



HIGHLIGHTS

Office of Inspector General
United States Department of State

ISP-I-21-16

What OIG Inspected

OIG inspected the Office of Commissary and Recreation Affairs, located under the Directorate of Operations, in the Bureau of Administration.

What OIG Recommends

OIG made 3 recommendations to the Bureau of Administration.

In its comments on the draft report, the Bureau of Administration concurred with all 3 recommendations. OIG considers all 3 recommendations resolved. The Bureau of Administration'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.

March 2021

OFFICE OF INSPECTIONS
DOMESTIC OPERATIONS

Inspection of the Bureau of Administration's Office of Commissary and Recreation Affairs

What OIG Found

- Department of State and other Federal agency stakeholders highly rated the Office of Commissary and Recreation Affairs for its operational effectiveness.
- The office responded well to the impact of the COVID-19 pandemic on employee associations.
- The Central Commissary and Recreation Fund Board was noncompliant with its bylaws and lacked a cash flow analysis to assess the pandemic's impact on the fund's viability.
- The office did not provide adequate oversight of employee association temporary duty quarters operations.
- Spotlight on Success: The Office of Commissary and Recreation Affairs instituted a program of advanced training and mentoring that was delivered to new employee association managers which yielded long-term benefits.