Iraq</i> (AUD-MERO-22-03, 10/2021)	
<b>Recommendation 2:</b> OIG recommends that the Bureau of Administration develop and implement internal controls to ensure Contracting Officers comply with Federal Acquisition Regulation Subpart 6.305, Office of the Procurement Executive Procurement Implementation Bulletin 2014-11, and Office of Acquisitions Management Memorandum 16-16 regarding providing public notice of noncompetitive contracts and maintaining proof of public notice in contract files.	N/A
<i>Compliance Follow-Up Audit of the Department of State Process To Select and Approve IT Investments</i> (AUD-IT-21-34, 8/2021)	
<b>Recommendation 4:</b> OIG recommends that the Bureau of Administration develop and implement a methodology for identifying requisitions of or exceeding \$10,000 that have not been properly identified as IT-related acquisitions.	N/A
<i>Management Assistance Report: Improved Guidance and Acquisition Planning is Needed to Reduce the Use of Bridge Contracts in Afghanistan and Iraq</i> (AUD-MERO-21-37, 7/2021)	
<b>Recommendation 2:</b> OIG recommends that the Bureau of Administration, Office of the Procurement Executive, develop and implement a process to identify and elevate to the Assistant Secretary of Administration, who serves as the appointed agency Chief Acquisition Officer, instances when the acquisition planning process is adversely impacted due to insufficient program office participation so the Chief Acquisition Officer can engage with the impacted program office bureau's assistant secretary to resolve delays in pursuing full and open competition for contracts in overseas contingency environments.	N/A
<i>Audit of Department of State Protocols for Establishing and Operating Remote Diplomatic Missions</i> (AUD-MERO-21-33, 7/2021)	
<b>Recommendation 15:</b> OIG recommends that the Under Secretary for Political Affairs, in coordination with the Bureaus of African Affairs, Western Hemisphere Affairs, and Near Eastern Affairs, develop and implement a process to collect, compile, and share best practices, lessons learned, and advice to inform the establishment and operations of future missions that have temporarily established operations outside of their respective host countries.	N/A
<i>Audit of Foreign Per Diem Rates Established by the Department of State</i> (AUD-FM-21-31, 6/2021)	
<b>Recommendation 13:</b> After implementing Recommendation 12, OIG recommends that the Bureau of Administration recalculate the foreign per diem rates for the locations based on the revised methodology.	N/A
<b>Recommendation 14:</b> OIG recommends that the Bureau of Administration complete its efforts to upgrade and update its eAllowances application. As part of this effort, the	N/A

Significant Open Recommendations	Potential Monetary Benefits
Bureau of Administration should ensure that posts are able to upload supporting documentation, such as reservation logs, into the application.	
<i>Audit of the Department of State’s Unarmored Overseas Motor Vehicle Fleet (AUD-SI-21-13, 1/2021)</i>	
<b>Recommendation 1:</b> OIG recommends that the Bureau of Administration, in coordination with the Fleet Management Council, develop and implement a detailed vehicle program plan that (a) contains clear, measurable goals and objectives; (b) establishes internal controls within all facets of the motor vehicle program; and (c) defines areas of authority, roles, and responsibilities for personnel responsible for carrying out the motor vehicle program.	N/A
<b>Recommendation 3:</b> OIG recommends that the Bureau of Administration update the Foreign Affairs Manual to require use of the internal controls developed in response to Recommendation 1 in this OIG report.	N/A
<b>Recommendation 4:</b> OIG recommends that the Bureau of Administration (a) conduct a staffing study of its Office of Logistics Management, Office of Program Management and Policy, Overseas Fleet Division, to determine appropriate staffing levels, whether its staff have requisite fleet management expertise, and whether staff are in the right positions to perform the duties for which they are assigned; and (b) develop and implement a plan to address the results of the study.	N/A
<b>Recommendation 21:</b> OIG recommends that the Bureau of Administration complete the development of and implement detailed standard operating procedures to assist posts in completing vehicle disposals and forms. These procedures should include guidance on conducting periodic checks of disposal forms, entering information into the Integrated Logistics Management System, and performing disposal analyses (Recommendation 20).	N/A
<i>Audit of Monitoring and Evaluating Department of State Foreign Assistance in the Philippines (AUD-MERO-19-39, 9/2019)</i>	
<b>Recommendation 24:</b> OIG recommends that the Office of U.S. Foreign Assistance Resources enforce evaluation policies by developing and implementing an oversight plan to verify that bureaus and offices that are administering foreign assistance funding are implementing and adhering to the Foreign Aid Transparency and Accountability Act of 2016, the Foreign Affairs Manual (18 FAM 301.4), and the corresponding Guidance for the Design, Monitoring and Evaluation Policy at the Department of State, January 2018. This plan should include, at a minimum, a requirement to verify that definitions of “programs” and “large programs” are consistent with the FAM and a requirement to verify that Bureau Evaluation Plans are developed and implemented in accordance with existing guidance and by the established deadlines.	N/A
<i>Management Assistance Report: Modernizing Processes To Maintain Overseas Buildings Operations Commissioning Documentation Is Needed (AUD-MERO-19-31, 6/2019)</i>	
<b>Recommendation 1:</b> OIG recommends that the Bureau of Overseas Buildings Operations (1) identify industry best practices for automating commissioning documentation, (2) develop an electronic commissioning platform, and (3) conduct a	N/A

Significant Open Recommendations	Potential Monetary Benefits
pilot program using the electronic platform that would allow commissioning tests to be created digitally and test results saved to an online repository.	
<i>Audit of the Department of State Implementation of Policies Intended To Counter Violent Extremism</i> (AUD-MERO-19-27, 6/2019)	
<b>Recommendation 1:</b> OIG recommends that the Bureau of African Affairs develop and implement standard operating procedures to align its regional strategy objectives, sub-objectives, and performance indicators for countering violent extremism with Department of State and Bureau of Counterterrorism and Countering Violent Extremism strategies, goals, and objectives.	N/A
<i>Audit of Cost Controls Within the Baghdad Life Support Services Contract Food Services Task Order SAQMMA14F0721</i> (AUD-MERO-18-55, 8/2018)	
<b>Recommendation 2:</b> OIG recommends that the Bureau of Near Eastern Affairs incorporate requirements for food services cost controls and a contractor cost control plan into the new worldwide support services contract and develop an acquisition plan that addresses their implementation and comprehensive oversight.	N/A
<i>Audit of the Bureau of European and Eurasian Affairs Administration and Oversight of Selected Contracts and Grants</i> (AUD-CGI-18-50, 8/2018)	
<b>Recommendation 4:</b> OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, develop and implement procedures to verify that Contracting Officers are developing quality assurance surveillance plans for all service contracts and monitoring Contracting Officers Representatives adherence to the quality assurance surveillance plans.	N/A
<i>Aspects of the Invoice Review Process Used by the Bureau of Near Eastern Affairs to Support Contingency Operations in Iraq Need Improvement</i> (AUD-MERO-17-33, 3/2017)	
<b>Recommendation 7:</b> OIG recommends that the Bureau of Near Eastern Affairs, develop reliable, objective, clear, and measurable performance metrics and include these metrics in all current and future Bureau of Near Eastern Affairs Iraq contracts.	N/A
<i>Audit of the Oversight of Fuel Acquisition and Related Services Supporting Department of State Operations in Iraq</i> (AUD-MERO-17-16, 12/2016)	
<b>Recommendation 5:</b> OIG recommends that the Bureau of Near Eastern Affairs conduct a study to determine the appropriate numbers of trained, technically experienced, and certified oversight personnel required to oversee the Baghdad Life Support Services and Operations and Maintenance Support Services contracts, to include specific consideration of 2-year assignments, required Federal Acquisition Certification for Contracting Officer's Representatives certification levels, and appointment of additional assistant contracting officer's representatives.	N/A

Significant Open Recommendations	Potential Monetary Benefits
<i>Audit of the Department of State Travel Card Program (AUD-CGI-16-48, 9/2016)</i>	
<b>Recommendation 1:</b> OIG recommends that the Bureau of the Comptroller and Global Financial Services develop, implement, and publish policies in the Foreign Affairs Manual and/or Foreign Affairs Handbook governing cash advances on Department-issued travel cards, specifically regarding the timing and dollar value of cash advances that may be obtained.	N/A
<b>Recommendation 4:</b> OIG recommends that the Bureau of the Comptroller and Global Financial Services establish controls to identify Department employees eligible to receive a travel card who travel more than two times in a 12-month period and verify that they obtain and use a Department-issued travel card for all official travel-related expenses.	N/A
<b>Recommendation 5:</b> OIG recommends that the Bureau of the Comptroller and Global Financial Services develop and implement split disbursement procedures as required by the Office of Management and Budget for all Department-issued travel card holders.	N/A
<i>Audit of the Department of State Process To Select and Approve Information Technology Investments (AUD-FM-16-31, 3/2016)</i>	
<b>Recommendation 11:</b> OIG recommends that the Bureau of Information Resource Management develop and implement policies and procedures to oversee and enforce requirements for bureaus and offices to avoid duplicative IT investments.	N/A
<b>Recommendation 25:</b> OIG recommends that the Bureau of Information Resource Management, in coordination with the Bureau of Budget and Planning, develop and implement a process to validate the completeness of the data in iMatrix. At a minimum, this process should include an analysis of IT expenditures in the financial management system to ensure expenditures are reported in iMatrix, as needed.	N/A
<b>Recommendation 26:</b> OIG recommends that the Bureau of Information Resource Management, in coordination with the Bureau of Budget and Planning, develop and implement a process to validate the accuracy of data in iMatrix. This could include developing and implementing analytical procedures to identify anomalies in iMatrix data.	N/A
Open Recommendations	Potential Monetary Benefits
<i>Compliance Follow-Up Review of the Afghan Special Immigrant Visa Program (AUD-MERO-23-01, 10/2022)</i>	
<b>Recommendation 2:</b> OIG recommends the Special Immigrant Visa (SIV) Senior Coordinating Official, in coordination with the National Visa Center and the Afghan SIV Unit, design and implement control activities in accordance with the Government Accountability Office’s Standards for Internal Control in the Federal Government to monitor, verify, and validate the accuracy and completeness of the Department of State-controlled data used to generate the average processing time reported in the Afghan SIV quarterly reports.	N/A

Open Recommendations	Potential Monetary Benefits
<p><b>Recommendation 3:</b> OIG recommends the Special Immigrant Visa (SIV) Senior Coordinating Official, in coordination with the Bureau of Consular Affairs, design and implement control activities in accordance with the Government Accountability Office’s Standards for Internal Control in the Federal Government to verify and validate the accuracy and completeness of the information obtained from the entities involved with processing Afghan SIV applications.</p>	N/A
<p><b>Recommendation 4:</b> OIG recommends the Special Immigrant Visa (SIV) Senior Coordinating Official (SCO) develop and implement a policy and procedures to establish ongoing interagency coordination with all designated SCOs until the Afghan SIV program concludes.</p>	N/A
<p><b>Recommendation 6:</b> OIG recommends the Special Immigrant Visa (SIV) Senior Coordinating Official (SCO) develop and implement an updated staffing plan to adjust resources for all Department of State offices involved with the Afghan SIV program to reduce the current Afghan SIV application backlog.</p>	N/A
<p><b>Recommendation 7:</b> OIG recommends the Special Immigrant Visa (SIV) Senior Coordinating Official develop a process and procedures to monitor the implementation, effectiveness, and efficiency of the staffing plan for all Department offices involved in the Afghan SIV program to reduce the current Afghan SIV application backlog.</p>	N/A
<p><b>Recommendation 8:</b> OIG recommends that the Special Immigrant Visa (SIV) Senior Coordinating Official (SCO), in collaboration with the Department of Defense (DoD) SCO, establish a memorandum of understanding between the Department of State (Department) SCO and the DoD SCO defining the roles and responsibilities of the Department and DoD for efficiently and accurately collecting employment documentation of Afghan SIV applicants who worked for DoD contractors. The Department and DoD SCOs should also meet regularly to address efficient employment verification until the Department resolves the backlog of Afghan SIV applications.</p>	N/A
<p><b>Recommendation 9:</b> OIG recommends that the Special Immigrant Visa (SIV) Senior Coordinating Official, in coordination with the Bureau of Consular Affairs, review obstacles to timely Afghan SIV processing at each phase of the process and present a list of requirements to the Office of Consular Systems and Technology to optimize SIV systems through Consular Systems Modernization or within legacy systems.</p>	N/A
<p><i>Audit of Nonexpendable Personal Property at U.S. Embassy Baghdad, Iraq (AUD-MERO-22-44, 9/2022)</i></p>	
<p><b>Recommendation 1:</b> OIG recommends that U.S. Embassy Baghdad, Iraq, establish, implement, document, and communicate, to those conducting the annual physical inventory, a policy and procedures to ensure that the annual physical inventory includes all accountable property at the embassy, as required by 14 Foreign Affairs Manual 416.1.</p>	N/A
<p><b>Recommendation 3:</b> OIG recommends that U.S. Embassy Baghdad, Iraq, develop, implement, document, and communicate a policy and procedures requiring Accountable Property Officers to conduct periodic physical inventory spot checks of nonexpendable property.</p>	N/A

