



HIGHLIGHTS

Office of Inspector General
United States Department of State

ISP-I-19-36

What OIG Inspected

OIG inspected the operations of the Kentucky Consular Center, which is part of the Bureau of Consular Affairs' Office of Visa Services.

What OIG Recommends

OIG made 6 recommendations: 5 to the Bureau of Consular Affairs and 1 to the Bureau of Diplomatic Security.

In its comments on the draft report, the Department concurred with 5 recommendations and disagreed with 1 recommendation. OIG considers 5 recommendations resolved and 1 recommendation unresolved. 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.

August 2019

OFFICE OF INSPECTIONS
DOMESTIC OPERATIONS

Inspection of the Bureau of Consular Affairs, Kentucky Consular Center

What OIG Found

- The Kentucky Consular Center generally was successful in meeting its mission to deliver timely and accurate products and services in support of overseas visa operations and domestic passport production.
- Persistent vacancies and high attrition rates among the center's contract staff will affect its ability to take on additional programmatic responsibilities in support of administration and Department of State priorities.
- The center's Director did not have supervisory authority over all Department direct-hire employees, which created management challenges.
- Various issues related to the Kentucky Consular Center's two contracts needed attention, including oversight, invoice tracking, clear delineation of contractor and contracting officer's representative responsibilities, and contract file maintenance.
- The 2,000-square-foot server room was underused and costly to maintain, while the Kentucky Consular Center suffered from a shortage of useable production space.
- Spotlight on Success: The Kentucky Consular Center added prescreening of complicated resource- and time-consuming Treaty Trader and Treaty Investor visas to its fraud prevention programs in support of the overseas visa process.