

UNITED STATES DEPARTMENT OF STATE

May 2001

# State

Magazine

*'Look to  
Norway'*



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Department of State • United States of America



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*Marine guards and FSNs in Norway celebrate July 4th. They are, from left, Gunnery Sgt. Reed Johnson, Sgt. Musau Mutua, public affairs FSNs Line-Anne Hovdenakk and Malfrid Olufsen and Sgt. William Nougeras.*

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*An old stave church in Norway.*

Photo by Erik Holm-Olsen



## FROM THE SECRETARY

SECRETARY COLIN L. POWELL

# *Join Us for Foreign Affairs Day*

**F**our months into the job, I continue to be impressed by the dedication our State colleagues bring to their work. As we look for ways to improve what we do, I am certain the Department's relationship with its retirees is one such area. I have been heartened by the positive reaction that many of the State Department's retirees have expressed to me about the new access policy for retirees at the Truman building. I am also encouraged by the deep commitment and affection many of you feel toward the Department. I'd like to strengthen those bonds. I'd like to communicate better with you—and you with us—on how we might work together to advance America's interests.

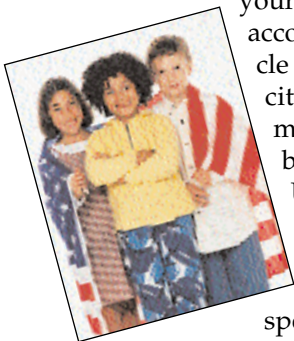
One important tradition that I wish to enhance this year is Foreign Affairs Day, formerly known as Foreign Service Day. We've changed the name slightly and rescheduled the event to Sept. 10 to embrace all of the Department's retirees—Foreign Service and Civil Service. I plan to attend and hope that many of you will participate. Together, I hope we can explore how the Department can prepare itself better to face the challenges of the 21st century. I need your help to enhance the support from the American people so necessary for the cause of advancing America's diplomatic interests.

You will be hearing more about Foreign Affairs Day in the near future from Director General-Designate Ruth A. Davis. I've had a chance to talk with Ambassador Davis, and I know she shares my strong interest in making Foreign Affairs Day not just a ceremony but an occasion for real dialogue between us. I know she is also looking closely at a number of ways to strengthen our outreach to you. This means taking a good look at the services State provides its retirees around the nation and overseas. We also want to look at the retirement office's ability to assist you and make attending to your financial and benefits concerns easier.

As I commented during my first town meeting at the Department in January, I feel strongly that the retired men and women of the Department are valued members of our State family. Together, we have an opportunity as never before to deliver the message to Americans that the men and women of the State Department are America's front line in promoting the vital interests of the United States and furthering the cause of world peace and human freedom. ■

### Display the Flag Correctly

I was very surprised to see the photo of flag-draped children in your March issue that accompanied the article on the easing of citizenship requirements for foreign-born children of U.S. citizen parents. I consider this an inappropriate and disrespectful use of the American flag. I'm amazed that this photo was considered appropriate for an official Department of State publication. Maybe it's time for an article about the correct display and uses of the American flag.



**Dorothy T. Kojala**  
*Administrative Assistant  
 Drug Enforcement Administration  
 U.S. Embassy, Hanoi*

### Thank You, Mr. Secretary

Today I received Secretary Powell's letter notifying retirees of revisions to the policy on access to the Harry S Truman Building. In an earlier letter to your magazine, I questioned the reasonableness of the previous restrictive policy. Now I

want to be on record as fully endorsing the new access procedures. Thank you, Mr. Secretary.

**Larry L. Emery**  
*Senior Executive Service (ret.)  
 St. Albans, Maine*

*Editor's Note: Retirees may now visit the library on the third floor unescorted.*

### Corrections

In our March issue, Ambassador Brian D. Curran was mistakenly identified as the new U.S. Ambassador to Mozambique. Instead, he is the new ambassador to Haiti. Sharon P. Wilkinson is U.S. Ambassador to Mozambique.



*Sharon P. Wilkinson,  
 U.S. Ambassador to  
 Mozambique.*



*Brian D. Curran, U.S.  
 Ambassador to Haiti.*

### From the Editor

In a move to strengthen Department ties with retirees, Secretary Powell has extended an invitation in his column to Foreign Service and Civil Service retirees alike to return home Sept. 10 for Foreign Affairs Day. The Secretary envisions the event, which replaces the previous Foreign Service Day in early May, as more than a ceremony. It should be instead, he said, "an occasion for real dialogue between us" to explore how State can prepare itself better for 21st century challenges and advance America's diplomatic interests at home.

Advancing U.S. foreign policy abroad is the role of the Department's foreign press centers, featured on page 13 of this issue. The centers, located in Washington, New York and Los Angeles, serve more than 2,000 foreign journalists. Many of the centers' customers are from Eastern Europe's emerging nations hungry for stories about American society—from politics and justice to agricultural research and free enterprise.

It's not every day that line officers get to brief the President. In a dramatic departure from tradition, five Mexico Desk officers briefed President Bush prior to his visit to Mexico in mid-February. The "conversation" lasted about 25 minutes—long enough to affirm what Secretary Powell had said earlier: line officers know their stuff. One of the briefers shares the experience with us on page 17.

Consulate general employees in Istanbul, where America has had a diplomatic presence since 1831, have mixed emotions about leaving their current quarters for new space in 2003. The Palazzo Corpi, erected in 1873, was purchased in 1907 by the U.S. government—becoming the first U.S.-owned embassy in Europe. Legend has it that funds to buy the property were won in a Capitol Hill poker game. Turn to page 20.

John D. Markin's obituary in the September issue referred to him as a "retired" Foreign Service officer. At the time of his death, Mr. Markin, 51, was deputy director of the Florida Regional Center in Fort Lauderdale.

### Letters to the Editor

Letters should not exceed 250 words and should include the writer's name, address and daytime phone number. Letters will be edited for length and clarity. Only signed letters will be considered. Names may be withheld upon request. You can reach us at [statemagazine@state.gov](mailto:statemagazine@state.gov).

## Commuter Card Use Steady

About 4,000 Department employees are regularly taking advantage of the public transportation subsidy that began last October.