Open Recommendations	Potential Monetary Benefits
<b>Recommendation 4:</b> OIG recommends that U.S. Embassy Baghdad, Iraq, develop, implement, document, and communicate a policy and procedures to secure the keys and limit access to the destruction yard holding area at the Baghdad Diplomatic Support Center to only those people who need access to the area.	N/A
<b>Recommendation 5:</b> OIG recommends that U.S. Embassy Baghdad, Iraq, develop, implement, document, and communicate a policy and procedures requiring that, upon receipt, all (a) nonexpendable property is promptly inspected, documented, and affixed with a barcode label and (b) identifying information is added into the Integrated Logistics Management System – Asset Management module in a timely manner.	N/A
<b>Recommendation 6:</b> OIG recommends that U.S. Embassy Baghdad, Iraq, take actions to ensure that all existing property in storage facilities has been (a) affixed with a barcode label and (b) added into the Integrated Logistics Management System – Asset Management module.	N/A
<b>Recommendation 7:</b> OIG recommends that the Bureau of Administration conduct a review of the integration of the Integrated Logistics Management System – Asset Management and the Computerized Maintenance Management System to ensure that all updated information is being communicated between systems.	N/A
<b>Recommendation 8:</b> OIG recommends that U.S. Embassy Baghdad, Iraq, develop, implement, document, and communicate a policy and procedures to designate sufficient staff with access to the Integrated Logistics Management System to maintain continuous property management operations in each office responsible for managing nonexpendable property.	N/A
<b>Recommendation 11:</b> OIG recommends that U.S. Embassy Baghdad, Iraq, develop, implement, document, and communicate a policy and procedures, consistent with 14 Foreign Affairs Manual 412, to require that personnel responsible for purchasing clearly demonstrate a bona fide need supporting the purchase of nonexpendable property.	N/A
<b>Recommendation 12:</b> OIG recommends that U.S. Embassy Baghdad, Iraq, develop, implement, document, and communicate a policy and procedures for nonexpendable property reordering, consistent with 14 Foreign Affairs Handbook-1 H-419.1(a) that prevents the embassy from carrying an excessive amount of nonexpendable property, establishes a reasonable stocking level, and limits replenishment orders to only maintain that level.	N/A
<b>Recommendation 13:</b> OIG recommends that U.S. Embassy Baghdad, Iraq, develop, implement, document, and communicate a policy and procedures to require the use of the Integrated Logistics Management System – Analytics module to manage and utilize existing nonexpendable property at post and to properly plan the procurement of nonexpendable property that the embassy needs.	N/A
<i>Audit of Department of State FY 2022 Compliance With the Geospatial Data Act of 2018 (AUD-SI-22-39, 8/2022)</i>	
<b>Recommendation 1:</b> OIG recommends that the Bureau of Intelligence and Research review and revise, as appropriate, existing Work Breakdown Schedule and implementation plans to adequately reflect current and future staffing, resources, and	N/A

Open Recommendations	Potential Monetary Benefits
allocation of responsibilities to facilitate implementation of the Geospatial Data Act of 2018.	
<b>Recommendation 2:</b> OIG recommends that the Bureau of Intelligence and Research (a) review the Department of State’s efforts and activities for each of the applicable covered agency responsibilities prescribed by the Geospatial Data Act of 2018, Section 759(a), codified at 43 United States Code § 2808(a), and (b) develop a timeline to craft and issue written policies, procedures, guidance, and best practices to meet each of these applicable covered agency responsibilities.	N/A
<b>Recommendation 4:</b> OIG recommends that the Bureau of Intelligence and Research develop and implement a plan that maximizes the use of data obtained from its communication tools by (a) addressing the concerns identified by survey respondents and (b) prioritizing tasks necessary to complete Geospatial Data Act of 2018 requirements.	N/A
<i>Audit of Department of State Efforts To Promote Competition for Overseas Construction Projects (AUD-CGI-22-34, 8/2022)</i>	
<b>Recommendation 3:</b> OIG recommends that the Bureau of Administration develop and implement a mechanism to require the use of the acquisition plan template attached to AQM Memorandum 15-10.	N/A
<i>Management Assistance Report: Support From the Under Secretary for Political Affairs Is Needed To Facilitate the Closure of Recommendations Addressed to the Bureau of Near Eastern Affairs (AUD-AOQC-22-33, 8/2022)</i>	
<b>Recommendation 2:</b> OIG recommends that until all 11 recommendations (see Appendix A for a list of the 11 recommendations) addressed to the Bureau of Near Eastern Affairs (NEA) referenced in this report (AUD-AOQC-22-33) are implemented and closed, the Under Secretary for Political Affairs monitor NEA’s compliance responses to OIG and verify, at least quarterly, that the responses (a) are provided to OIG within the established due dates and (b) contain complete and accurate status updates that include either evidence of implementation or detailed corrective action plans with actual or proposed target dates for achieving these actions.	N/A
<i>Audit of Internal Controls Managing the Procurement of Goods at U.S. Embassy Freetown, Sierra Leone (AUD-MERO-22-31, 7/2022)</i>	
<b>Recommendation 3:</b> OIG recommends that U.S. Embassy Freetown, Sierra Leone, review its procurement files, identify those (estimated at approximately 3,800) that should be closed, and closeout the procurement files accordingly.	N/A
<i>Audit of Department of State Actions To Prevent Unlawful Trafficking in Persons Practices When Executing Security, Construction, and Facility and Household Services Contracts at Overseas Posts (AUD-MERO-22-28, 5/2022)</i>	
<b>Recommendation 3:</b> OIG recommends that the Bureau of Administration update Department of State guidance including the Foreign Affairs Handbook (FAH) and applicable Procurement Information Bulletins (PIB) to clarify that trafficking in persons monitoring, including developing and implementing trafficking in persons (TIP)	N/A

Open Recommendations	Potential Monetary Benefits
<p>monitoring strategies, is required for all applicable contracts, not just those that employ third-country national or migrant labor.</p>	
<p><i>Audit of the Department of State Management and Monitoring of Federal Assistance Awards to For-Profit Organizations</i> (AUD-CGI-22-26, 5/2022)</p>	
<p><b>Recommendation 6:</b> Following implementation of Recommendation 5, OIG recommends that the Bureau of Administration analyze the results of the survey to identify the reasons hindering the use of State Assistance Management System Domestic’s Post-Award Activities function, including technical issues that need to be addressed and if appropriate, develop and implement a corrective action plan to increase the use of the State Assistance Management System Domestic’s Post-Award Activities function.</p>	<p>N/A</p>
<p><b>Recommendation 8:</b> OIG recommends that the Bureau of Administration develop and implement a communications strategy that provides Grants Officer Representatives with specific and detailed requirements for financial monitoring to improve their understanding of and compliance with those requirements. This communications strategy should underscore the importance of reviewing the Federal Financial Report to ensure that the amount of funds expended is commensurate with the work accomplished on the award.</p>	<p>N/A</p>
<p><b>Recommendation 9:</b> OIG recommends that the Bureau of Administration develop and implement a communications strategy that provides Grants Officers with specific and detailed requirements for financial monitoring to improve their understanding of and compliance with those requirements. This communications strategy should underscore the critical importance of reviewing and approving the Federal Financial Report in a timely manner within the Payment Management System, rather than allowing a default approval. It should further remind Grants Officers that Grants Officer Representatives could be delegated Federal Financial Report approval responsibility within the Payment Management System to ensure timely approval of reports.</p>	<p>N/A</p>
<p><i>Audit of the Process To Prepare Residences for New Tenants at U.S. Embassy Cairo, Egypt</i> (AUD-MERO-22-23, 3/2022)</p>	
<p><b>Recommendation 1:</b> OIG recommends that U.S. Embassy Cairo, Egypt, develop and implement standard operating procedures to monitor and verify contractor compliance with provisions for accepting receipt, maintaining control, and accounting for the use of Government-furnished materials.</p>	<p>N/A</p>
<p><b>Recommendation 2:</b> OIG recommends that U.S. Embassy Cairo, Egypt, develop and implement standard operating procedures for managing and monitoring expendable supplies. This should include defining (1) the types of data that should be used by supply managers to inform decisions about ordering new supplies, (2) the respective responsibilities of other sections to collaborate on efforts to identify frequently used or critical items that may need to be ordered on a regular basis, and (3) the requirement to conduct regular reviews of existing stock to identify old or unused items for disposal.</p>	<p>N/A</p>
<p><b>Recommendation 4:</b> OIG recommends that U.S. Embassy Cairo, Egypt, reinforce the requirement, through actions such as training for Facility Management Office staff and</p>	<p>N/A</p>

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approving officials, to explain why an item is urgently needed on petty cash request forms.	
<b>Recommendation 5:</b> OIG recommends that U.S. Embassy Cairo, Egypt, develop and implement a process to regularly review a sample of approved petty cash voucher packages to determine whether they were approved and processed in accordance with post policy and take actions where necessary to correct instances that do not comply.	N/A
<b>Recommendation 6:</b> OIG recommends that U.S. Embassy Cairo, Egypt, execute its plan to move frequently used expendable supplies to existing warehouse locations that are closer to the place where they will be used in order to reduce the need for petty cash requests.	N/A
<b>Recommendation 7:</b> OIG recommends that U.S. Embassy Cairo, Egypt, conduct a workforce analysis of the Facility Management Office to inform staffing needs and to determine if the current amount of overtime used is appropriate.	N/A
<b>Recommendation 8:</b> OIG recommends that U.S. Embassy Cairo, Egypt, using the results of a workforce analysis, develop and communicate guidance on the types of tasks or circumstances that would generally require the use of overtime among Facility Management Office staff.	N/A
<b>Recommendation 9:</b> OIG recommends that U.S. Embassy Cairo, Egypt, reinforce the requirement, through actions such as training for Facility Management Office staff and approving officials, to include a justification on overtime on request forms in accordance with 3 Foreign Affairs Manual, 7550, "Premium Compensation," which states that overtime should only be approved as an emergency measure or to meet a temporary crisis.	N/A
<b>Recommendation 10:</b> OIG recommends that U.S. Embassy Cairo, Egypt, develop and implement a process to regularly review a sample of approved overtime forms to determine whether they were approved and processed in accordance with post policy and take actions necessary to correct instances that do not comply.	N/A
<b>Recommendation 11:</b> OIG recommends that U.S. Embassy Cairo, Egypt, develop and implement a standard operating procedure outlining the minimum type of work that should be performed for each make-ready project and the conditions that should be considered before completing additional work or if further approval is required before completing the work.	N/A
<b>Recommendation 12:</b> OIG recommends that U.S. Embassy Cairo, Egypt, in collaboration with the Bureau of Overseas Buildings Operations (OBO), develop and implement a standard operating procedure describing the steps for completing and entering work orders in the Global Maintenance Management System (GMMS), including identifying the minimum types of information and level of detail that must be recorded in each work order.	N/A
<b>Recommendation 13:</b> OIG recommends that U.S. Embassy Cairo, Egypt, develop and implement standard operating procedures that include a process for conducting periodic spot checks of information recorded in the Global Maintenance Management System (GMMS) to verify that the information recorded is reasonable, complete and in compliance with established standards as outlined in Recommendation 12.	N/A

