



HIGHLIGHTS

Office of Inspector General
United States Department of State

ISP-I-22-04

(U) What OIG Inspected

(U) OIG inspected the executive direction, program and policy implementation, resource management, and information management operations of the U.S. Mission to the Dutch Caribbean in Curaçao.

(U) What OIG Recommends

(U) OIG made 26 recommendations: 25 to the U.S. Mission to the Dutch Caribbean and 1 to the Bureau of Western Hemisphere Affairs.

(U) In its comments on the draft report, the Department concurred with 25 recommendations and neither agreed nor disagreed with 1 recommendation. OIG considers all 26 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 responses are reprinted in their entirety in Appendix B.

(U) December 2021

(U) OFFICE OF INSPECTIONS

(U) BUREAU OF WESTERN HEMISPHERE AFFAIRS

(U) Inspection of the U.S. Mission to the Dutch Caribbean

(U) What OIG Found

- (U) The Chief of Mission led the U.S. Mission to the Dutch Caribbean in a professional and collaborative manner, especially during the challenges of the COVID-19 pandemic.
- (U) A lack of clarity between the authorities of the Chief of Mission to the Dutch Caribbean and the Chief of Mission to the Netherlands could delay a U.S. Government response to a crisis in the region.
- (U) The mission lacked documentation to support its 2019 and 2020 Annual Chief of Mission Management Control Statement of Assurance.
- (U) The Consular Section's fraud prevention strategy was outdated and did not include standard operating procedures.
- (U) The mission did not follow Department of State requirements to monitor unliquidated obligations, resulting in \$400,000 that could be put to better use.
- (U) The Mission to the Dutch Caribbean lacked adequate oversight and management controls for its property inventory, cashiering operations, and safety certifications for residential and nonresidential properties.
- (U) The mission had deficiencies associated with emergency readiness due to problems with equipment and user training. Additionally, the mission did not comply with Department standards in records management or record emails.
- (U) Spotlight on Success: The Consular Section produced engaging and effective "Consular Roundup" emails to stakeholders, featuring photos from outreach events, workload graphs and charts, and project updates.