"It's now leveled off," said Corrine Thornton, who manages the program for the Department. Participants may receive up to \$65 per month in Metrochek cards to defer commuting costs. "We pick up new people while other people leave," Ms. Thornton said.

Of the 4,000 users, 3,500 live in the Washington region while the rest work in the 23 field offices throughout the country, she added.

Employees who want the benefit must complete a Department of State Transit Benefits Program application, DS-3028, which can be accessed through <https://hrweb.hr.state.gov/er/index.html>. Employees can also pick up an application at the Office of Employee Relations, Room H-236, SA-1. Supervisors need to authorize the form before it's returned or faxed to Employee Relations.

The cards are good for Metro rail or bus as well as van pools and bus companies listed in the Metrochek brochure.

## Kids Get Fresh Look at Department

Nearly 300 youngsters learned something about the State Department April 26 during the annual Take Your Child to Work Day.

The event, now in its fourth year, takes kids beyond learning what moms or dads do for a living and introduces the youngsters to the inner workings of the Department. The library, for instance, offered a session on diplomacy; Diplomatic Security entertained the children, who ranged from 9-15 in age, with intriguing spy stories; and the Bureau of International Narcotics and Law Enforcement offered the young visitors information on fighting drug traffickers.

To show how the Department accommodates disabled employees, the children were given a sign-language demonstration. Signing through hand signals permits communication with those who are deaf or have hearing impairments. Recruitment offered the children tips on preparing for Department careers.

## Foreign Affairs Day Planned For Sept. 10th

To strengthen the Department of State's ties with retired Civil Service and Foreign Service employees, Secretary Powell has scheduled Sept. 10 for the first annual Foreign Affairs Day.

The event, recognizing the contributions of retired and current employees, replaces the former Foreign Service Day held in May. Plans for Foreign Affairs Day call for the largest participation yet of current and retired employees.

Foreign Affairs Day is seen as a homecoming event to strengthen communication among all employees, according to Secretary Powell, who is interested in "making Foreign Affairs Day not just a ceremony but an occasion for real dialogue."

Watch for details in upcoming issues of *State Magazine*.



Photo by Michael Gross

*Secretary of State Colin L. Powell greets Norman V. Kinsey of Shreveport, La., at a reception in the Diplomatic Reception Rooms March 30. Mr. Kinsey, one of 350 guests who attended the annual event, is a member of the fine arts committee and a major donor. Looking on are Gail F. Serfaty, center, director of the Diplomatic Reception Rooms, and Mrs. Kinsey. Secretary and Mrs. Powell hosted the occasion to thank donors to the reception rooms. In addition to gifts of furnishings, donors gave approximately \$482,000 during the year 2000. More about the reception will appear in the June issue.*

# Toward Informed and Rewarding Retirement

I am pleased to introduce another Bureau of Human Resources leader: Cecelia Cooper, director of the Office of Retirement. Prior to joining HR, Cee-Cee (as her friends call her) directed the Office of Compensation and Pension in the Bureau of Finance and Management Policy. Before that she was the chief of FMP's Central Claims Division.

We are always looking for better ways to provide the best retirement advice and counseling to our employees. We want each employee to make informed decisions about their retirement benefits, enabling them to maximize their pensions and survivor income for their families.

Cee-Cee and her team are responsible for carrying out the Department's employee retirement program. Her management team includes Daniel Webber, Patricia Jackson, Rosetta Robinson, Susan Gerard, Cynthia Johnson and Lendora Moon, along with a dedicated team of federal benefits specialists.

The Office of Retirement manages the Foreign Service retirement system for the Department of State and the other foreign affairs agencies. RET authorizes payment of benefits, provides ongoing retirement support services to 14,000 Foreign Service annuitants and their survivors, maintains retirement records and implements retirement policy. RET also helps Foreign Service and Civil Service employees and their families prepare for retirement by providing individual counseling.

You will see Cee-Cee's staff at the retirement planning seminars and other FSI-sponsored employee briefings on retirement and allowances. If you need information on the thrift savings plan or temporary continuation of coverage for health benefits, RET is the place to go.

When Department employees retire, Cee-Cee's staff provides them a plaque, pin and retiree ID card.

RET has several customerservice improvement initiatives under way. Examples include the following:

In partnership with the Bureau of Information Resource and Management, RET is developing an annuity calculator. When released, Department employees will be able to log on to the program and enter an anticipated retirement date. The calculator will do the rest. It will automatically calculate an individual's retirement benefits as well as the estimated survivor benefits.



In partnership with FMP, RET is "imaging" retirement packages to FMP. Imaging involves scanning retirement documents so they can be sent electronically to FMP for review and processing for the next annuity roll.

Cee-Cee is working closely with Douglas Hartwick, senior adviser to the director general, to improve our outreach and services to retirees.

RET, in partnership with FMP, has conducted annual customer service surveys to discover retirees' views on the quality of RET services. While results show that retirees are generally satisfied, giving the Department a "good" or "very good" scorecard, RET wants to continue improving its services to retirees.

In February, RET sponsored a workshop on processing Civil Service retirements for the Department's Human Resource specialists. RET plans to hold workshops on related subjects, such as social security and disability, as well as employee sessions on the upcoming TSP changes.

Cee-Cee and her staff invite you to learn more about RET's services and retirement planning by visiting RET's web site at [hrweb.hr.state.gov](http://hrweb.hr.state.gov). ■

Post of the Month:

# Oslo

*'Look to Norway'*

*The fishing village of Henningsvaer in the Lofoten islands.*

By Erik Holm-Olsen

**M**ost of us know Norway as the realm of the Vikings, the land of fjords and home of the midnight sun. But did you know that this predominantly Lutheran nation also has both the world's northernmost synagogue and medieval cathedral? Or that it is the world's second-largest exporter of crude oil and largest exporter of fish and fish products? How about the fact that Norway was the first country outside of the United States to be connected to the Internet before the term even existed?