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<b>Recommendation 14:</b> OIG recommends that U.S. Embassy Cairo, Egypt, (1) evaluate the feasibility of hiring a Facility Data Analyst, and (2) collaborate with the Bureau of Overseas Buildings Operations to determine how to use the position to improve the collection and analysis of data recorded in the Global Maintenance Management System if it decides to hire a Facility Data Analyst.	N/A
<b>Recommendation 15:</b> OIG recommends that Embassy Cairo, Egypt, establish and implement a process to (1) track materials used, and costs associated with the make-ready process in the Integrated Logistics Management System, (2) conduct periodic reviews of the information to determine whether materials used, and costs associated with the make-ready process are reasonable, and (3) take corrective actions, as appropriate, when they are not.	N/A
<b>Recommendation 16:</b> OIG recommends that U.S. Embassy Cairo, Egypt, develop and implement a standard operating procedure for the Procurement and Contracting Section that outlines steps to be taken when procuring goods and services, including determining price reasonableness, completing pre-award reviews and checklists, and adhering to e-Filing requirements for storing documentation associated with purchase card transactions.	N/A
<b>Recommendation 17:</b> OIG recommends that U.S. Embassy Cairo, Egypt, establish procedures to ensure compliance with Federal Acquisition Regulation 16.505(b)(1)(ii)(E) which states that cost should be considered as one of the selection factors when making decisions about awarding task orders for make-ready and other services below the micro-purchase threshold.	N/A
<b>Recommendation 18:</b> OIG recommends that Embassy Cairo, Egypt, establish controls to attribute time of only those staff who directly perform make-ready services under the make-ready sub-cost center, in accordance with the guidance outlined in 6 Foreign Affairs Handbook-5, H-341.15-11(C), "Residential Make-Ready – Time Allocation."	N/A
<b>Recommendation 19:</b> OIG recommends that Embassy Cairo, Egypt, discontinue the practice of using carryover funds for make-ready projects, and that it accounts for supplies, tools, and equipment used in support of its make-ready projects under the make-ready sub-cost center, consistent with the guidance outlined in 6 Foreign Affairs Handbook-5 H-341.15-11(B), "Residential Make-Ready – Budgeted Costs."	N/A
<b>Recommendation 23:</b> OIG recommends that senior leaders in the Management Section at U.S. Embassy Cairo, Egypt, work with U.S. direct-hire supervisors to (1) take additional steps to foster constructive relationships in accordance with 3 Foreign Affairs Manual 1214, "Leadership and Management Principles for Department Employees" by messaging the importance of teamwork, community, and open dialogue, and (2) remind employees of the Department prohibition against retaliation for disclosing wrongdoing in accordance with 3 Foreign Affairs Manual 4329, "Limitations on Use of Disciplinary Action."	N/A
<b>Recommendation 24:</b> OIG recommends that U.S. Embassy Cairo, Egypt, collaborate with the Foreign Service Institute to identify additional resources and support to address issues impacting collaboration, morale, and interpersonal relationships in the Management Section at post.	N/A

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<i>Audit of the Department of State’s Use of “Not Otherwise Classified” Budget Object Codes (AUD-FM-22-21, 2/2022)</i>	
<p><b>Recommendation 1:</b> OIG recommends that the Bureau of the Comptroller and Global Financial Services develop and implement a methodology to periodically review and update the budget object codes (BOC) included in the Foreign Affairs Handbook (4 FAH-1 H-613). This methodology should include collaborating with other bureaus to assist in identifying BOCs that are not needed, new BOCs that bureaus believe would be beneficial, or changes to the definitions of existing BOCs.</p>	N/A
<p><b>Recommendation 2:</b> OIG recommends that the Bureau of the Comptroller and Global Financial Services (CGFS) develop and implement guidance on the use of “not otherwise classified” budget object codes. As part of the process to develop guidance, CGFS should obtain information from bureaus on specific topics that the bureaus believe need authoritative guidance.</p>	N/A
<p><b>Recommendation 3:</b> OIG recommends that the Bureau of the Comptroller and Global Financial Services develop and implement a communications strategy to periodically provide updates and reminders on the use of budget object codes, including “not otherwise classified” budget object codes.</p>	N/A
<i>Management Assistance Report: Internal Controls Are Needed To Safeguard Inherently Governmental Functions at the Global Engagement Center (AUD-MERO-22-19, 2/2022)</i>	
<p><b>Recommendation 3:</b> OIG recommends that the Global Engagement Center review the assigned roles, authorities, and responsibilities of its award management team members (Federal employees and third-party contractors) to determine (a) authorities and responsibilities that are inherently Governmental functions and (b) whether those authorities and responsibilities are assigned to or performed by team members who are not Federal employees or Personal Service Contractors, as appropriate.</p>	N/A
<p><b>Recommendation 4:</b> OIG recommends that the Global Engagement Center transfer to Federal employees or Personal Service Contractors, as appropriate, those authorities and responsibilities found to be inherently Governmental functions that are currently assigned to third-party contractors (as determined by the review in Recommendation 3).</p>	N/A
<p><b>Recommendation 5:</b> OIG recommends that the Global Engagement Center develop and implement a process to verify that inherently Governmental functions are only assigned to and performed by Federal employees or Personal Service Contractors, as appropriate.</p>	N/A
<p><b>Recommendation 7:</b> OIG recommends that the Global Engagement Center (GEC) develop and implement a process to formally notify GEC award management personnel and award recipients of all roles, authorities, and responsibilities that are inherently Governmental and are only to be assigned to and performed by Federal employees and Personal Services Contractors, as appropriate. The notification process should highlight all revisions to previous guidance and practice, beginning with the revisions to GEC’s Policies and Procedures Manual (Version 1.6, December 2020) following the implementation of Recommendations 1 through 6.</p>	N/A

Open Recommendations	Potential Monetary Benefits
<p><b>Recommendation 8:</b> OIG recommends that the Global Engagement Center design and implement controls, rather than relying only on the State Assistance Management System, to ensure that Grants Officers designate a Grants Officer Representative prior to awarding cooperative agreements or grants and throughout the award’s period of performance.</p>	N/A
<p><b>Recommendation 9:</b> OIG recommends that Global Engagement Center (GEC) Grants Officers implement controls to comply with GEC’s Policies and Procedures Manual (Version 1.6, December 2020), “Post-Award: Changes,” requirements to notify award recipients about changes to Grants Officer Representative (GOR) assignments and furnish award recipients with fully-executed copies of GOR designation memoranda.</p>	N/A
<p><i>Management Assistance Report: Support From the Under Secretary for Management Is Needed To Facilitate the Closure of Office of Inspector General Recommendations Addressed to the Bureau of Information Resource Management</i> (AUD-AOQC-22-07, 12/2021)</p>	
<p><b>Recommendation 1:</b> OIG recommends that the Under Secretary for Management verify that the Bureau of Information Resource Management (IRM) has developed plans of action and milestones, as required by the National Institute of Standards and Technology, Special Publication 800-53, rev. 4, to address each open OIG recommendation. The plans of action and milestones should document planned remedial actions to correct the deficiencies identified. If the Under Secretary for Management determines that IRM has not developed or maintained plans of action and milestones for each open OIG recommendation, the Under Secretary for Management should direct IRM to take action to comply with standards.</p>	N/A
<p><i>Audit of the Department of State’s Implementation of the Digital Accountability and Transparency Act of 2014</i> (AUD-FM-22-08, 11/2021)</p>	
<p><b>Recommendation 1:</b> OIG recommends that the Bureau of the Comptroller and Global Financial Services, in coordination with the Bureau of Administration, develop and implement a corrective action plan that identifies the underlying reasons for the deficiencies with overseas data included in the Digital Accountability and Transparency Act Files and that identifies strategies and milestones for implementing them, to address the underlying deficiencies.</p>	N/A
<p><b>Recommendation 3:</b> OIG recommends that the Bureau of the Comptroller and Global Financial Services update its Data Quality Plan related to reconciling Digital Accountability and Transparency Act of 2014 data to ensure that quality control procedures are performed to assess the quality of the data included in all files, including files created from Government-wide systems.</p>	N/A
<p><i>Audit of Noncompetitive Contracts in Support of Overseas Contingency Operations in Afghanistan and Iraq</i> (AUD-MERO-22-03, 10/2021)</p>	
<p><b>Recommendation 1:</b> OIG recommends that the Bureau of Administration develop and implement additional internal control procedures for monitoring to ensure that justifications and approvals for other than full and open competition are completed and</p>	N/A

Open Recommendations	Potential Monetary Benefits
approved in accordance with Federal Acquisition Regulation requirements and Office of the Procurement Executive guidance and that reviewing officials verify that the justifications include all required content.	
<b>Recommendation 3:</b> OIG recommends that the Bureau of Administration (a) determine the feasibility, practicality, and cost-effectiveness of adding functions to the new online application being developed for justifications and approvals that will automatically transfer completed justifications to the electronic contract file and also post the justifications publicly in accordance with the Competition in Contracting Act and the Federal Acquisition Regulation and (b) if determined to be feasible, practical, and cost-effective, incorporate such a function in the application.	N/A
<b>Recommendation 4:</b> OIG recommends that the Bureau of Administration issue guidance requiring that all contracting personnel use the newly created online application for justifications and approvals once the application has been tested and determined to meet the goals established by the Bureau of Administration.	N/A
<b>Recommendation 5:</b> OIG recommends that the Bureau of Administration issue a directive to the Office of Acquisitions Management to update its Quality Assurance Plan to expand the steps necessary to ensure compliance with Federal Acquisition Regulation provisions regarding preparing fair and reasonable price determinations for noncompetitive awards. The steps should include requiring that Contracting Officers use the sample template for price negotiation memoranda and retain evidence of the analysis conducted in support of such determinations in the contract files.	N/A
<b>Recommendation 6:</b> OIG recommends that the Bureau of Administration develop and implement guidance directing all price negotiation memoranda-approving officials certify that price negotiation memoranda address all required elements in compliance with Federal Acquisition Regulation Subpart 15.406-3 before approving them.	N/A
<b>Recommendation 7:</b> OIG recommends that the Bureau of Administration issue a directive to the Office of Acquisitions Management to update its Memorandum 15-09, “Contract File Documentation,” regarding price negotiation memoranda. The updated memorandum should include instructions for Contracting Officers to verify that all price negotiation memoranda packages are properly approved and placed in the contract file.	N/A
<b>Recommendation 8:</b> OIG recommends that the Bureau of Administration develop and implement additional internal control procedures for monitoring compliance with Federal Acquisition Regulation requirements and Department policy regarding determining and documenting fair and reasonable price determinations and maintaining complete contract files.	N/A
<i>Audit of Acquisition Planning and Cost Controls While Transitioning Support Service Contracts in Iraq (AUD-MERO-21-43, 9/2021)</i>	
<b>Recommendation 1:</b> OIG recommends that the Bureau of Administration, in coordination with the Bureau of Near Eastern Affairs, discontinue its practice of awarding noncompetitive contracts for Operations Maintenance Support Services and Baghdad Life Support Services. The bureau should award Mission Iraq-specific task orders under the Diplomatic Platform Support Services contract or use an alternative	N/A

