



U.S. Embassy Lome, Togo

September 2020

MAKING A DIFFERENCE

In August 2020, a locally employed staff member at a U.S. Embassy resigned pending a final decision on disciplinary action after his security certification was revoked. OIG special agents determined that while he was acting as a grants officer representative, the former employee coerced payments from a grant recipient that were paid to himself and a local nongovernmental organization.

In August 2020, a Department employee received a 14-day suspension without pay and a warning letter that has placed his security clearance on probation for 2 years. OIG and Homeland Security Investigations special agents determined the employee illegally sponsored an H-1B U.S. non-immigrant visa for an accountant to work at a company he owned and operated outside of his Department position.

In August 2020, a grantee, his company, and a senior executive were debarred for 3 years. OIG special agents determined the grantee claimed \$21,900 in salary for a position that did not exist on a grant. The Department disallowed and recovered the costs.

In response to a recommendation in the 2019 report *Inspection of Embassy Port-au-Prince, Haiti*, the embassy reprogrammed one Information Management Officer position to International Cooperative Administrative Support Services, resulting in \$81,331 being put to better use.

In response to five recommendations from the March 2020 report *Audit of Selected Bureau of Administration, Office of Operations, Office of Facilities Management Services, Contracts*, the Department implemented corrective actions. Specifically, the Bureau of Administration developed and implemented procedures to monitor and verify the completeness, accessibility, retention, and review of Contracting Officer's Representative (COR) files in accordance with Federal Acquisition Regulation and the Foreign Affairs Handbook; developed and implemented guidance that prescribes how a departing COR must transfer required supporting documentation for a task order to a replacement COR; mandated the use of e-filing for all contracts and task orders; required CORs to obtain and verify that supporting documentation submitted with an invoice is accurate and complete; and developed and implemented procedures requiring supervisors of CORs to update work commitments to reflect COR responsibilities.

In response to five recommendations from the 2019 report *Management Assistance Report: Embassy Vienna, Austria, Should*

RECOMMENDATIONS STATUS

as of August 31, 2020

620*
Open
Recommendations

58*
Recommendations
Closed During August

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* Classified recommendations are not included in these totals because of delays in preparing classified materials due to OIG's effort to maximize telework and social distancing during the COVID-19 pandemic.

Strengthen Internal Controls Over Motor Vehicle Keys and Fuel Credit Cards, the embassy developed and implemented standard operating procedures and internal controls for those using vehicle keys and fuel credit cards. As a result, the embassy increased its ability to prevent or promptly detect the unauthorized use of official vehicles and reduced the risk of fuel theft and billing inaccuracies or overcharges.

In response to eight recommendations from the 2017 report *Audit of the Bureau of Diplomatic Security's Administration of the Armored Vehicle Program*, the Department took corrective actions to improve operation and oversight of its armored vehicle program at U.S. Missions overseas. Among the steps taken, the Bureau of Diplomatic Security developed and implemented: a methodology to determine the recommended number of armored vehicles needed at overseas posts; an action plan to modify or replace vehicles currently in use; and processes to periodically perform an independent validation of the adequacy of each post's fleet size and provide initial and refresher training for proper disposal of armored vehicles. There were also updates to the Foreign Affairs Handbook and associated guidance.

In response to a recommendation from the 2019 report *Management Assistance Report: Modernizing Processes To Maintain Overseas Buildings Operations Commissioning Documentation Is Needed*, the Department improved its processes for maintaining commissioning documentation by

expanding the capacity of its official repository for completed construction projects to accommodate all historical construction project records, in accordance with requirements.

In response to a recommendation from the 2018 report *Management Assistance Report: Department of State Has Not Implemented the Required Value Engineering Program for Contracts Exceeding \$5 Million*, the Under Secretary for Management developed and implemented a Department-wide value engineering program, including guidelines, policies, and procedures for the program, in accordance with Office of Management and Budget requirements.

In response to a recommendation from the 2019 report *Audit of Cost Management of Embassy Air in Afghanistan and Iraq*, the Department developed and implemented a policy to routinely review and adjust ticket fees for Embassy Air flights. A methodology for such adjustments will be based on demand and operational and overhead costs.

SPOTLIGHT ON SUCCESS

Joint Fraud Investigations Team Was a Successful Model of Interagency Cooperation (*Inspection of Embassy London and Constituent Posts, United Kingdom, ISP-I-20-12*)

Embassy London's Consular Section collaborated with the Department of Homeland Security's Homeland Security Investigations and Customs and Border Protection staff to form a joint fraud investigations team to combat consular fraud and terrorism. The Consular Section co-located team members in a single office, which facilitated seamless communication and information sharing. The partnership yielded several notable successes, including the October 2019 conviction of a U.S. Army deserter charged with producing child pornography.

NEW WORK STARTED

- Inspection of the Bureau of Administration, Office of the Procurement Executive, Office of Acquisitions Management, Diplomatic Security Contracts Division
- Inspection of the Bureau of Administration, Office of Operations, Office of Commissary and Recreation Affairs
- Inspection of the Bureau of Consular Affairs, Passport Services
- Inspection of the Bureau of Diplomatic Security, Directorate of Domestic Operations, Office of Special Investigations

- Inspection of the Bureau of Overseas Building Operations, Directorate of Operations, Office of Fire Protection
- Inspection of the Bureau of Overseas Building Operations, Directorate of Operations, Office of Safety, Health, and Environmental Management
- Inspection of the Bureau of Oceans and International Environmental and Scientific Affairs
- Inspection of the Bureau of Legislative Affairs
- Inspection of the Bureau of Information Resource Management, Operations Directorate, Office of Consolidated Customer Support
- Review of Public Diplomacy Locally Employed Staff Initiative
- Evaluation of Compliance with the Department of State Authorities Act Reporting Requirement for Criminal and Serious Misconduct.

REPORTS ISSUED

- *Audit of the Department of State's Approach To Adjust the Size and Composition of U.S. Missions Afghanistan and Iraq* (AUD-MERO-20-38)*
- *Lead Inspector General for Operation Inherent Resolve | Quarterly Report to the United States Congress | April 1, 2020 - June 30, 2020* (August 4, 2020)
- *Review of the Department of State's Role in Arms Transfers to the Kingdom of Saudi Arabia and the United Arab Emirates, Unclassified Report and Classified Annex* (ISP-I-20-19 and ISP-S-20-19A*)
- *Lead Inspector General for Operation Pacific Eagle-Philippines | Quarterly Report to the United States Congress | April 1, 2020 - June 30, 2020* (August 11, 2020)
- *Inspection of Embassy London and Constituents Posts, United Kingdom* (ISP-I-20-12)
- *Classified Inspection of Embassy Ouagadougou, Burkina Faso* (ISP-S-20-18)*
- *Lead Inspector General for Operation Freedom's Sentinel | Quarterly Report to the United States Congress | April 1, 2020 - June 30, 2020* (August 18, 2020)

*Report is classified or Sensitive But Unclassified



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