As many Americans claim Norwegian ancestry as there are Norwegians. The ties that bind us, therefore, have only grown since the schooner "Restauration" left Stavanger on, of all days, July 4, 1825, to begin the massive Norwegian emigration to America. So we have every reason to be well-acquainted with each other. But come to Norway today and you will find a country and a society a little different from the one of blond hair, blue eyes and brown cheese my Norwegian grandmother might have described.

With a population of less than five million, Norway is a small but modern country that takes pride in its global engagement and commitment to international cooperation. This is a particularly big year for Norway, as it takes a seat on the U.N. Security Council as well as command of the NATO-led KFOR operations in Kosovo. A respected "honest broker," Norway has facilitated discussions in such far-flung places as Colombia, Sri Lanka and Sudan, but perhaps its most notable contribution was the establishment of a Middle East "Oslo Channel" that resulted in the signing of the Oslo Peace Accord at the White House in



*Explorer Thor Heyerdahl, second from left, and his wife Jacqueline attend the annual literary festival in the city of Molde where they are joined by Jeffrey Lodinsky from the political-economic staff and FSN Irene Erhardt-Waestaberg of public affairs. The event was part of the embassy's program of "Taking America to the Districts."*



Photo by Eike Gundersen

*Santa didn't have to travel very far to visit Angela Nyberg, former community liaison officer, during the embassy's annual Christmas tree-cutting.*

1993. In addition, strong contributions to peacekeeping missions, partnership as a loyal NATO member and generous international development assistance make Norway a powerful ally in efforts to create a more just, equitable and peaceful world.

The embassy works intimately with Norwegian counterparts on these as well as the normal range of bilateral issues. Over the past year, for example, the embassy has assisted Lockheed Martin in winning a half-billion-dollar contract to supply Norway with a new fleet of frigates (the largest defense contract in Norwegian history) and Ford Motor Company in buying a Norwegian firm manufacturing Norway's first commercially produced electric car. In addition, the embassy helped several American oil companies gain drilling rights in some of Norway's potentially richest new oil fields.



Norwegians are justifiably proud of their country. The 1994 Winter Olympics in Lillehammer showcased Norway as a modern multicultural nation. A highlight for U.S.-Norwegian relations came in November 1999, when President Clinton visited Norway, the first sitting President to do so.

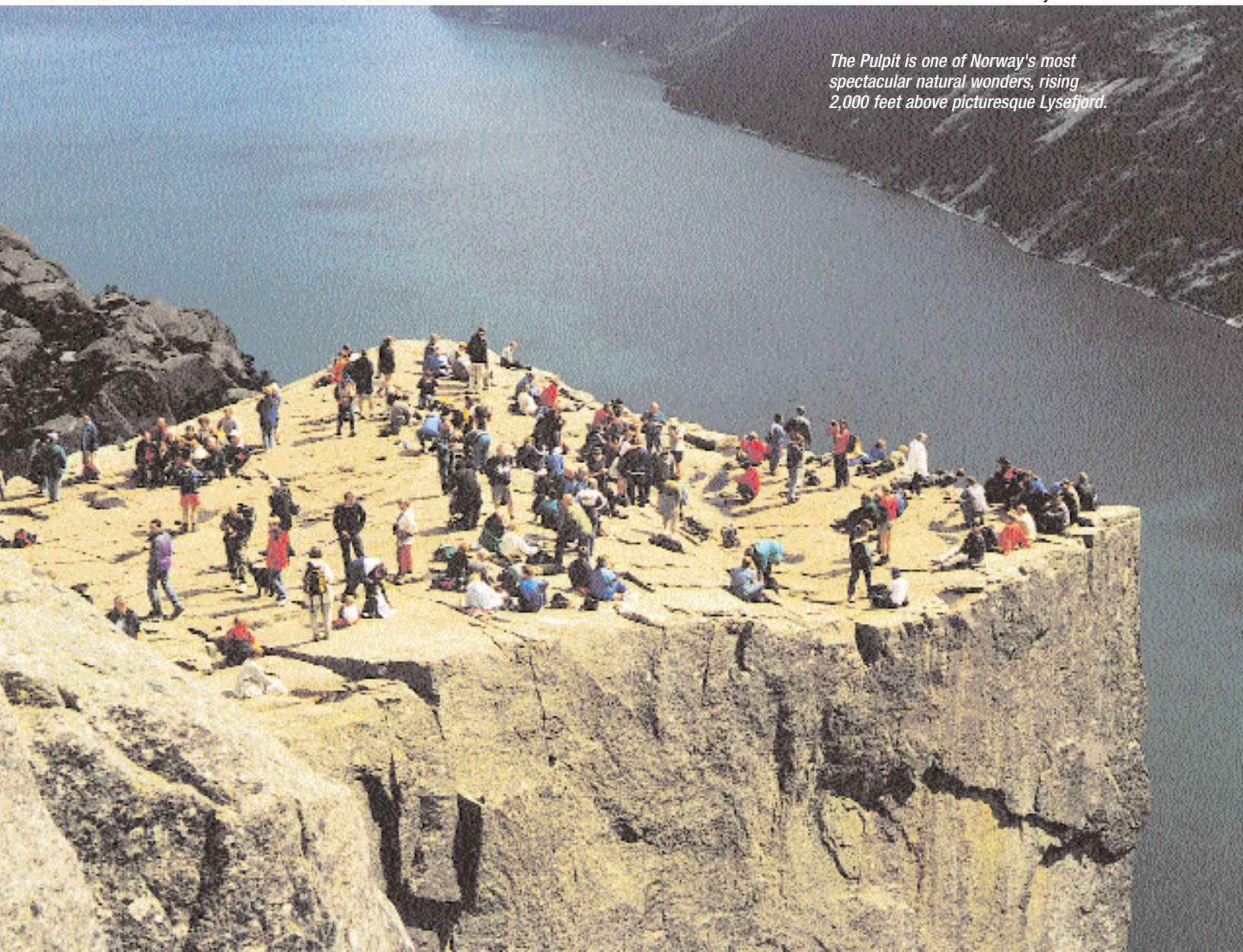
Located across from the Royal Palace grounds and just around the corner from the Nobel Institute, the chancery was built on land donated by Norway to the United States as a post-World War II payment under the Lend-Lease program. Among the many American ambassadors who have served in Norway since that time was Ambassador Clifton R. Wharton, the first African-American to become chief of a United States diplomatic mission.