Open Recommendations	Potential Monetary Benefits
<p>mechanism to competitively replace the Operations and Maintenance Support Services and Bagdad Life Support Services contracts.</p>	
<p><b>Recommendation 2:</b> OIG recommends that the Bureau of Administration, Office of the Procurement Executive (OPE), in accordance with the Federal Acquisition Regulation 7.104 “General procedures,” disseminate procedures that are described in Office of Acquisition Management Memorandum 15-10 to review acquisition plans with key stakeholders annually or whenever significant changes occur. OPE should also establish additional internal controls to ensure the procedures are followed, such as training personnel on the requirements and minimum documentation requirements for acquisition plan reviews.</p>	N/A
<p><b>Recommendation 3:</b> OIG recommends that the Bureau of Administration, Office of the Procurement Executive, in accordance with Government Accountability Office Standards for Internal Control in the Federal Government, establish procedures to conduct regular monitoring of internal controls, respond to schedule risks, and engage in effective communication with the program office to identify and address noncompliance with Federal and Department of State criteria, timeliness, and external coordination.</p>	N/A
<p><b>Recommendation 4:</b> OIG recommends that the Bureau of Administration, Office of the Procurement Executive, implement controls to (a) achieve critical acquisition deadlines on time, including checking the acquisition’s progress and assessing changes in the operating environment and (b) identify contracts that have missed critical deadlines, including Diplomatic Platform Support Services, for Department of State (Department) leadership to review and take action as necessary. Controls should ensure that the Department prioritizes timely acquisitions to achieve cost savings, economies of scale, and efficiencies.</p>	N/A
<p><b>Recommendation 7:</b> OIG recommends that the Bureau of Administration, Office of the Procurement Executive (OPE), strengthen its review and approval process and oversight of noncompetitive contract actions awarded, based on Federal Acquisition Regulation 6.302-2, “Unusual and compelling urgency,” related to circumstances permitting other than full and open competition. OPE should put in place controls to ensure those actions are not excessive, such as enforcement of time limitations on the duration of the use of these actions, and use appropriate rationales, which exclude lack of advanced planning. In addition, OPE should provide training, as appropriate, to officials in the review process to ensure controls are followed.</p>	N/A
<p><i>Compliance Follow-Up Audit of the Department of State Process To Select and Approve IT Investments (AUD-IT-21-34, 8/2021)</i></p>	
<p><b>Recommendation 2:</b> OIG recommends that the Bureau of Information Resource Management conduct an in-depth review of the entire agency IT portfolio to identify potential duplicative systems.</p>	N/A
<p><b>Recommendation 3:</b> OIG recommends that the Bureau of Information Resource Management develop and implement, to the extent practicable, a strategy to combine, eliminate, or replace the duplicative systems identified during its review of the entire agency IT portfolio (Recommendation 2).</p>	N/A

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<p><i>Management Assistance Report: Improved Guidance and Acquisition Planning is Needed to Reduce the Use of Bridge Contracts in Afghanistan and Iraq</i> (AUD-MERO-21-37, 7/2021)</p>	
<p><b>Recommendation 1:</b> OIG recommends that the Bureau of Administration, Office of the Procurement Executive amend the Foreign Affairs Handbook to include a subsection in 14 FAH-2 H-320, Acquisition Planning, providing direct guidance on sole source noncompetitive contracts or contract extensions with an existing contractor to bridge the time between the original end of that contractor’s contract and the competitive award of a follow-on contract, including providing definitions to the terms: “bridge contract” or “bridge actions,” the parameters under which these sole source noncompetitive contracts and extensions can be used, and a requirement to provide additional information necessary to justify consecutive uses of a noncompetitive sole source award.</p>	<p>N/A</p>
<p><b>Recommendation 3:</b> OIG recommends that the Bureau of Administration, Office of the Procurement Executive, revise its Justification for Other than Full and Open Competition (JOFOC) Guide to require that written justification for using less than full and open competition for awarding bridge contracts include information on why and how the delay occurred, what measures have or will be undertaken to resolve the delay, and the milestones to achieving full and open competition.</p>	<p>N/A</p>
<p><i>Audit of Department of State Protocols for Establishing and Operating Remote Diplomatic Missions</i> (AUD-MERO-21-33, 7/2021)</p>	
<p><b>Recommendation 1:</b> OIG recommends that the Under Secretary for Management, in coordination with the regional bureaus, develop and implement guidance to include criteria, standards, and other direction, as appropriate, for opening and closing those missions that may temporarily establish operations outside of their respective host countries. The guidance should include criteria and standards to inform when, where, and how such missions should be established.</p>	<p>N/A</p>
<p><b>Recommendation 2:</b> OIG recommends that the Under Secretary for Management, in coordination with the regional bureaus, develop guidance requiring regional bureaus to implement a process to periodically reevaluate the status of those missions that have temporarily established operations outside of their respective host countries to determine whether those missions should continue to exist in their current form.</p>	<p>N/A</p>
<p><b>Recommendation 3:</b> OIG recommends that the Under Secretary for Management, in coordination with the regional bureaus and the Office of the Legal Adviser, develop and implement guidance regarding the creation, content, and periodic reevaluation of memoranda of understanding to facilitate working relationships and resource sharing agreements between those missions that have temporarily established operations outside of their host countries and their respective host missions.</p>	<p>N/A</p>
<p><b>Recommendation 4:</b> OIG recommends that the Under Secretary for Management, in coordination with the regional bureaus, develop and implement a template for the memoranda of understanding that can be used to facilitate working relationships and resource sharing agreements between those missions that have temporarily established operations outside of their host countries and their respective host missions.</p>	<p>N/A</p>

Open Recommendations	Potential Monetary Benefits
<p><b>Recommendation 7:</b> OIG recommends that the Under Secretary for Management, in coordination with the Office of the Legal Adviser and the Bureau of the Comptroller and Global Financial Services, develop and implement guidance in the Foreign Affairs Handbook, 12 FAH-1 Addendum 2.1, for those missions that have temporarily established operations outside of their host countries to consult with the Office of the Legal Adviser, and Bureaus of the Comptroller and Global Financial Services and Overseas Buildings Operations for legal, financial, and operational information to determine retention or disposition of leased property.</p>	N/A
<p><b>Recommendation 14:</b> OIG recommends that the Under Secretary for Management, in coordination with the regional bureaus, develop and implement guidance regarding the day-to-day operations of remote missions with a focus on those functions that may be impacted by operating remotely such as the provision of consular services, security operations, and managing diplomatic relations.</p>	N/A
<p><i>Management Assistance Report: Support From the Under Secretary for Management Is Needed To Facilitate the Closure of Open Office of Audits Recommendations (AUD-AOQC-21-32, 6/2021)</i></p>	
<p><b>Recommendation 2:</b> OIG recommends that the Under Secretary for Management verify periodically, but no less than quarterly, that those entities with recommendations that have yet to be implemented and closed are providing status updates and responses to OIG in a timely manner, as required.</p>	N/A
<p><i>Audit of Foreign Per Diem Rates Established by the Department of State (AUD-FM-21-31, 6/2021)</i></p>	
<p><b>Recommendation 4:</b> OIG recommends that the Bureau of Administration review and update all foreign per diem locations designated in eAllowances as exchange rate adjusted in accordance with the guidance developed in response to Recommendation 3.</p>	N/A
<p><b>Recommendation 11:</b> OIG recommends that the Bureau of Administration review its methodology for determining foreign per diem rates to identify opportunities to streamline the process. At a minimum, the Bureau of Administration should consider whether the use of independent economic data would be more efficient and cost-effective for establishing foreign per diem rates.</p>	N/A
<p><b>Recommendation 12:</b> OIG recommends that the Bureau of Administration develop and implement a plan to revise the methodology for determining foreign per diem rates based on the results of Recommendation 11.</p>	N/A
<p><i>Compliance Follow-Up Audit of the Bureau of Near Eastern Affairs Selection and Management of Contract Oversight Personnel in Iraq (AUD-MERO-21-24, 4/2021)</i></p>	
<p><b>Recommendation 1:</b> OIG recommends that the Assistant Secretary for the Bureau of Near Eastern Affairs develop and execute an action plan that dedicates appropriate resources to implement Recommendations 1, 2, and 4 from OIG report Audit of the Bureau of Near Eastern Affairs Selection and Management of Contract Oversight Personnel in Iraq (AUD-MERO-19-10, November 2018). The plan should outline the</p>	N/A

Open Recommendations	Potential Monetary Benefits
<p>steps and resources necessary to determine the technical expertise in the contract subject matter for Contracting Officer’s Representatives (COR) and Government Technical Monitors (GTM), provide those determinations and requirements to Contracting Officers, and ensure only CORs and GTMs that meet the requirements of the updated study are nominated. The action plan should include milestones to ensure efficient and timely implementation considering the time that has elapsed since the recommendations were made in November 2018.</p>	
<p><b>Recommendation 4:</b> OIG recommends that the Bureau of Near Eastern Affairs develop and implement a process that includes a secondary review of Contracting Officer’s Representative and Government Technical Monitor written nominations to ensure that technical expertise in the contract subject matter is presented to the Contracting Officer, as required by 14 Foreign Affairs Handbook-2 H-143.2, “COR Appointment Procedures.”</p>	N/A
<p><i>Audit of the Department of State’s Unarmored Overseas Motor Vehicle Fleet (AUD-SI-21-13, 1/2021)</i></p>	
<p><b>Recommendation 6:</b> OIG recommends that the Bureau of Diplomatic Security, in coordination with the Bureau of Administration, (a) update any bureau-specific motor vehicle procedures in place to comply with the Foreign Affairs Manual and Bureau of Administration guidance within 90 days of final report issuance; and (b) establish a process to review and update these procedures, as appropriate, at least annually thereafter.</p>	N/A
<p><b>Recommendation 10:</b> OIG recommends that the Bureau of Administration perform an analysis to determine whether (a) posts are legally allowed to standardize locally purchased foreign-made vehicles, (b) it would be cost-beneficial to allow such standardization, and (c) this type of standardization should be allowed.</p>	N/A
<p><b>Recommendation 11:</b> OIG recommends that, if the Bureau of Administration determines that posts will be allowed to standardize the acquisition of foreign-made vehicles (Recommendation 10), the Bureau of Administration update the Foreign Affairs Manual (14 FAM 436.4) and Department of State Acquisition Regulation (§ 606.370) to formalize this policy.</p>	N/A
<p><b>Recommendation 14:</b> OIG recommends that the Bureau of Administration, in coordination with the Fleet Management Council, (a) conduct a study to determine effective mileage and utilization standards for the Department of State’s overseas fleet; and (b) develop and implement a plan to address the results of the study.</p>	N/A
<p><b>Recommendation 20:</b> OIG recommends that the Bureau of Administration, in coordination with the Fleet Management Council, develop and implement a methodology for posts to use when considering the disposal of an unarmored motor vehicle and codify the methodology in the Foreign Affairs Manual. The methodology should include a quantitative minimum for vehicle age, use, and maintenance costs. The methodology should also require posts to conduct and document a disposal analysis to ensure the vehicle meets the necessary criteria for disposal.</p>	N/A

