

# Monthly Recommendations Report

October 31, 2019



Office of Inspector General

Department of State  
U.S. Agency for Global Media  
(USAGM)

## Recommendation Status

As of October 31, 2019, the OIG Management Information System (MIS) reported the following recommendation counts:

		Unclassified	Sensitive and Classified	Total
Open	State	621	466	1128*
	USAGM	17	17	
Closed within Month	State	30	3	33
	USAGM	0	0	
Newly Issued	State	11	14	25**
	USAGM	0	0	

\*this total includes the following recommendations associated with the IBWC: Open Sensitive: +7.

\*\*this total excludes: 1 DOS report with 2 recommendations, all of which are resolved; 1 USAGM report with 2 recommendations, all of which are resolved; and 1 IBWC report with 4 recommendations, all of which are resolved.

## Recommendation Status Explained

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

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

**Closed:** Agreed upon corrective action is complete.

**Action Office:** The organization to which a recommendation has been assigned for action.

## Searching Explained

The recommendations are sorted alphabetically by action office, then by the date the report containing the recommendations was issued.

Use Ctrl+F within your internet browser to search for keywords within this PDF document.

Example searches:

- To find recommendations related to a particular bureau or office, type the name of that bureau or office. For example, "Office of the Deputy Secretary" or "Bureau of Diplomatic Security." [View the Department of State Organizational Chart](#) for more information on Department bureaus and offices.
- To find recommendations related to a particular embassy, type "Embassy" and the city in which the embassy is located. For example, "Embassy Berlin" or "Embassy Kabul."
- To find recommendations with a specific word or phrase, type the keyword. For example, "information technology" or "contracts."

## Additional Information

- This report includes only unclassified information entered into our MIS system as of the last business day of the previous month. For example, the November report will include information in our system as of 4 P.M. on the last business day of October.
- Action office have up to 30 days after a report is issued to respond to newly issued recommendations.
- Questions? Contact the OIG [Office of Congressional and Public Affairs](#).

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Recommendations Closed in October 2019  
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#	ACTION OFFICE	REPORT NUMBER	REPORT TITLE	ISSUE DATE	REC NUMBER	RECOMMENDATION	REC STATUS	REC CLOSE DATE
1	Bureau of Democracy, Human Rights, and Labor	ISP-I-19-11	Inspection of the Bureau of Democracy, Human Rights, and Labor	10/24/2018	1	The Bureau of Democracy, Human Rights, and Labor should institute a formal, periodic process to develop policy goals, monitor results, and align resources with priorities.	Closed - Implemented	10/4/2019
2	Bureau of Democracy, Human Rights, and Labor	ISP-I-19-11	Inspection of the Bureau of Democracy, Human Rights, and Labor	10/24/2018	3	The Bureau of Democracy, Human Rights, and Labor should develop internal control procedures for the Leahy program and monitor compliance with the procedures.	Closed - Implemented	10/4/2019
3	Bureau of Democracy, Human Rights, and Labor	ISP-I-19-11	Inspection of the Bureau of Democracy, Human Rights, and Labor	10/24/2018	5	The Bureau of Democracy, Human Rights, and Labor should identify and train dedicated staff to fulfill its statutory responsibilities to provide timely human rights assessments in connection with visa processing.	Closed - Implemented	10/4/2019
4	Bureau of Human Resources	ISP-17-38	Management Assistance Report: Department Can Take Steps Toward More Effective Executive Direction of Overseas Missions	7/26/2017	1	The Director General of the Foreign Service and Director of Human Resources should institute annual surveys of American and locally employed staff to provide feedback on Chief of Mission performance.	Closed - Acceptable Alternative	10/22/2019
5	Bureau of Information Resource Management	ISP-I-18-15	Inspection of the Bureau of Information Resource Management's Office of Governance, Resource, and Performance Management	4/24/2018	13	The Bureau of Information Resource Management should require the Office of Governance, Resource, and Performance Management to perform its bureau records coordinator responsibilities in accordance with Department standards.	Closed - Implemented	10/7/2019
6	Bureau of Overseas Buildings Operations	ISP-I-18-13	Inspection of Embassy San Jose, Costa Rica	4/26/2018	7	Embassy San Jose, in coordination with the Bureau of Overseas Buildings Operations and the Bureau of Consular Affairs, should provide a wheelchair-accessible interview window for consular applicants	Closed - Implemented	10/24/2019
7	Bureau of South and Central Asian Affairs	AUD-CG-14-37	Management Assistance Report—Termination of Construction Grants to Omran Holding Group	9/18/2014	3	OIG recommends that the Bureau of South and Central Asian Affairs require the grants officer to determine the allowability of \$502,890 in potentially unallowable costs identified by OIG, direct Omran Holding Group to refund the Department any costs determined to be unallowable, and verify that funds have been refunded.	Closed - Implemented	10/7/2019
8	Embassy Kolonia	ISP-I-19-05	Inspection of Embassy Kolonia, Federated States of Micronesia	2/4/2019	5	Embassy Kolonia, in coordination with the Bureau of Consular Affairs, should obtain a general authorization from the Bureau of Consular Affairs to issue travel letters to U.S. citizens in emergency situations.	Closed - Implemented	10/16/2019
9	Embassy Ljubljana	ISP-I-19-25	Inspection of Embassy Ljubljana, Slovenia	7/31/2019	1	Embassy Ljubljana should comply with Department standards for reviewing locally employed staff certifying activity.	Closed - Implemented	10/4/2019

