

October 2018  
OFFICE OF INSPECTIONS  
Domestic Operations and Special Reports

Inspection of the Bureau of Democracy, Human Rights, and Labor

### What OIG Found

- Stakeholders from other Federal agencies and Department of State offices described the Bureau of Democracy, Human Rights, and Labor as effective in advancing human rights issues.
- Staffing shortfalls and the lack of an effective bureau strategic planning process increased internal controls risks for Leahy vetting, visa ineligibility determinations, and foreign assistance management—areas where the bureau faced an expanding workload.
- Insufficient staffing and oversight of information technology systems development increased risks of waste, fraud, and mismanagement and delays in modernizing the bureau's information technology system used to conduct Leahy vetting.
- DRL did not dedicate sufficient staff, training resources, or strategic direction to prepare human rights assessments related to visa processing and sanctions functions.
- Spotlight on Success: The bureau's Office of Policy Planning and Public Diplomacy effectively used social media tools to conduct outreach on human rights issues. The bureau's Facebook page is the Department's second-most popular domestic page, with approximately 2.3 million followers.

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### What OIG Inspected

OIG inspected the Bureau of Democracy, Human Rights, and Labor's executive direction, program and policy implementation, resource management, and management controls.

### What OIG Recommended

This report includes 10 recommendations. OIG made one recommendation to improve strategic planning, one recommendation to promote compliance with legislation mandating Department training on international religious freedom, and eight recommendations to improve Leahy vetting internal controls and operations, visa ineligibility processing, information management systems development, and contract management.

In its comments on the draft report, the Department concurred with all 10 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 response is reprinted in its entirety in Appendix B.