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<i>Management Assistance Report: The Bureau of Diplomatic Security Did Not Always Conduct Post Security Program Reviews Within Required Timeframes</i> (AUD-SI-21-03, 12/2020)	
<b>Recommendation 2:</b> OIG recommends that the Bureau of Diplomatic Security develop and execute a corrective action plan that implements the recommendations of its evaluation (Recommendation 1).	N/A
<i>Audit of the Department of State Bureau of African Affairs Monitoring and Coordination of the Trans-Sahara Counterterrorism Partnership Program</i> (AUD-MERO-20-42, 9/2020)	
<b>Recommendation 10:</b> OIG recommends that the Bureau of African Affairs establish and implement memoranda of understanding with the Office of Security Cooperation and other partners, as applicable, to describe roles and responsibilities for coordinating, executing, and monitoring Trans-Sahara Counterterrorism Partnership (TSCTP) projects in the countries where TSCTP is implemented, including establishment of a structure for communicating and coordinating in-country.	N/A
<i>Management Assistance Report: Department of State Guidance Does Not Comply With Federal Travel Regulations</i> (AUD-CGI-20-37, 6/2020)	
<b>Recommendation 1:</b> OIG recommends that the Bureau of the Comptroller and Global Financial Services update the Foreign Affairs Manual to reflect the requirements and exemptions found in the Federal Travel Regulation, 41 C.F.R., §§ 301-51.1, 301-51.2, 301-51.3, and 301-51.4.	N/A
<b>Recommendation 2:</b> OIG recommends that the Bureau of the Comptroller and Global Financial Services update the Foreign Affairs Handbook to reflect the requirements and exemptions found in the Federal Travel Regulation, 41 C.F.R., §§ 301-51.1, 301-51.2, 301-51.3, and 301-51.4.	N/A
<i>Audit of Selected Internal Controls for the Special Needs Education Allowance</i> (AUD-FM-20-33, 6/2020)	
<b>Recommendation 2:</b> OIG recommends that the Under Secretary for Management develop and publish specific guidance in the Foreign Affairs Manual to clarify guidance on obtaining a medical clearance based on educational needs, as it relates to the Special Needs Education Allowance. At a minimum, the guidance should describe the process to obtain medical clearances for children with special needs.	N/A
<b>Recommendation 13:</b> OIG recommends that the Bureau of Medical Services develop and implement internal policies and procedures to guide the effective use of eMED to document the Special Needs Education Allowance application status. The policies and procedures should ensure accurate, real-time data are available to appropriate Department of State officials.	N/A

Open Recommendations	Potential Monetary Benefits
<i>Audit of Global Engagement Center Federal Assistance Award Management and Monitoring</i> (AUD-MERO-20-26, 4/2020)	
<b>Recommendation 2:</b> OIG recommends that the Global Engagement Center implement to the extent feasible the results of the staffing needs assessment conducted in response to Recommendation 1.	N/A
<i>Audit of the Bureau of Near Eastern Affairs Selection and Management of Contract Oversight Personnel in Iraq</i> (AUD-MERO-19-10, 11/2018)	
<b>Recommendation 1:</b> OIG recommends that the Bureau of Near Eastern Affairs (a) analyze all contracts for which it assigns Contracting Officer's Representatives and Government Technical Monitors and determine the appropriate level of Federal Acquisition Certification for Contracting Officer's Representatives, the technical expertise, and other qualifications required; (b) document the analysis and determinations; (c) and provide the determinations to the Contracting Officers assigned to those contracts.	N/A
<b>Recommendation 2:</b> OIG recommends that the Bureau of Near Eastern Affairs compare Contracting Officer's Representative and Government Technical Monitor nominee qualifications to the analysis conducted for the Bureau's contracts as noted in Recommendation 1 and only nominate those with the necessary technical expertise and level of Federal Acquisition Certification for Contracting Officer's Representatives to oversee the contract and hold contractors accountable for quality and cost performance in accordance with contract terms.	N/A
<b>Recommendation 4:</b> OIG recommends that the Bureau of Near Eastern Affairs discontinue the practice of nominating Contracting Officer's Representatives and Government Technical Monitors who do not meet Level III Federal Acquisition Certification for Contracting Officer's Representatives and technical expertise requirements for its contracts or obtain a temporary waiver from the Bureau of Administration, Office of the Procurement Executive, as required by Procurement Information Bulletin No. 2012-15.	N/A
<i>Audit of the Department of State's Administration of its Aviation Program</i> (AUD-SI-18-59, 9/2018)	
<b>Recommendation 25:</b> OIG recommends that Embassy Lima, Peru, develop and implement a documented nationalization plan with clear goals and attainable objectives for the aviation program.	N/A
<i>Audit of the Bureau of European and Eurasian Affairs Administration and Oversight of Selected Contracts and Grants</i> (AUD-CGI-18-50, 8/2018)	
<b>Recommendation 2:</b> OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, develop and implement procedures to verify that Contracting Officers are monitoring Contracting Officer's Representatives files in accordance with Procurement Information Bulletin No. 2014-10.	N/A

Open Recommendations	Potential Monetary Benefits
<i>Audit of the Department of State’s Information Technology Configuration Control Board (AUD-IT-17-64, 9/2017)</i>	
<b>Recommendation 4:</b> OIG recommends that the Bureau of Information Resource Management develop and implement guidance for change requests to require and include: (a) minimum testing standards for change requests, (b) instructions that testing be performed in advance of the change request being submitted and that the testing documentation be submitted as part of the change request process, and (c) a clearly defined technical review of the testing documentation that is submitted to verify the documentation complies with minimum standards.	N/A
<b>Recommendation 14:</b> OIG recommends that the Bureau of Information Resource Management develop and implement required, periodic, training for Information Technology Configuration Control Board management and personnel, Bureau Sponsors, Technical Reviewers, Voters, and change request submitters involved in the Information Technology Configuration Control Board process.	N/A
<i>Audit of the Bureau of Diplomatic Security’s Administration of the Armored Vehicle Program (AUD-SI-17-21, 2/2017)</i>	
<b>Recommendation 32:</b> OIG recommends that the Bureau of Diplomatic Security update the current armored vehicle policy to define specifically what types of maintenance must be performed under an embassy employee’s observation.	N/A
<i>Audit of the Oversight of Fuel Acquisition and Related Services Supporting Department of State Operations in Iraq (AUD-MERO-17-16, 12/2016)</i>	
<b>Recommendation 6:</b> OIG recommends that the Bureau of Near Eastern Affairs use the results of the study from Recommendation 5 to nominate appropriate personnel so contracting officers with the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, can assign qualified oversight personnel for those contracts and task orders.	N/A
<i>Audit of the Department of State Process To Select and Approve Information Technology Investments (AUD-FM-16-31, 3/2016)</i>	
<b>Recommendation 22:</b> OIG recommends that the Bureau of Information Resource Management, in coordination with the Bureau of Budget and Planning, develop and implement a process to verify that all bureau and office IT investment managers and budget analysts complete the respective training courses related to IT capital planning and reporting that are provided annually.	N/A
<b>Recommendation 28:</b> OIG recommends that the Bureau of Information Resource Management develop and implement a process to verify that bureaus and offices are submitting source documents to support the information entered into iMatrix in accordance with the policy developed that requires bureaus and offices to submit source documents that support the information entered into iMatrix.	N/A

**Table D.2**  
**Open Office of Evaluations and Special Projects Recommendations Issued in Previous Periods, Pending Final Department of State Action, as of 9/30/2023**

Significant Open Recommendations	Potential Monetary Benefits
<i>Review of Allegations of Improper Passport Seizures at Embassy Sana'a, Yemen</i> (ESP-19-01, 10/2018)	
<b>Recommendation 1:</b> The Bureau of Consular Affairs, Office of Passport Services, in conjunction with the Bureau of Diplomatic Security, should develop centralized, searchable databases to track and manage passport revocation cases, as well as retentions of passports and other documents seized on suspicion of fraud when citizens apply for consular services, or under other circumstances, and to track confiscations of such documents if they are seized on grounds other than retention authority.	N/A
Open Recommendations	Potential Monetary Benefits
<i>Evaluation of the Department of State's Compliance with the Authorities Act</i> (ESP-22-04, 9/2022)	
<b>Recommendation 1:</b> The Under Secretary for Management should develop standard guidance for all reporting entities, clarifying which allegations the Department should report to OIG under the Authorities Act and defining the terms "serious misconduct" and "head of the Department entity," and include affected stakeholders in the development of the guidance.	N/A
<b>Recommendation 2:</b> The Under Secretary for Management should develop a standard approach to tracking reporting dates to ensure compliance with the law and update internal guidance accordingly.	N/A
<i>Evaluation of the Department of State's Security Clearance Process</i> (ESP-17-02, 7/2017)	
<b>Recommendation 5:</b> The Bureau of Diplomatic Security, Office of Personnel Security and Suitability should determine the actual cost of the security clearance work it performs for other Government agencies in order to fully recoup its expended funds, in accordance with the Economy Act and Department policy.	N/A

**Table D.3**  
**Open Office of Inspections Recommendations Issued in Previous Periods, Pending Final Department of State Action, as of 9/30/2023**

Significant Open Recommendations	Potential Monetary Benefits
<i>Inspection of Embassy Buenos Aires, Argentina</i> (ISP-I-23-06, 12/2022)	
<b>Recommendation 5:</b> Embassy Buenos Aires, in coordination with the Bureau of Overseas Buildings Operations, should bring its fire protection program into compliance with Department standards.	N/A

Significant Open Recommendations	Potential Monetary Benefits
<i>Management Assistance Report: Department Can Take Further Steps to Improve Executive Direction of Overseas Missions</i> (ISP-21-14, 6/2021)	
<b>Recommendation 1:</b> The Director General of the Foreign Service and Director of Global Talent should institute annual surveys of U.S. direct-hire employees and locally employed staff to provide feedback on chief of mission performance.	N/A
<i>Inspection of Embassy London and Constituent Posts, United Kingdom</i> (ISP-I-20-12, 8/2020)	
<b>Recommendation 9:</b> Embassy London, in coordination with the Bureaus of the Comptroller and Global Financial Services, Global Talent Management, and European and Eurasian Affairs, should implement a plan to fund current liabilities and reduce future liabilities in the locally employed staff defined benefit pension plan in order to comply with local labor law and address long-term funding concerns.	N/A
<i>Inspection of Embassy Canberra and Constituent Posts, Australia</i> (ISP-I-20-07, 2/2020)	
<b>Recommendation 7:</b> Embassy Canberra, in coordination with the Bureaus of Overseas Buildings Operations and East Asian and Pacific Affairs, should dispose of property numbers R48 and R49 at Kalgoorlie Crescent in accordance with Department guidelines and put up to \$896,849 to better use.	\$896,849
<i>Inspection of Embassy N'Djamena, Chad</i> (ISP-I-20-02, 11/2019)	
<b>Recommendation 5:</b> The Bureau of Overseas Buildings Operations, in coordination with Embassy N'Djamena and the Bureau of African Affairs, should develop and implement a strategy that prioritizes the disposal of Embassy N'Djamena's excess real property, in order to put funds estimated at \$7.1 million to better use.	\$7,100,000
<i>Inspection of Embassy Port-au-Prince, Haiti</i> (ISP-I-19-18, 6/2019)	
<b>Recommendation 20:</b> The Bureau of Overseas Buildings Operations, in coordination with Embassy Port-au-Prince, should connect the "Stecher-Roumain" housing compound to the local power grid, and put funds of up to \$3.03 million over 5 years to better use.	\$3,030,000
Open Recommendations	Potential Monetary Benefits
<i>Inspection of Embassy Khartoum, Sudan</i> (ISP-I-23-13, 3/2023)	
<b>Recommendation 1:</b> Embassy Khartoum should document its public diplomacy grants in accordance with Department standards.	N/A
<b>Recommendation 2:</b> Embassy Khartoum should conduct its consular fraud prevention program in accordance with Department standards.	N/A
<b>Recommendation 3:</b> Embassy Khartoum should develop and implement a written consular training and orientation program in accordance with Department standards.	N/A

