



OIG HIGHLIGHTS

ISP-I-18-13

April 2018

OFFICE OF INSPECTIONS

Bureau of Western Hemisphere Affairs

Inspection of Embassy San Jose, Costa Rica

What OIG Found

What OIG Inspected

OIG inspected Embassy San Jose's executive direction, program and policy implementation, resource management, and management controls.

What OIG Recommended

This report includes 28 recommendations. OIG made 26 recommendations to improve embassy operations in the Public Affairs, Consular, and Management Sections. OIG also made 2 recommendations to the embassy to mitigate risks in implementing Bureau of International Narcotics and Law Enforcement Affairs' aviation and maritime security programs and to ensure effective use of program property.

In its comments on the draft report, the embassy concurred with all 28 recommendations. OIG considers the recommendations resolved. The embassy's response to each recommendation, and OIG's reply, can be found in the Recommendations section of this report. The embassy's formal written responses are reprinted in their entirety in Appendix B.

- Embassy San Jose improved U.S.-Costa Rican cooperation on transnational security issues.
- The Consular Section did not meet Department of State standards for crisis preparedness.
- The embassy did not have staff with the skills required to manage large and complex aviation and maritime security projects.
- The Bureau of International Narcotics and Law Enforcement Affairs did not have a plan to deal with more than \$500,000 in video surveillance equipment it had purchased in 2015 but could not install because the intended facility lacked the necessary electrical infrastructure and cabling.
- The embassy's fuel program did not have the required controls in place to guard against theft and abuse.
- Spotlight on Success: The embassy's use of an online grants management tool facilitated grants management and oversight.
- Spotlight on Success: By engaging outside experts and funding teacher training sessions, the embassy helped Costa Rica modernize its English language education programs.
- Spotlight on Success: Internal embassy coordination and engagement with external entities influenced the Costa Rican government's decision to initiate legislation to create a national lifeguard corps, a significant step in reducing the high rate of drownings along Costa Rica's coasts.