Photo by Eike Gundersen



*Charge d'Affaires Jon Gundersen, right, with blind skier Billy Schank after the race at Ridderrennet, the world's largest ski competition for disabled persons, which the embassy helps organize.*

Photo by Erik Holm-Olsen



*The Pulpit is one of Norway's most spectacular natural wonders, rising 2,000 feet above picturesque Lysefjord.*

# Fulbright Foundation Is Flagship

**T**he U.S.-Norway Fulbright Foundation is the flagship bilateral educational exchange. Since its inception in 1949, the Fulbright Program has sponsored more than 3,000 Norwegian scholars to the United States and approximately 1,000 American scholars to Norway.

This year the Fulbright Foundation will administer

a new exchange program in memory of Ambassador David B. Hermelin, who died last November. The program honors the ambassador for his contributions in the areas of community service and philanthropy and will support a direct exchange between the University of Michigan and the Norwegian School of Economics and Business Administration.



*Fulbright Foundation staff, from left, are Grete Spink, Donna Lae, Jean Nesland Olsen, Tove Lain Knudsen and Eike Gundersen. The Royal Palace is in the background.*

Oslo is known as the City of Peace, hosting each year on Dec. 10 the Nobel Peace Prize ceremony. This year marks the 100th anniversary of the Peace Prize, and all living Peace Prize laureates have been invited to return to Oslo in December for a gala celebration.

Norwegian National Day, celebrated on May 17, commemorates the signing in 1814 of Norway's constitution, modeled largely on the U.S. Constitution. Having received their independence from Sweden in 1905 and having been occupied by the Germans during World War II, Norwegians understandably feel a special patriotism on this day.

Strong connections continue to bind our nations. King Harald, who sought refuge as a child with his mother in Washington during World War II, has often stated that one of his earliest memories was being present for President Franklin D. Roosevelt's fourth inauguration. After the Nazis invaded Norway, Roosevelt urged any nation seeking to resist tyranny and build democracy to "look to Norway."

Today, the United States continues to "look to Norway" in a spirit of



*Robert Odean, spouse of embassy management specialist Joan Odean, is vice chairman of the American Chamber of Commerce in Oslo.*

Photo by Joan Odean



*Consul Glenn W. Carey attends the annual Holmenkollen ski jump. A snowplow lurks in the background.*

friendship and with a sense of commitment to the strong bilateral relationship and the values we share. And in that spirit, the embassy reaches to its Norwegian allies through the U.S.-Norway Fulbright Foundation, joint military exercises and training, trade promotion and countless other acts of personal and public diplomacy. The embassy seeks through traditional as well as innovative partnerships to follow Samuel Johnson's sage advice to "keep one's friendships in constant repair." Indeed, it is a solid friendship that has withstood the test of time and will continue to do so. ■

*The author is assistant public affairs officer at the U.S. Embassy in Oslo.*

Office of the Month:

OFFICE OF DEFENSE TRADE CONTROLS:

# Stewards of Sensitive Sales

By Jay Greer

Photos by Paul Koscak

**K**eeping sensitive military equipment and defense technology—some \$25 billion in planes, ships, tanks and guns each year—from getting into the wrong hands is a big job.

But it's just a job for the Office of Defense Trade Controls in the Bureau of Political-Military Affairs.

Established in 1990, when it replaced the Office of Munitions Controls, the new office has a threefold mission: registering American companies producing and exporting defense equipment, controlling their sales and ensuring that the product ends up with the expected customer.

By law, an American business that exports defense hardware, services or technologies must register with the



*Terry Davis, senior licensing analyst, and Nancy McCarter, licensing analyst, review an arms export license application.*



*Licensing analyst Angela Brown approves an export license application.*

Office of Defense Trade Controls. Once registered, the applicant is ready for the next step—obtaining a license. The license, however, is just the beginning. Just like driving a car, you need more than a license, such as insurance, state and local permits and various inspections.



*Licensing analyst George Moose prepares a general correspondence letter.*

After all, exporting a 2,000 pound laser-guided bomb or a fighter jet shouldn't be easy.

So, what defense equipment requires an export license?

The big-ticket items—jets, tanks, things like that—are obviously controlled. But so are less tangible items, technology and services. If the product is found on the United States munitions list, it's subject to a license. The list contains items specifically designed or modified for military use.

Each year the Office of Defense Trade Controls receives about 45,000 license applications valued at \$26 billion. It's a lot of work for the office's 27 licensing officers, recently expanded from 20. The dedicated staff, supported by a sophisticated computer system, can process most applications in about 20 days. The officers specialize in certain equipment and technology, but in complex cases they rely on other bureaus and agencies, particularly the Department of Defense, for technical or policy guidance.

Automation plays a key role in the office's operations. The databases contain more than a million records and 20 years of authorizations. The system permits license applications to be electronically submitted, a big customer benefit.

License approvals hinge on what's being sold as well as the potential customer's relationship with the United States. Sophisticated items can only be sold to the most trusted allies, while some countries are simply off-limits. The Department maintains a list of embargoed nations. Furthermore, all foreign customers must

promise not to transfer the defense equipment or technology to another country without the Department's permission.

