



HIGHLIGHTS

Office of Inspector General
United States Department of State

ISP-I-19-17

What OIG Inspected

OIG inspected the executive direction, program and policy implementation, and resource management operations of Embassy Santo Domingo. This inspection included the consular agencies in Punta Cana and Puerto Plata.

What OIG Recommends

OIG made 21 recommendations: 1 to improve coordination of law enforcement activities; 6 to address policy and program implementation issues; and 14 to improve management and information management operations.

In its comments on the draft report, the Department concurred with 20 recommendations and neither agreed nor disagreed with 1 recommendation. OIG considers the 21 recommendations resolved. The Department's response to each recommendation, and OIG's reply, can be found in the Recommendations section of this report. The Department's formal written responses are reprinted in their entirety in Appendix B.

July 2019

OFFICE OF INSPECTIONS

BUREAU OF WESTERN HEMISPHERE AFFAIRS

Inspection of Embassy Santo Domingo, Dominican Republic

What OIG Found

- The Ambassador and the Deputy Chief of Mission effectively engaged the Government of the Dominican Republic while also supporting Embassy Santo Domingo personnel and programs.
- Coordination among the embassy's 11 different U.S. Government agencies and sections conducting law enforcement activities needed to be strengthened.
- Embassy Santo Domingo did not follow requirements to review unliquidated obligations, resulting in a potential \$1.3 million in U.S. Government funds that could be put to better use.
- The training program for consular officers providing services to American citizens was inadequate.
- Consular managers did not complete all visa case reviews in accordance with Department of State standards.
- Internal control deficiencies in the Management Section, primarily in financial management and general services, were exacerbated by staffing gaps in key positions.
- Spotlight on Success: Embassy Santo Domingo partnered with the Government of Colombia under the U.S.-Colombia Action Plan to deliver law enforcement training to Dominican Government officials, strengthening regional collaboration and significantly reducing training costs.