Open Recommendations	Potential Monetary Benefits
<b>Recommendation 4:</b> Embassy Khartoum should install signage at the Consular Section’s public entrance with all information required by Department guidance.	N/A
<b>Recommendation 5:</b> Embassy Khartoum should either implement a plan to fully use the leased facility in El Fashir, Darfur, or terminate the lease for the facility, return U.S. government assets and vehicles to the embassy and put up to \$50,000 to better use.	\$50,000
<b>Recommendation 7:</b> Embassy Khartoum should dismantle and remove its shipping containers and portable structures in accordance with Department requirements or obtain authorization from the Bureau of Overseas Buildings Operations to use them as permanent storage.	N/A
<b>Recommendation 9:</b> Embassy Khartoum should comply with Department guidance on mishap reporting.	N/A
<b>Recommendation 10:</b> Embassy Khartoum should manage its bulk fuel operation in accordance with Department standards.	N/A
<b>Recommendation 11:</b> Embassy Khartoum should use the Integrated Logistics Management System to track all uniforms and personal protective equipment in accordance with Department standards.	N/A
<b>Recommendation 12:</b> Embassy Khartoum should complete all information systems security officer responsibilities in accordance with Department standards.	N/A
<b>Recommendation 14:</b> Embassy Khartoum should implement steps to secure and monitor its dedicated internet networks.	N/A
<b>Recommendation 15:</b> Embassy Khartoum should complete information technology contingency plans for the unclassified and classified networks and test the plans in accordance with Department standards.	N/A
<b>Recommendation 16:</b> Embassy Khartoum should develop an acquisition plan for its information technology needs in accordance with Department standards.	N/A
<b>Recommendation 17:</b> Embassy Khartoum should implement standard operating procedures for managing and tracking mobile devices as required by Department standards.	N/A
<b>Recommendation 18:</b> Embassy Khartoum should implement a records management program that complies with Department standards.	N/A
<i>Inspection of the Bureau of International Narcotics and Law Enforcement Affairs (ISP-I-23-08, 1/2023)</i>	
<b>Recommendation 1:</b> The Bureau of International Narcotics and Law Enforcement Affairs should require comprehensive use of the Department’s Management Controls Checklist to develop the Annual Chief of Mission Management Control Statement of Assurance to effectively identify and mitigate internal control risks to the bureau’s projects, programs, and operations in accordance with Department guidance.	N/A
<b>Recommendation 2:</b> The Bureau of International Narcotics and Law Enforcement Affairs should follow Department guidance with respect to the communication and execution of its ongoing reorganization plans.	N/A
<b>Recommendation 4:</b> The Bureau of International Narcotics and Law Enforcement Affairs should implement procedures for conducting regularly scheduled and senior	N/A

Open Recommendations	Potential Monetary Benefits
leadership-led reviews of its progress in meeting strategic goals and objectives, in accordance with Department guidance.	
<b>Recommendation 5:</b> The Bureau of International Narcotics and Law Enforcement Affairs, in coordination with the Office of Foreign Assistance and the Bureau of Budget and Planning, should identify its major programs in accordance with Department guidance.	N/A
<b>Recommendation 6:</b> The Bureau of International Narcotics and Law Enforcement Affairs, in coordination with the Office of Foreign Assistance and the Bureau of Budget and Planning, should implement monitoring and evaluation plans for its major programs, in accordance with Department standards.	N/A
<b>Recommendation 7:</b> The Bureau of International Narcotics and Law Enforcement Affairs should require that its risk assessment and monitoring plans related to continued programing in Afghanistan reflect changed conditions within the country.	N/A
<b>Recommendation 8:</b> The Bureau of International Narcotics and Law Enforcement Affairs should implement bureau-wide guidance to direct its long-term efforts to improve and coordinate the bureau’s design, monitoring, and evaluation activities.	N/A
<b>Recommendation 9:</b> The Bureau of International Narcotics and Law Enforcement Affairs should evaluate its long-term ongoing programs in accordance with Department standards.	N/A
<b>Recommendation 10:</b> The Bureau of International Narcotics and Law Enforcement Affairs should implement mechanisms to centrally track information on domestically managed foreign assistance programs and provide financial and program reports to the bureau’s senior leadership on core program management responsibilities.	N/A
<b>Recommendation 11:</b> The Bureau of International Narcotics and Law Enforcement Affairs should implement a system to require joint evaluation reports be prepared according to the terms of its agreements with partner governments.	N/A
<b>Recommendation 13:</b> The Bureau of International Narcotics and Law Enforcement Affairs should implement standard operating procedures to provide oversight and accountability for interagency agreements and agreements with international organizations in accordance with Department requirements and bureau policies.	N/A
<b>Recommendation 14:</b> The Bureau of International Narcotics and Law Enforcement Affairs should implement procedures for the timely close out of all current and future agreements.	N/A
<b>Recommendation 15:</b> The Bureau of International Narcotics and Law Enforcement Affairs should update its standard operating procedures regarding monitoring of award implementation to provide oversight and accountability for maintaining records of its federal assistance awards, in accordance with the Federal Assistance Directive.	N/A
<b>Recommendation 16:</b> The Bureau of International Narcotics and Law Enforcement Affairs should close out federal assistance awards as required by the Federal Assistance Directive.	N/A
<b>Recommendation 17:</b> The Bureau of International Narcotics and Law Enforcement Affairs should complete and implement a bureau risk management policy.	N/A

Open Recommendations	Potential Monetary Benefits
<b>Recommendation 18:</b> The Bureau of International Narcotics and Law Enforcement Affairs should comply with Department contracting officer's representative program standards.	N/A
<b>Recommendation 19:</b> The Bureau of International Narcotics and Law Enforcement Affairs should implement written service standards for the services and support provided by the Executive Office and hold the Executive Office accountable for meeting the service standards.	N/A
<b>Recommendation 20:</b> The Bureau of International Narcotics and Law Enforcement Affairs should implement periodic reviews of bureau policies and procedures, update them as necessary, and maintain them in a central repository.	N/A
<b>Recommendation 21:</b> The Bureau of International Narcotics and Law Enforcement Affairs should review and deobligate all invalid unliquidated obligations in accordance with Department guidance so funds of up to \$220 million can be put to better use.	\$220,000,000
<b>Recommendation 22:</b> The Bureau of International Narcotics and Law Enforcement Affairs should implement a standard project management lifecycle with a standard set of project controls for use in all information technology projects.	N/A
<b>Recommendation 23:</b> The Bureau of International Narcotics and Law Enforcement Affairs should implement a process for the Information Management Division to monitor contractor performance for all information technology projects.	N/A
<b>Recommendation 24:</b> The Bureau of International Narcotics and Law Enforcement Affairs should implement a process to notify its Information Management Division when new systems at its overseas locations are developed or deployed and ensure periodic review by staff.	N/A
<b>Recommendation 25:</b> The Bureau of International Narcotics and Law Enforcement Affairs should review and update its information system contingency plan for the Global INL network to align with bureau requirements.	N/A
<b>Recommendation 26:</b> The Bureau of International Narcotics and Law Enforcement Affairs, in coordination with the Bureau of Information Resource Management, should complete the assessment and authorization to operate process for the Office of Aviation web application.	N/A
<b>Recommendation 28:</b> The Bureau of International Narcotics and Law Enforcement Affairs should develop and implement records management procedures for organizing and managing bureau electronic records.	N/A
<i>Inspection of Embassy Buenos Aires, Argentina (ISP-I-23-06, 12/2022)</i>	
<b>Recommendation 6:</b> Embassy Buenos Aires, in coordination with the Bureau of Overseas Buildings Operations, should mitigate the fire and life-safety risks of its high-rise residential properties that do not comply with Department standards.	N/A
<b>Recommendation 8:</b> Embassy Buenos Aires should obtain authorization from the Bureau of Overseas Buildings Operations to use shipping containers for permanent storage and office space or dismantle and remove them in accordance with Department requirements.	N/A

Open Recommendations	Potential Monetary Benefits
<b>Recommendation 16:</b> Embassy Buenos Aires, in coordination with the Bureaus of Western Hemisphere Affairs and Information Resource Management, should remediate the network cabling infrastructure to comply with Department standards.	N/A
<b>Recommendation 17:</b> Embassy Buenos Aires, in coordination with the Bureaus of Western Hemisphere Affairs and Overseas Buildings Operations, should relocate the telecommunications demarcation points outside limited access area communications rooms in accordance with Department standards.	N/A
<b>Recommendation 18:</b> Embassy Buenos Aires should implement a records management program in accordance with Department standards.	N/A
<i>Inspection of Embassy Kuwait City, Kuwait (ISP-I-23-07, 11/2022)</i>	
<b>Recommendation 1:</b> Embassy Kuwait City should cross-train Consular Section locally employed staff in U.S. citizen services functions, in accordance with Department standards.	N/A
<b>Recommendation 3:</b> Embassy Kuwait City should comply with all Department overseas motor vehicle safety standards for chauffeurs and incidental drivers under chief of mission authority.	N/A
<b>Recommendation 8:</b> Embassy Kuwait City should comply with Department standards related to the use of the shipping containers as permanent storage.	N/A
<b>Recommendation 10:</b> Embassy Kuwait City should comply with the Department’s model standard lease and pay residential utility bills based on actual expenses.	N/A
<b>Recommendation 11:</b> Embassy Kuwait City, in coordination with the Bureau of Overseas Buildings Operations, should conduct a technical review of the design plans for the two structures used as facility management workshops and breakrooms and a bodyguard breakroom and submit the survey for approval, in accordance with Department standards.	N/A
<b>Recommendation 12:</b> Embassy Kuwait City should complete safety certifications for all its real property and upload them in the Post Occupational Safety and Health Officer Certification Application, as required by Department standards.	N/A
<b>Recommendation 15:</b> Embassy Kuwait City should complete its ultra-high frequency point-to-point radio communication project to upgrade the radio network.	N/A
<i>Inspection of the Afghanistan Affairs Unit (ISP-I-23-05, 11/2022)</i>	
<b>Recommendation 2:</b> The Afghanistan Affairs Unit, in coordination with the Bureau of Global Public Affairs and the Bureau of South and Central Asian Affairs, should maintain its official website with current and relevant information.	N/A
<b>Recommendation 3:</b> The Afghanistan Affairs Unit should implement a unified, mission-wide contact management system.	N/A
<b>Recommendation 4:</b> The Afghanistan Affairs Unit should develop and implement a written fraud prevention strategy and standard operating procedures in accordance with Department standards.	N/A

Open Recommendations	Potential Monetary Benefits
<b>Recommendation 5:</b> The Afghanistan Affairs Unit should comply with Department records management requirements for records storage and the capturing and archiving of electronic messages.	N/A
<b>Recommendation 6:</b> The Afghanistan Affairs Unit should comply with the Department's domestic employee teleworking overseas policy and eligibility requirements.	N/A
<i>Inspection of Embassy Ottawa and Constituent Posts, Canada (ISP-I-23-04, 10/2022)</i>	
<b>Recommendation 4:</b> Embassy Ottawa should include all required documents in its public diplomacy grants files in accordance with Department standards.	N/A
<b>Recommendation 5:</b> Embassy Ottawa, in coordination with the Bureau of Overseas Buildings Operations, should bring all consular spaces into compliance with Department standards.	N/A
<b>Recommendation 9:</b> Embassy Ottawa, in coordination with the Bureau of Overseas Buildings Operations, should perform seismic evaluations of residential and nonresidential properties at Consulate General Vancouver, in accordance with Department standards.	N/A
<b>Recommendation 10:</b> Embassy Ottawa should comply with all Department Motor Vehicle Safety Management Program standards for incidental drivers under chief of mission authority.	N/A
<b>Recommendation 11:</b> Embassy Ottawa should use the Integrated Logistics Management System to account for all expendable property in accordance with Department standards.	N/A
<b>Recommendation 12:</b> Embassy Ottawa should bring its contracting officer's representative program into compliance with Department standards.	N/A
<b>Recommendation 15:</b> Embassy Ottawa, in coordination with the Bureaus of Western Hemisphere Affairs and the Comptroller and Global Financial Services, should reprogram additional Diplomatic Engagement-funded Information Management positions to International Cooperative Administrative Support Services-funded positions, in accordance with Department standards, so funds of up to \$243,993 over 3 years per position can be put to better use.	\$243,993
<b>Recommendation 16:</b> Embassy Ottawa should bring its cashiering operations into compliance with Department standards.	N/A
<b>Recommendation 17:</b> Embassy Ottawa should submit its education allowance surveys in accordance with Department standards.	N/A
<b>Recommendation 23:</b> Embassy Ottawa should limit access to the Consulate General Montreal's Information Systems Center in accordance with Department standards.	N/A
<b>Recommendation 24:</b> Embassy Ottawa, in coordination with the Bureau of Overseas Buildings Operations, should bring the mail screening facility at Consulate General Vancouver into compliance with Department standards.	N/A
<b>Recommendation 26:</b> Embassy Ottawa should relocate the telecommunications demarcation point outside the limited access main telephone frame room at Consulate General Toronto.	N/A