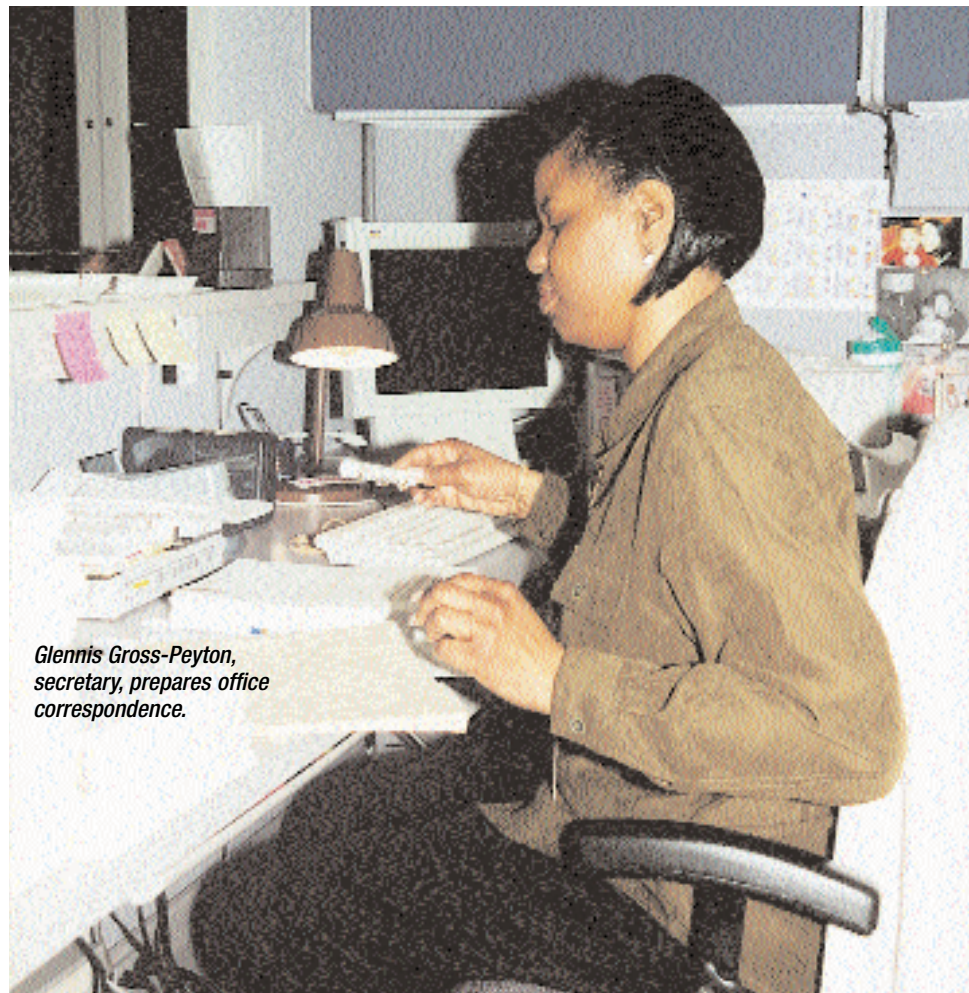
Before a license is granted, the applicant is matched against the office's extensive computer list of 32,000 known or suspected arms-trade violators, companies serving as fronts for governments or companies simply off-limits for legal or policy reasons.

The office's compliance division is set up to carry out its congressional mandate of ensuring the listed customer indeed receives the merchandise. But when a different party is suspected of receiving the arms shipment, U.S. Embassy staff investigates the transaction with local officials, the company or purchaser through a program called Blue Lantern. If violations are found, the export license may be cancelled.

The office works closely with the U.S. Customs Service, American attorneys and the Justice Department to enforce its guidelines. Last year Customs seized more than 630 illegal defense shipments worth about \$48 million. ■

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*The author is director of congressional and public affairs for the Bureau of Political-Military Affairs.*



*Glennis Gross-Peyton, secretary, prepares office correspondence.*

# Press Centers Pivotal in Advancing Foreign Policy

By Paul Koscak  
Photos by Andy Dryden

Where do the Mike Wallaces of the emerging nations turn for help when writing a story about America?

The smart ones call the State Department's Foreign Press Center.

There are a lot of smart ones.

Last year the center—there are three, actually, in Washington, New York and Los Angeles—served more than 2,000 foreign journalists. In 1999, the centers conducted 150 briefings, assisted with two dozen reporting tours and television documentaries and responded to more than 1,000 requests for assistance.

Many of the center's customers are journalists from Eastern Europe's emerging nations hungry for stories about American free enterprise. Others are interested in American society, politics and our judicial system. In fact, interest in American elections by the foreign press is so intense that the center set up briefing rooms at both the Republican and Democratic national conventions, according to Jeff Brown, director of the Washington Foreign Press Center, located on the 8th floor of the National Press Building.

The center carried gavel-to-gavel convention coverage and arranged for on-site experts and key political figures to brief the foreign journalists, many of whom broadcast live from the press center on election night.

For journalists, especially those operating on shoe-string budgets, the center and its support staff are like

an office away from home—not to mention a bonanza of support.

There's a reception area equipped with computers, telephones, fax machines, periodicals, a research librarian and electronic access to more than 6,000 news sources. The reference collection includes everything from the Encyclopedia of Associations to Standard & Poor's Register of Corporations. Weekly press briefings by government officials and outside experts on current affairs are transmitted on the American Embassy Television Network and into the computer system through the center's web site, [www.fpc.gov](http://www.fpc.gov).

"We also carry the daily press briefings from the White House, State Department and the Pentagon," Mr. Brown said.

Soon, there will even be a fully equipped television studio where foreign journalists can edit and produce news segments—all this for free.

But for the center, the return is something money can't buy—better understanding and support of U.S. foreign policy overseas. It's also an opportunity, Mr. Brown

said, to showcase America at its best while promoting depth, accuracy and balance in journalism.

"If the reporters are better informed, their stories will be more accurate and there will be better understanding of U.S. foreign policy," he said of the foreign reporters. "We're very careful to provide multiple perspectives."

Perhaps the most coveted service the center offers is the reporting tours. These are one- or two-day information-packed trips that focus on a current issue. In February, for instance, 30 foreign print, radio and television reporters traveled to Richmond, Va., for a close look at



*Larry Lindsey, assistant to President Bush for economic affairs, briefs the foreign press on the new administration's tax and budget policies.*



*The Washington Foreign Press Center offers full working and filing facilities.*

judicial due process, with a special focus on the death penalty and rights of the accused.

"We advertised the tour on our web site and it was filled in 24 hours," Mr. Brown said.

The group met with the Commonwealth's attorney, saw the Virginia State Police demonstrate a drug bust and spoke to prominent criminal defense attorneys. Valentine's Day was spent at the Greensville Correctional Center, Virginia's largest prison and the site of the execution chamber. The reporters interviewed the warden, prisoners and the director of Virginia's Department of Corrections. The tour was done just before the annual rights report.