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10	Embassy Ljubljana	ISP-I-19-25	Inspection of Embassy Ljubljana, Slovenia	7/31/2019	2	Embassy Ljubljana should record all embassy vehicle usage in the Fleet Management Information System, as required by Department standards.	Closed - Implemented	10/4/2019
11	Embassy Ljubljana	ISP-I-19-25	Inspection of Embassy Ljubljana, Slovenia	7/31/2019	6	Embassy Ljubljana, in coordination with Regional Information Management Center Frankfurt, should install the high-frequency radio at the embassy's alternate command center.	Closed - Implemented	10/4/2019
12	Embassy Nairobi	ISP-I-19-08	Inspection of Embassy Nairobi, Kenya	10/26/2018	9	Embassy Nairobi should require all contracting officer representatives to administer their contracts in accordance with Department standards.	Closed - Implemented	10/30/2019
13	Embassy Nairobi	ISP-I-19-08	Inspection of Embassy Nairobi, Kenya	10/26/2018	21	Embassy Nairobi should bring the subcashing program into compliance with Department requirements.	Closed - Implemented	10/31/2019
14	Embassy Nairobi	ISP-I-19-08	Inspection of Embassy Nairobi, Kenya	10/26/2018	28	Embassy Nairobi should implement a records management program that complies with Department standards.	Closed - Implemented	10/30/2019
15	Embassy Paramaribo	ISP-I-19-20	Inspection of Embassy Paramaribo, Suriname	7/24/2019	1	Embassy Paramaribo, in coordination with the Bureau of International Narcotics and Law Enforcement Affairs, should comply with metrics and monitoring requirements for International Narcotics and Law Enforcement-funded projects in accordance with Department guidance.	Closed - Implemented	10/25/2019
16	Embassy Paramaribo	ISP-I-19-20	Inspection of Embassy Paramaribo, Suriname	7/24/2019	3	Embassy Paramaribo should comply with Department standards for its purchase card program.	Closed - Implemented	10/25/2019
17	Embassy Paramaribo	ISP-I-19-20	Inspection of Embassy Paramaribo, Suriname	7/24/2019	4	Embassy Paramaribo should comply with the Department's Overseas Motor Vehicle Safety Management Program policy regarding driver working hours.	Closed - Implemented	10/25/2019
18	Embassy Paramaribo	ISP-I-19-20	Inspection of Embassy Paramaribo, Suriname	7/24/2019	5	Embassy Paramaribo should manage keys for official vehicles in accordance with Department standards.	Closed - Implemented	10/25/2019
19	Embassy Paramaribo	ISP-I-19-20	Inspection of Embassy Paramaribo, Suriname	7/24/2019	9	Embassy Paramaribo should eliminate the safety hazards at the new embassy compound warehouse in accordance with Department guidance.	Closed - Implemented	10/25/2019
20	Embassy Paramaribo	ISP-I-19-20	Inspection of Embassy Paramaribo, Suriname	7/24/2019	11	Embassy Paramaribo, in coordination with the Bureau of Human Resources and the Bureau of the Comptroller and Global Financial Services, should calculate locally employed staff benefit entitlements in accordance with the local compensation plan.	Closed - Implemented	10/25/2019