Open Recommendations	Potential Monetary Benefits
<i>Inspection of the Global Engagement Center</i> (ISP-I-22-15, 9/2022)	
<b>Recommendation 1:</b> The Global Engagement Center, in coordination with the Bureau of Global Talent Management, should conduct an organizational assessment and align the center's organizational structure with operational needs.	N/A
<b>Recommendation 2:</b> The Global Engagement Center should clarify and codify the roles and responsibilities of the Policy, Plans, and Operations Division and the Interagency and International Coordination Cell in the Foreign Affairs Manual.	N/A
<b>Recommendation 3:</b> The Global Engagement Center should approve a plan to implement its Functional Bureau Strategy, update its major programs to include key priorities, and assess its execution by conducting regular reviews with its staff, in accordance with Department standards.	N/A
<b>Recommendation 5:</b> The Global Engagement Center should review risks to its strategic objectives, implement processes for identifying and responding to risk, and communicate risk response guidance to staff in accordance with Department standards.	N/A
<b>Recommendation 9:</b> The Global Engagement Center should review and de-obligate all invalid unliquidated obligations without activity for more than 1 year, in accordance with Department guidance, so that funds of up to \$745,000 can be put to better use.	\$745,000
<b>Recommendation 10:</b> The Global Engagement Center should comply with Department contracting officer's representative program standards.	N/A
<b>Recommendation 11:</b> The Global Engagement Center should comply with mandatory leadership training requirements in accordance with Department standards.	N/A
<b>Recommendation 13:</b> The Global Engagement Center should use domain names for the Global Engagement Center's analytics platforms that comply with Department standards.	N/A
<b>Recommendation 15:</b> The Global Engagement Center should implement procedures to ensure all aspects of its analytics platforms' systems documents are completed and current, in accordance with Department standards.	N/A
<b>Recommendation 16:</b> The Global Engagement Center, in coordination with the Office of the Under Secretary for Public Diplomacy and Public Affairs, should conduct a cost-benefit analysis for its analytics support program.	N/A
<b>Recommendation 17:</b> The Global Engagement Center should develop and implement a project plan for replacing the Disinformation Cloud website.	N/A
<b>Recommendation 18:</b> The Global Engagement Center should implement a records management program that complies with Department standards.	N/A
<i>Inspection of Embassy Tallinn, Estonia</i> (ISP-I-22-21, 8/2022)	
<b>Recommendation 2:</b> Embassy Tallinn, in coordination with the Bureau of Overseas Buildings Operations and the Bureau of Consular Affairs, should bring the Consular Section's physical space into compliance with Department standards.	N/A

Open Recommendations	Potential Monetary Benefits
<b>Recommendation 5:</b> Embassy Tallinn, in coordination with the Bureau of Global Talent Management, should request authorization to implement changes to its local compensation plan, in accordance with Department standards.	N/A
<i>Inspection of Embassy Pristina, Kosovo</i> (ISP-I-22-17, 6/2022)	
<b>Recommendation 5:</b> Embassy Pristina, in coordination with the Office of the Legal Adviser and the Bureau of European and Eurasian Affairs, should document and request approval for dual accreditation of its staff in accordance with Department guidance.	N/A
<b>Recommendation 7:</b> Embassy Pristina, in coordination with the Bureau of Overseas Buildings Operations, should evaluate all residential properties for seismic risk in accordance with Department standards.	N/A
<i>Inspection of Embassy Sofia, Bulgaria</i> (ISP-I-22-18, 5/2022)	
<b>Recommendation 7:</b> Embassy Sofia, in coordination with the Bureau of Overseas Buildings Operations, should perform seismic safety evaluations of its residential properties in accordance with Department standards.	N/A
<i>Inspection of Embassy Athens and Constituent Post, Greece</i> (ISP-I-22-14, 5/2022)	
<b>Recommendation 2:</b> Embassy Athens should comply with Department standards for consular crisis preparedness.	N/A
<b>Recommendation 3:</b> Embassy Athens should require that safety certifications for all mission properties are conducted and documented in the Post Occupational Health and Safety Officer Certification Application and that any identified safety issues be corrected prior to occupancy, in accordance with Department standards.	N/A
<b>Recommendation 4:</b> Embassy Athens, in coordination with Bureau of Overseas Buildings Operations, should evaluate all mission residential properties for seismic risk in accordance with Department standards.	N/A
<b>Recommendation 11:</b> Embassy Athens, in coordination with the Bureau of Information Resource Management, should complete the systems authorization process for its locally developed applications.	N/A
<b>Recommendation 14:</b> Embassy Athens should reduce its printer inventory to comply with Department standards for printer management, so that funds of up to \$150,000 can be put to better use.	\$150,000
<i>Inspection of Embassy Budapest, Hungary</i> (ISP-I-22-12, 5/2022)	
<b>Recommendation 1:</b> Embassy Budapest should comply with Department standards for grant file documentation.	N/A
<b>Recommendation 7:</b> Embassy Budapest should administer and procure facility management expendable supplies in accordance with Department standards.	N/A

Open Recommendations	Potential Monetary Benefits
<i>Inspection of Embassy Montevideo, Uruguay</i> (ISP-I-22-11, 4/2022)	
<b>Recommendation 7:</b> Embassy Montevideo should comply with Department standards with respect to the use of shipping containers for permanent storage space and functional space.	N/A
<i>Inspection of Embassy Santiago, Chile</i> (ISP-I-22-10, 3/2022)	
<b>Recommendation 1:</b> Embassy Santiago, in coordination with the Bureau of Educational and Cultural Affairs, should develop and implement a plan to provide full financial oversight over the binational Fulbright Commission.	N/A
<b>Recommendation 4:</b> Embassy Santiago should complete and document safety certifications for all embassy residences in the Post Occupational Safety and Health Officer Certification Application, in accordance with Department standards.	N/A
<b>Recommendation 5:</b> Embassy Santiago, in coordination with the Bureau of Overseas Buildings Operations, should perform seismic evaluations of its residential properties in accordance with Department standards.	N/A
<b>Recommendation 6:</b> Embassy Santiago should dismantle and remove its shipping containers and portable structures in accordance with Department requirements or obtain authorization from the Bureau of Overseas Buildings Operations to use the shipping containers as permanent storage.	N/A
<b>Recommendation 7:</b> Embassy Santiago should comply with all Department Overseas Motor Vehicle Safety standards for chauffeurs and incidental drivers under chief of mission authority.	N/A
<b>Recommendation 8:</b> Embassy Santiago should bring its contracting officer's representative program into compliance with Department standards.	N/A
<b>Recommendation 10:</b> Embassy Santiago should manage its bulk fuel operation in accordance with Department standards.	N/A
<b>Recommendation 11:</b> Embassy Santiago should conduct and submit an annual housing market survey in accordance with Department requirements.	N/A
<b>Recommendation 14:</b> Embassy Santiago should retire records in accordance with Department records management standards.	N/A
<i>Inspection of the Bureau of Administration, Office of the Executive Director</i> (ISP-I-22-07, 1/2022)	
<b>Recommendation 4:</b> The Bureau of Administration should conduct risk assessments for the applications in the Information Technology Services Division and obtain authorizations to operate from the Bureau of Information Resource Management.	N/A
<b>Recommendation 11:</b> The Bureau of Administration should review and de-obligate all invalid unliquidated obligations without activity for more than 1 year, in accordance with Department standards, so funds of up to \$8 million can be put to better use.	\$8,000,000

Open Recommendations	Potential Monetary Benefits
<i>Inspection of the Bureau of East Asian and Pacific Affairs</i> (ISP-I-22-06, 12/2021)	
<b>Recommendation 1:</b> The Bureau of East Asian and Pacific Affairs should review its Joint Regional Strategy in accordance with Department guidelines.	N/A
<b>Recommendation 3:</b> The Bureau of East Asian and Pacific Affairs, in coordination with the Bureau of Global Talent Management, should conduct an organizational assessment to align its organizational structure with bureau operational needs and Department requirements.	N/A
<b>Recommendation 6:</b> The Bureau of East Asian and Pacific Affairs should review and de-obligate all invalid unliquidated obligations without activity for more than 1 year, in accordance with Department guidance, so funds of up to \$2.7 million can be put to better use.	\$2,700,000
<i>Review of the Bureau of Consular Affairs' ConsularOne Modernization Program –Significant Deployment Delays Continue</i> (ISP-I-22-03, 11/2021)	
<b>Recommendation 6:</b> The Bureau of Consular Affairs should require the Office of Consular Systems and Technology to maintain documented management approvals for all information systems throughout the systems development lifecycle process in accordance with Department standards.	N/A
<b>Recommendation 8:</b> The Bureau of Consular Affairs should require the Office of Consular Systems and Technology to conduct independent information system security assessments.	N/A
<b>Recommendation 10:</b> The Bureau of Consular Affairs, in coordination with the Bureau of Information Resource Management, should complete the assessment and authorization process for the Office of Consular Systems and Technology's information systems with expired authorizations to operate.	N/A
<b>Recommendation 11:</b> The Bureau of Consular Affairs should perform annual security controls assessments for the Office of Consular Systems and Technology's information systems in accordance with Department standards.	N/A
<i>Inspection of Embassy Reykjavik, Iceland</i> (ISP-I-22-02, 10/2021)	
<b>Recommendation 8:</b> Embassy Reykjavik, in coordination with the Bureau of Overseas Buildings Operations, should perform seismic evaluations of its residential properties in accordance with Department standards.	N/A
<b>Recommendation 12:</b> Embassy Reykjavik, in coordination with the Bureau of Overseas Buildings Operations, should comply with Department standards for server room safety controls.	N/A
<i>Inspection of the Bureau of Consular Affairs' Passport Services Directorate</i> (ISP-I-21-17, 9/2021)	
<b>Recommendation 3:</b> The Bureau of Consular Affairs should implement a process to store the Passport Services Directorate's archived advisory opinions, so they are easily searchable and retrievable in accordance with Department standards.	N/A

Open Recommendations	Potential Monetary Benefits
<i>Inspection of the Office of the Science and Technology Adviser to the Secretary</i> (ISP-I-21-30, 8/2021)	
<b>Recommendation 4:</b> The Office of the Science and Technology Adviser to the Secretary, in coordination with the Offices of the Under Secretary for Economic Growth, Energy, and the Environment, the Deputy Secretary of State, and the Deputy Secretary of State for Management and Resources, should submit a statement of its policy areas of responsibilities in accordance with Department standards.	N/A
<i>Inspection of the Bureau of Legislative Affairs</i> (ISP-I-21-20, 6/2021)	
<b>Recommendation 4:</b> The Bureau of Legislative Affairs should develop and implement a plan for all employees to comply with Department mandatory training requirements for harassment prevention, supervision, and retaliation-related courses.	N/A
<b>Recommendation 12:</b> The Bureau of Legislative Affairs should develop and implement a formal bureau-wide training policy and plan, in accordance with Department standards.	N/A
<i>Review of the Public Diplomacy Staffing Initiative</i> (ISP-I-21-24, 4/2021)	
<b>Recommendation 6:</b> The Office of Policy, Planning, and Resources, in coordination with the Foreign Service Institute, should develop and implement a training plan with short-, medium-, and long-term objectives that address how to train public diplomacy officers and locally employed staff in core competencies based on new position descriptions for Public Diplomacy Staffing Initiative implementation.	N/A
<i>Inspection of the Bureau of Overseas Buildings Operations' Office of Safety, Health, and Environmental Management</i> (ISP-I-21-21, 4/2021)	
<b>Recommendation 4:</b> The Bureau of Overseas Buildings Operations, in coordination with the Bureaus of European and Eurasian Affairs, Near Eastern Affairs, and Western Hemisphere Affairs, should bring principal officer residential swimming pools at Embassies Cairo, Madrid, and Quito, and Consulate General Hamilton into compliance with Department swimming pool safety standards.	N/A
<i>Management Assistance Report: Continued Deficiencies in Performance of Information Systems Security Officer Responsibilities at Overseas Posts</i> (ISP-21-07, 12/2020)	
<b>Recommendation 1:</b> The Bureau of Global Talent Management, in coordination with the Under Secretary for Management, the Bureaus of Diplomatic Security and Information Resource Management, and the regional bureaus, should conduct an organizational assessment of the information systems security officer program to determine the feasibility of creating full-time overseas positions and implement the results of the assessment with an appropriate reporting structure for those positions.	N/A