"They were surprised at the prison," said Liza Davis, the program officer who planned and conducted the tour. "The war-

# Embassy Channel: Quality Programs on a Shoestring

By Paul Koscak

**I**t defies logic, but just a handful of producers and technicians—11, to be exact—keep Channel 340 humming 24 hours a day. Better known as the American Embassy Television Network, the station carries unedited, mostly live State Department-related programming. Speeches, conferences, special events and interviews with high-level policy-makers are all part of the lineup.

Most employees see only the end product: the picture on the numerous television sets mounted throughout the Harry S Truman Building and other locations, including 250 posts worldwide.

Located in the Cohen Building at Independence and C St., the network, which is managed by the Bureau of Public Affairs, radiates its programs through an \$80 million array of computer-driven transmitters, receivers and satellites. Its second floor nerve center looks a lot like mission control at Cape Canaveral—rows of television monitors, control consoles and stacks of meters, switches, lights and dials everywhere.

None of the equipment is owned by the Department, not even the studio and control room where the live shows happen. Thanks to the Foreign Affairs Reform and Restructuring Act of 1998, the International Bureau of Broadcasting provides the pipeline for State Department

broadcasts, according to Pat Chapple, chief of IBB global operations. Channel 340 is one of several message-based broadcasts carried by the quasi-government network. "We carry Radio Free Europe, Voice of America TV, Radio Free Iraq and the Office of Cuban Broadcasting," he said.

But that's where the comparison stops. Unlike the IBB's other customers, the Department's product is served straight without flavoring. The playlist evolves from numerous calls from embassy officials, ambassadors and other policy-makers clamoring for airtime.

Nancy Riley, one of the network's six producers, said it's not uncommon for the overseas posts to add at least a show per week to her plate. "We do not say 'no.'"

"We're the secretary, the booking agent, the recruiter of guests," she said of the chores a producer juggles. "You write the thank-you and confirmation letters, you write your own script and travel with the camera crew for background video."

A producer for 12 years with the former U.S. Information Agency, Ms. Riley said that producers need to balance the details with the big picture.

"You have to turn over every stone from makeup to interpreters," she added. "The day of the show it falls on you."

The network can target a geographic region, country, city or even a foreign network's broadcasting facility and transmit programs in two languages at once, usually English and one other. Ms. Riley, for instance, specializes

den and staff were so open. They answered all their questions. They had nothing to hide. That was an eye-opener for them."

A similar tour in March on AIDS in the developing world brought 15 journalists from a dozen countries to Baltimore. They heard views from AIDS researchers, including two Johns Hopkins University experts just back from Africa, pharmaceutical manufacturers and a consumers' group supporting low-cost distribution of AIDS drugs to the developing world.

Then there's the unexpected.

When former President Clinton tried to shepherd peace talks with former Israeli Prime Minister Ehud Barak and Palestinian President Yasser Arafat at Camp David last July, the White House press office asked the center to handle media services. "We took over nearby Thurmont Elementary School," Mr. Brown said. The huge space was needed



*Foreign journalists toured the U.S.S. Truman during an October media program. The aircraft carrier participated in operation Unified Spirit, the largest naval exercise in NATO history.*

in Africa. Through the IBB, taped presentations are loaded in a huge closet-sized videocassette player that beams programs throughout the globe using the network's nine satellites. Anyone with the right receiver can tune in.

One live show from Washington featured Richard Crichton, the international trade manager for the U.S. Customs Service. The program was made available to embassies worldwide with special links to the embassies in



*Richard Crichton, international trade manager for the U.S. Customs Service, is interviewed by a freelance host during a worldwide broadcast.*

Guinea and Mozambique permitting a two-way dialogue with the guest, much like call-in guests during a talk show. The link is also referred to as digital videoconferencing.

In some ways, the success of the nascent network is more dependent on the ingenuity and tenacity of its staff than all the alluring electronic hookups and linkups.

In March, producer Ken Richards discovered an unused Capitol Hill transmitting cable. Presto! Employees throughout Washington and the world saw Secretary Colin Powell's testimony before the House International Relations Committee.

"This is like a sleeping dinosaur that's been found," he remarked about the network's potential.

For instance, Mr. Richards is planning to have high-level foreign policy officials appear on live, late-night talk shows that are received during regular business hours in Asia. "It will be live Q and A, like a 'Nightline,'" he added.

A former CBS sports producer, Mr. Richards manages the network's special programming, such as the Secretary's Senate testimony and issues that impact Department policy. He and producer Myles Marken act as the network's programming department, scouting the town for foreign-policy-related material. That, Mr. Richards said, could be anything from sessions of the House International Relations Committee to briefings at the Department's Foreign Press Center to think-tank productions.

A recent program featured Larry Lindsey, assistant to President Bush for economic policy.

"We consider ourselves the network of record for U.S. foreign policy issues," Mr. Richards said.

So far, the American Embassy Television Network is sort of a cross between C-Span and all-request television.

"We try to be current, but not in the news business," he said.



to handle the crush of American, European and Middle Eastern journalists.

The center scrambled again when President Bush met with British Prime Minister Tony Blair at Camp David in February. With just 48 hours, notice the center converted a National Park Service gym into a press center for reporters to file their stories, installing phone lines, tables, chairs and other equipment needed to accommodate the flood of journalists.

"Our job is to provide access," said Greg Franklin, who directs the center's Office of Broadcast Services. "We have more requests than we can maintain."

Sometimes service can be as simple as putting a foreign camera crew in touch with a government public affairs office. Other times, a press center producer is assigned to work and travel with the journalists, Mr. Franklin said. Unlike the center's program officers who work mostly with groups of print reporters and plan tours that focus on themes and issues, the center's producers respond more to the specific requests of electronic journalists.

"We limit filming [time] to two weeks," he said. "Our producer becomes their escort."

The producer paves the way for a team of foreign journalists that may be unfamiliar with the best avenues of finding sources or information to quickly connect with the right people under a tight deadline. For the producer, it's a lot of grunt work. Producers set up interviews, schedule tapings, research background information and arrange for insurance and check cashing. They may even meet the crew at the airport, Franklin said.