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21	Embassy Paramaribo	ISP-I-19-20	Inspection of Embassy Paramaribo, Suriname	7/24/2019	13	Embassy Paramaribo should conduct unannounced quarterly reviews of locally employed staff certifying activity in accordance with Department guidelines.	Closed - Implemented	10/25/2019
22	Embassy San Jose	ISP-I-18-13	Inspection of Embassy San Jose, Costa Rica	4/26/2018	12	Embassy San Jose should implement a corrective action plan to bring all professional drivers and incidental operators under Chief of Mission authority into compliance with the Department's Motor Vehicle Safety Management Program for Overseas Posts.	Closed - Implemented	10/25/2019
23	Embassy San Jose	ISP-I-18-13	Inspection of Embassy San Jose, Costa Rica	4/26/2018	25	Embassy San Jose should implement a call accounting system and procedures to accurately bill for monthly telephone services.	Closed - Implemented	10/25/2019
24	Embassy Sanaa	ISP-I-18-21	Inspection of Yemen Affairs Unit	3/6/2018	3	The Yemen Affairs Unit should review Embassy Sanaa's balance of \$4.89 million in unliquidated obligations and validate or de-obligate the funds to put them to better use as applicable.	Closed - Implemented	10/25/2019
25	National Passport Center	ISP-I-19-13	Targeted Review of Leadership and Management at the National Passport Center	11/26/2018	5	The Bureau of Consular Affairs should develop a consistent method to document, communicate, and retain passport adjudication policy and procedure updates and guidance for employee reference.	Closed - Implemented	10/25/2019
26	National Passport Center	ISP-I-19-13	Targeted Review of Leadership and Management at the National Passport Center	11/26/2018	8	The Bureau of Consular Affairs should implement an effective model for providing human resource services to National Passport Center management and staff.	Closed - Implemented	10/25/2019
27	Office of Acquisitions Management	AUD-MERO-18-35	Audit of Costs Invoiced Under the Afghanistan Life Support Services Contracts	4/13/2018	1	OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, determine the allowability of questioned costs of \$507,940 OIG identified in Tables 4 and 5 and Appendices B, C, and D as not being in accordance with contract requirements and recover all costs determined to be unallowable.	Closed - Implemented	10/15/2019
28	Office of Acquisitions Management	AUD-MERO-18-35	Audit of Costs Invoiced Under the Afghanistan Life Support Services Contracts	4/13/2018	2	OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, determine the allowability of questioned costs of \$314,303 OIG identified in Tables 3 and 4 and Appendices B, C, and D as lacking supporting documentation and recover all costs determined to be unallowable.	Closed - Implemented	10/15/2019

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29	Office of Foreign Missions	ISP-I-19-21	Inspection of the Office of Foreign Missions	5/8/2019	2	The Office of Foreign Missions should prepare a Functional Bureau Strategy, in accordance with Department standards.	Closed - Implemented	10/25/2019
30	Office of Foreign Missions	ISP-I-19-21	Inspection of the Office of Foreign Missions	5/8/2019	11	The Office of Foreign Missions should require the designated primary and alternate Information Systems Security Officers complete training in accordance with Department standards.	Closed - Implemented	10/25/2019