



HIGHLIGHTS

Office of Inspector General
United States Department of State

ISP-I-26-04

What OIG Inspected

OIG inspected the executive direction, policy and program implementation, resource management, and information management operations of Embassy Kingston. The inspection included Consular Agencies in Montego Bay, Jamaica, and George Town, Cayman Islands.

What OIG Recommends

OIG made 14 recommendations to Embassy Kingston. In its comments on the draft report, the embassy concurred with 13 recommendations and neither agreed nor disagreed with 1 recommendation. OIG considers all 14 recommendations resolved. The embassy's response to each recommendation and OIG's reply can be found in the Recommendations section of this report. The embassy's formal response is reprinted in its entirety in Appendix B.

February 2026

OFFICE OF INSPECTIONS

BUREAU OF WESTERN HEMISPHERE AFFAIRS

Inspection of Embassy Kingston, Jamaica

What OIG Found

- The Chargé d'Affaires and acting Deputy Chief of Mission generally modeled the Department of State's leadership principles, particularly communication, self-awareness, and valuing and developing people.
- Embassy Kingston's consular crisis preparedness did not meet Department standards. Specifically, the American Liaison Network had only one consular liaison volunteer.
- The embassy's safety, health, and environmental management program did not fully comply with Department standards.
- The embassy's Diplomatic Technology operations had internal control issues with information security, emergency communication, contingency planning, and mobile device and telephone management.