A Korean broadcasting company, for instance, recently profiled the American citrus industry, with a focus on



*The center arranged for Robert Zoellick, now the President's U.S. trade representative, to brief foreign reporters at the Republican National Convention in Philadelphia.*

navel orange growers. "They wanted to know why the United States was so successful," Mr. Franklin said.

The center helped the crew obtain the latest agricultural research, arranged contacts with industry and academic experts and provided insights on how farmers market their crop.

In planning a documentary on Islam in America, a television crew from Uzbekistan asked the center for assistance. The center checked demographics to locate Muslim centers and found an Islamic expert at a university. "We bring in the whole universe on this," Mr. Franklin said.

A recent tour to Cleveland sponsored by the center's New York office generated no fewer than 80 articles from the foreign journalists. "They were interested in looking at the economy of an inland state," said Peter Kovach, Foreign Press Center network director who oversees all three centers. "Our reach could be easily over 100 million [people]."

To maintain the momentum, Mr. Kovach is planning regular coverage of Congress featuring interviews and special briefings with key lawmakers as well as more briefings on U.N. issues in New York. He's also introducing seminars on international media issues led by panels of foreign journalists. Topics have ranged from conflict resolution to media relations and the military.

"You never know how far you're reaching out," Mr. Kovach said. ■



*White House, British and other foreign press covering the Camp David Bush-Blair summit file stories at a local elementary school.*

*The author is a writer-editor at State Magazine.*

*National Security Adviser Condoleezza Rice, President Bush, Secretary Powell and other senior officials engage midlevel Mexico desk officers in a conversation before the President's February trip.*



Photo by Michael Gross

# MEXICO DESK OFFICERS 'SHOW THEIR STUFF'

By Elisabeth Schuler

Now, just because you're briefing the leader of the free world and the last remaining superpower, that's no reason to be nervous," Assistant Secretary Peter F. Romero assured us as we prepared to meet President Bush, Secretary Powell and National Security Adviser Rice on the eve of the President's first foreign trip.

Forty-eight hours earlier, we Mexico Desk officers had been told that the Secretary of State wanted "the people who do the work" to "have a conversation" about Mexico with the President. Yeah, right, we laughed, that'll be the

day. Desk officers seldom brief officials higher than a deputy assistant secretary.

But, it was true. As our incredulity gave way to the reality of this "revolutionary" event, we prepared 90-second briefs on our five respective areas of responsibility: politics, economics, energy, migration and counter-narcotics and border issues. After a few dry runs with our front office, we were ready. As news leaked out, colleagues chided us, "Don't blow it! Every desk officer in the Department is counting on you."

From the Secretary's suite, we watched on a monitor as the President spoke to employees in the C Street lobby. When he finished, we took our designated seats

Photo by Paul Koscak



*Elisabeth Schuler compares notes with her Mexico Desk colleagues Jack Hinden, left, and James Benson.*

in the Secretary's conference room along with three assistant secretaries, our principal deputy assistant secretary and our office director. The National Security adviser, White House chief of staff, White House spokesman and NSC Western Hemisphere senior adviser entered first and greeted us individually. Then the President and the Secretary entered the room, smiling and shaking hands with each of us. The Secretary explained why he wanted the President to hear from us, and the President immediately put us at ease by telling us why he values the work we do.

The President questioned each one of us during our presentations. He clearly did want a real conversation about Mexico. Our nerves steadied as we answered his questions and listened to his views and anecdotes about Mexico. The President obviously cares deeply about Mexico. He knows and

has dealt with bilateral issues firsthand, particularly in the energy, trade and border environment sectors. We enjoyed hearing him discuss his personal experiences with Mexico and its leaders. At the end of our 25-minute discussion, Secretary Powell gave the assistant secretaries the opportunity to speak up. And then it was over.

We hope we fulfilled the Secretary's and everyone else's expectations. Actually, we think our bosses were more nervous than we were. We were honored by the Secretary's implicit confidence in us to make such an unprecedented briefing. The Secretary has got it so right: desk officers know their stuff. On behalf of all midlevel officers, we sincerely thank you, Mr. Secretary, and we hope you will keep us and other midlevel officers in mind in the future.

Besides the author, the briefers were James Benson, Sue Saarnio, David Beam and Jack Hinden from the Office of Mexican Affairs. The briefing took place Feb. 15, 2001. ■

*The author is the economic officer in the Office of Mexican Affairs.*

Photo by Carl Goodman



*Briefers Sue Saarnio and David Beam recall their time with the President.*

*The newly renovated  
wintergarden room of  
the U.S. Ambassador's  
residence in Stockholm.*



*Photo courtesy of the U.S. Embassy in Stockholm*

## ***Ambassador's Residence in Stockholm Gets a Face-Lift***

**By Viktor F. Barina**

**S**et in the middle of the high-tech city of Stockholm, the historic U.S. Ambassador's residence sits in a tranquil park on the edge of a Baltic Sea waterway and is passed every day by hundreds of Swedes and tourists walking the park's paths and feeding the swans. The 1932 building sees many guests monthly.

Upon their arrival in 1998, U.S. Ambassador Lyndon Olson and his wife, Kay, undertook a renovation of the 1930s wintergarden in the residence, designated a historical monument by the Stockholm City Cultural Department. The glass ceiling of the wintergarden had been leaking for years, and numerous "redecorations" had changed the original brickwork, ceiling, entry and planters. The new plans kept the old grotto-style mosaic floor but proposed a copper roof with side glass panels, a new glass entry in keeping with the existing facade of the residence and sophisticated lighting. The design mixed the old and new, using antique brickwork, copper detailing outside and incorporating the stained glass medalion saved from the original Victorian-style ceiling of the

'30s, while it used the latest in Nordic insulation, heating, and glass technology. The result is a new wintergarden with a light, airy feeling even in the dark of the northern winter. The new design captures the best feature of Scandinavian design: functionality. The room is designed to serve as an entertaining room with state-of-the-art ventilation, lighting and climate control with minimal maintenance.

