



# OIG HIGHLIGHTS

ISP-I-18-28

June 2018

OFFICE OF INSPECTIONS

Domestic Operations and Special Reports

Inspection of the Bureau of Consular Affairs' Office of Policy Coordination and Public Affairs

## What OIG Found

- The structure of and reporting lines in the Office of Policy Coordination and Public Affairs were inconsistent with Department of State guidance on organizational control.
- Office leadership took steps to improve operations but did not have a strategic plan to implement internal reforms, including those recommended by an external auditor.
- The office led the implementation of an executive communication strategy for the Bureau of Consular Affairs' new Assistant Secretary and the creation of a public affairs strategic communication plan for the entire bureau.
- The dispersal of the office's congressional functions across three separate elements limited internal coordination.
- The Outreach Unit fulfilled its responsibilities and Department stakeholders praised the digital engagement team's crisis communications performance.
- The office did not document or formally monitor contract staff performance.

## What OIG Inspected

OIG inspected the Bureau of Consular Affairs' Office of Policy Coordination and Public Affairs' strategic planning, organizational structure, congressional functions, outreach unit, and performance evaluation.

## What OIG Recommended

OIG made 5 recommendations to improve strategic planning, organizational structure, congressional engagement, human resource management, and contractor oversight in the Office of Policy Coordination and Public Affairs.

In its comments on the draft report, the Bureau of Consular Affairs concurred with all 5 recommendations. OIG considers all recommendations resolved. The bureau's response to each recommendation, and OIG's reply, can be found in the Recommendations section of this report. The bureau's formal written response is reprinted in its entirety in Appendix B.

\_\_\_\_\_ Office of Inspector General \_\_\_\_\_  
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