



OIG HIGHLIGHTS

ISP-I-18-22

May 2018

OFFICE OF INSPECTIONS

Bureau of European and Eurasian Affairs

Inspection of Embassy Lisbon and Consulate Ponta Delgada,
Portugal

What OIG Found

- Embassy Lisbon's Ambassador and Deputy Chief of Mission set an inclusive, positive, and ethical tone for the mission. They also promoted strong coordination among country team members to advance U.S. goals in Portugal through an updated set of mission goals and objectives.
- The Principal Officer in Consulate Ponta Delgada established an open and inclusive relationship with staff and engaged in consular services, public outreach, and diplomatic representation to the Azores.
- A locally employed staff member in the Consular Section performed legal work for other embassy sections, although doing so was not permitted under Department guidance.
- The Bureau of Human Resources' Office of Overseas Employment had not responded to a long-standing embassy request to update its local compensation plan.
- Spotlight on Success: Embassy Lisbon achieved a positive work-life balance with a self-funded child care facility and fitness programs for employees on the embassy compound. The Front Office actively participated in health and wellness activities.
- Spotlight on Success: The Management Section created a useful Official Residence Expenses Handbook to guide incoming Front Office staff unfamiliar with these complex Department of State regulations, which helped minimize accountability problems.

What OIG Inspected

OIG inspected the executive direction, consular affairs, and resource management operations of Embassy Lisbon. The inspection included U.S. Consulate Ponta Delgada.

What OIG Recommended

This report includes 7 recommendations. OIG made 6 recommendations to Embassy Lisbon to improve its Consular and General Services operations and 1 to the Bureau of Human Resources regarding the embassy's local compensation plan.

In its comments on the draft report, the Department concurred with all 7 recommendations. OIG considers the 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.