Open Recommendations	Potential Monetary Benefits
<i>Inspection of the Bureau of European and Eurasian Affairs</i> (ISP-I-20-15, 9/2020)	
<b>Recommendation 3:</b> The Bureau of European and Eurasian Affairs should review and de-obligate any of the unliquidated obligations totaling \$3.3 million without activity for over 1 year and put de-obligated funds to better use.	\$3,300,000
<i>Inspection of Embassy Dhaka, Bangladesh</i> (ISP-I-20-17, 6/2020)	
<b>Recommendation 18:</b> Embassy Dhaka, in coordination with the Bureau of Overseas Buildings Operations, should complete all elevator repairs needed to obtain a current certificate of use for each elevator, in accordance with Department standards.	N/A
<i>Inspection of Embassy Bern, Switzerland</i> (ISP-I-20-21, 5/2020)	
<b>Recommendation 2:</b> Embassy Bern, in coordination with the Bureau of Overseas Buildings Operations, should provide accommodations for consular applicants in accordance with Department standards.	N/A
<i>Inspection of Embassy Nouakchott, Mauritania</i> (ISP-I-20-04, 11/2019)	
<b>Recommendation 1:</b> Embassy Nouakchott, in coordination with the Bureaus of Diplomatic Security, Information Resource Management, and Overseas Buildings Operations, should bring the American Center in the new embassy compound into compliance with Department standards.	N/A
<b>Recommendation 3:</b> Embassy Nouakchott should comply with Department standards for the use of public diplomacy funds.	N/A
<b>Recommendation 12:</b> Embassy Nouakchott should close out procurement files in accordance with Department standards.	N/A
<i>Inspection of the U.S. Mission to the Organization of American States</i> (ISP-I-19-37, 9/2019)	
<b>Recommendation 4:</b> The U.S. Mission to the Organization of American States should implement a records management program in accordance with Department standards.	N/A
<i>Inspection of Embassy Nassau, The Bahamas</i> (ISP-I-19-19, 8/2019)	
<b>Recommendation 20:</b> Embassy Nassau should review its unliquidated obligations in accordance with Department guidelines and put up to \$2.3 million to better use.	\$2,300,000
<i>Inspection of Embassy Paramaribo, Suriname</i> (ISP-I-19-20, 7/2019)	
<b>Recommendation 8:</b> The Bureau of Overseas Buildings Operations, in coordination with Embassy Paramaribo, should address the roof leaks in the new embassy compound and mitigate the resulting health hazards within 180 days.	N/A
<i>Inspection of Embassy Bogota, Colombia</i> (ISP-I-19-14, 4/2019)	

Open Recommendations	Potential Monetary Benefits
<p><b>Recommendation 29:</b> Embassy Bogota should remove the KACTUS database from the dedicated internet network and conduct a risk assessment based on the National Institute of Standards and Technology’s Risk Management Framework.</p>	<p>N/A</p>
<p><i>Inspection of the Bureau of Democracy, Human Rights, and Labor’s Foreign Assistance Program Management</i> (ISP-I-19-12, 10/2018)</p>	
<p><b>Recommendation 3:</b> The Bureau of Democracy, Human Rights, and Labor, in coordination with the Bureau of Administration, should finalize a service level agreement clarifying the Bureau of Administration’s responsibilities for grants support.</p>	<p>N/A</p>

**Table D.4**  
**Department of State Management Success in Implementing Recommendations, 4/1/2023–9/30/2023**

Office of Audits
<p><i>Audit of Department of State Emergency Action Plans at Selected Domestic Facilities</i> (AUD-SI-22-36, 9/2022)</p>
<p>The Office of Inspector General (OIG) made recommendations to the Bureau of Administration to revise its internal guidance regarding its facility emergency action plans. In response to the recommendations, the Bureau of Administration approved an action memorandum that updated the internal guidance related to responsibilities for Senior Department Officials, now redesignated as Senior Department Representatives (SDR). The updates include guidance that the SDRs are no longer required to complete a full facility emergency action plan. Furthermore, these changes will be codified in an upcoming revision to the Foreign Affairs Manual.</p>
<p><i>Audit of Department of State Actions To Prevent Unlawful Trafficking in Persons Practices When Executing Security, Construction, and Facility and Household Services Contracts at Overseas Posts</i> (AUD-MERO-22-28, 5/2022)</p>
<p>OIG made recommendations to the Bureau of Administration stressing the importance of combating Trafficking in Persons (TIP) in contracting and improving Contracting Officers’ (CO) and Contracting Officers’ Representatives’ (COR) efforts in reviewing and monitoring contractors’ compliance plans. In response to the recommendations, the Bureau of Administration stated that it had determined that the Office of Management and Budget’s Combat Trafficking in Persons training course would be required annually for COs and for CORs. The course focuses on combating TIPs in government contracting, monitoring contractor compliance, and reviewing contractors’ compliance plans. The Bureau of Administration has also issued an Acquisition Alert that clarifies requirements for TIP monitoring, including developing and implementing TIP monitoring strategies for all contracts—not only for those that employ third-country nationals or migrant labor. In addition, the Bureau of Administration reviewed TIP compliance plans for all active contracts identified in OIG’s report and determined that compliance plans were compliant with the sections of the Federal Acquisition Regulation and that no additional action was needed.</p>

**Office of Inspections***Inspection of the Office to Monitor and Combat Trafficking in Persons  
(ISP-I-22-01, 10/2021)*

OIG recommended that the Office to Monitor and Combat Trafficking in Persons review its unliquidated obligations in accordance with Department standards and put up to \$496,000 to better use. In response to the recommendation, the Office to Monitor and Combat Trafficking in Persons provided documentation showing a review of all its unliquidated obligations resulting in \$494,751 put to better use.

*Inspection of the Bureau of Administration Office of Overseas Schools  
(ISP-I-21-31, 9/2021)*

OIG recommended that the Bureau of Administration should require the Office of Overseas Schools to review its unliquidated obligations in accordance with Department guidelines and put up to \$3.05 million in funds to better use. In response to the recommendation, the Bureau of Administration provided documentation showing a review of all unliquidated obligations which resulted in putting \$160,113 to better use.

*Inspection of Embassy Port-au-Prince, Haiti  
(ISP-I-19-18, 6/2021)*

OIG recommended that Embassy Port-au-Prince clear overdue travel advances in accordance with Department guidelines and put up to \$146,557 to better use. In response to the recommendation, Embassy Port-au-Prince cleared several travel advances through collections, putting \$23,292 to better use.

## APPENDIX E: U.S. AGENCY FOR GLOBAL MEDIA COMPLIANCE

Table E.1 reports the status of open Office of Inspector General (OIG) recommendations to the U.S. Agency for Global Media (USAGM) as of September 30, 2023. Prior to August 22, 2018, USAGM was known as the Broadcasting Board of Governors.

### OIG Compliance Lexicon

Open
<p><b>Unresolved:</b> No agreement between OIG and management on the recommendation or proposed corrective action.</p> <p><b>Resolved:</b> Agreement on the recommendation and proposed corrective action but implementation has not been completed.</p>
Closed
<p>Agreed-upon corrective action is complete.</p>

**Table E.1**  
**Open Office of Inspections Recommendations Issued in Previous Periods, Pending Final U.S. Agency for Global Media Action, as of 9/30/2023**

Significant Open Recommendations	Potential Monetary Benefits
None	
Open Recommendations	Potential Monetary Benefits
<i>Targeted Inspection of the U.S. Agency for Global Media: Editorial Independence and Journalistic Standards and Principles</i> (ISP-IB-23-01, 10/2022)	
<b>Recommendation 1:</b> The U.S. Agency for Global Media should update its firewall guidance and procedures and disseminate the updates to agency and network staff.	N/A
<b>Recommendation 9:</b> The U.S. Agency for Global Media should offer the Office of Cuba Broadcasting a Spanish-language option for training on journalistic standards and principles.	N/A
<i>Targeted Inspection of the Governance of the United States Agency for Global Media</i> (ISP-IB-19-22, 4/2019)	
<b>Recommendation 3:</b> The U.S. Agency for Global Media should update policies and procedures in its Broadcasting Administrative Manual.	N/A
<i>Inspection of Radio Free Europe/Radio Liberty</i> (ISP-IB-17-21, 5/2017)	
<b>Recommendation 7:</b> The International Broadcasting Bureau, in coordination with Radio Free Europe/Radio Liberty, should establish a written protocol on background investigations to comply with the grant agreement.	N/A

Open Recommendations	Potential Monetary Benefits
<i>Inspection of the Broadcasting Board of Governors' Middle East Broadcasting Networks (ISP-IB-17-09, 2/2017)</i>	
<b>Recommendation 2:</b> The International Broadcasting Bureau Office of Chief Financial Officer should implement an action plan to close out expired Middle East Broadcasting Networks grants.	N/A

## APPENDIX F: ABBREVIATIONS

<b>Abbreviation</b>	<b>Full Name</b>
AQM	Office of Acquisitions Management
AUD	Office of Audits
CA	Bureau of Consular Affairs
C.F.R.	Code of Federal Regulations
CIGIE	Council of the Inspectors General on Integrity and Efficiency
CO	Contracting Officer
COVID-19	Coronavirus Disease 2019
CSM	consular systems modernization
DCAA	Defense Contract Audit Agency
DEIA	diversity, equity, inclusion, and accessibility
Department	Department of State
DoD	Department of Defense
DS/OPO	Bureau of Diplomatic Security, Office of Overseas Protective Operations
EAP	emergency action plan
ESP	Office of Evaluations and Special Projects
FAP	Furniture and Appliance Pool
FFA&E	furniture, furnishings, appliances, and equipment
GO	Grants Officer
GOR	Grants Officer Representative
I&E	inspection and evaluation
INL	Bureau of International Narcotics and Law Enforcement Affairs
INV	Office of Investigations
ISP	Office of Inspections
Lead IG	Lead Inspector General
MSA	Michael Stapleton Associates
NATO	North Atlantic Treaty Organization
NCSC	National Center for State Courts
NEC	New Embassy Compound
OAR	Operation Atlantic Resolve
OBO	Bureau of Overseas Buildings Operations
OCO	overseas contingency operations
OES	Operation Enduring Sentinel
OFS	Operation Freedom's Sentinel

<b>Abbreviation</b>	<b>Full Name</b>
OIG	Office of Inspector General
OMB	Office of Management and Budget
OTF	Open Technology Fund
PRM	Bureau of Population, Refugees, and Migration
RFE/RL	Radio Free Europe/Radio Liberty
RSC	Resettlement Support Center
SIV	special immigrant visa
UN	United Nations
USAGM	U.S. Agency for Global Media
USAID	U.S. Agency for International Development
USIBWC	International Boundary and Water Commission, United States and Mexico, U.S. Section
VOA	Voice of America
WPS	Worldwide Protective Services

## APPENDIX G: INDEX OF REPORTING REQUIREMENTS UNDER 5 U.S.C. SECTION 405

<b>Provision</b>	<b>Description</b>	<b>Page</b>
Section 5(a)(1)	Summary of significant problems, abuses, and deficiencies and associated reports and recommendations	11-28, 42-44
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