The project took 14 months from concept to completion. Postponed by several budget cuts, construction finally got under way last August by a Latvian firm experienced in restoring historic buildings.

The company solved all of the special construction problems involved in building on the "King's land," using the latest Scandinavian technology and abiding by American building codes. The project was finished in time for the ambassador's annual Nobel lunch last December, honoring American awardees and Sweden's presidency of the European Union. ■

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*The author, project coordinator for the renovation, is assistant general services officer at the U.S. Embassy in Stockholm.*

# Istanbul: New Consulate to Replace 'National Treasure'

By Martin Quinn

The long-anticipated new office building for the U.S. Consulate General in Istanbul took a giant step during a groundbreaking Jan. 24 on the windswept hills of Istinye overlooking Turkey's fabled Bosphorus.

Ambassador Robert Pearson and Consul General Frank Urbancic hosted the mayor of Istanbul and other Turkish notables for the event. After the toast, a laurel sapling—a symbol of achievement, honor and public esteem—was planted. Turkish television and newspapers covered the story extensively.

Planning for the new consulate has been under way for more than a decade, with scenarios developed and scratched as American officialdom weighed cost factors against issues of security, modernization, location and the preservation of the current consulate general, a historic building many regard as an American national treasure.

U.S. diplomatic representation in Istanbul dates from 1831, when the first U.S. Mission was opened in what was then the capital of the Ottoman Empire. The imperial city held its status until 1923 when the establishment of the Republic of Turkey transferred the official seat of government to the central Anatolian city of Ankara. In many respects, however, historic Istanbul—formerly Constantinople—has remained the center of Turkish culture and business activity. Diplomatic edifices in the city, dating to periods before the dawn of the 20th century, tend to be imposing, ornate structures.

The new office building, located on a hilltop 10 miles from the city's center, will offer more modern facilities and enhanced security for Turkish and American employees as well as for members of the public seeking visas and other consulate services. Situated on a



*The United States purchased the current U.S. Consulate General building in Istanbul in 1907, the first U.S.-owned embassy in Europe. Legend has it that funds to buy the building were won in a Capitol Hill poker game.*

222-acre compound, the new \$83 million building will provide ample office space when it opens in 2003.

The future is uncertain for the venerable Palazzo Corpi, home of the U.S. Embassy and later the U.S. Consulate General since the late 19th century. Designed in 1873 by Italian architects Giacomo Leoni and Georgio Stampa, the Palazzo was leased from the Corpi family by the U.S. government before being purchased in 1907 for \$123,200 in gold, considerably less than its market value. The property, which overlooks the Golden Horn, had been vacant following the death in 1882 of its original owner, Genoese shipping magnate Ignazio Corpi. Murky circumstances surrounded Corpi's death and that of his

cousin-lady love, giving rise to a persistent tradition that the building is haunted. Marine security guards and switchboard operators have reported hearing what they describe as a woman's footsteps upstairs in the Palazzo during the small hours of the night.

Legends abound at the Istanbul consulate. American acquisition of the Palazzo was engineered by then-minister to Constantinople John Leishman, who emerged victorious from a Capitol Hill poker game where the appropriation to buy the building was offered as a major stake. Thus, the Palazzo entered history as the first U.S.-owned embassy in Europe, qualifying the building in the minds of many as a national treasure and probably the only American diplomatic premises ever won in a game of cards.

With the construction of a new, state-of-the-art consulate building on the banks of the Bosphorus, the U.S. Mission in Turkey renews its commitment to one of the region's most significant and dynamic cities. ■

*The author is the public affairs officer at the U.S. Consulate in Istanbul.*



*Breaking ground for the new office building are, from left, Ali Mufit Gurtuna, mayor of Istanbul; Ambassador Robert Pearson and Sedat Ozsoy, mayor of the Sariyer district.*

*Alexander "Sasha" Kasanof, center, and consular assistant Tanya Kuzina talk with a Turkmen airport policeman to secure entry of an American citizen who has lost his passport.*



# Consular Work in Central Asia Is Hardly Routine

By David Rollman

In the 19th century, Central Asia was the playing field for the "Great Game." The British and Russian empires faced each other in a struggle for power and influence in lands that had trembled a few centuries earlier under the hooves of Mongol hordes. It is the land Tamerlane chose for his capital and the trail of Marco Polo's snaking Silk Road.

The remoteness of this stage gave room to players of lower ranks on both sides to make outsized impressions. Subalterns and captains donned disguises, made legendary rides, dictated terms to emirs and pashas and

sometimes overreached and lost their heads for their efforts. Seventy years of Soviet rule may have disfigured the countryside, but the romance hasn't completely vanished. This is still a great place for junior officers who want the challenge of command.

Working from Frankfurt as regional consular officer for the Newly Independent States and the Baltics, I cover the Central Asian posts, including Tashkent, Bishkek, Almaty and Ashgabat. An impressive group of talented first- and second-tour officers runs the consular sections in these exotic settings with dedication, energy and ingenuity.

In Tashkent, Alex Hamilton shoulders the largest visa workload of the four. He developed his own appointment system and databases for tracking fraud, refusal

rates and workload. His innovative “free consultation” hour, where one of the section’s Foreign Service National employees sits in the guard booth in front of the embassy and provides visa information, reduces correspondence and moves refused applicants from Alex’s interview window more quickly. Away from the office, at a sidewalk café, Alex is on easy terms with senior colleagues from the British Embassy. His home attracts Peace Corps and international school friends for a refreshing break from diplomatic shop talk.

In Bishkek, Greg Gardner lives in a different consular world, defined by the dramatic mountains that dominate the city. You see them en route to the embassy, jagged peaks still covered with snow in September. And these are just the baby ones, the front range of the mighty Tien Shan. The Kyrgyz Republic is where fundamentalist insurgency and adventure tourism meet. In the first two months of his tour, Greg’s consular cases included four mountaineers kidnapped in the Kyrgyz mountains and the death of an American climber in a fall. It’s emotionally draining, helping shaken or grief-stricken citizens, visiting hospitals, police stations and morgues. But it’s far from a mind-numbing bureaucratic routine, and it explains why Americans pay taxes to support consular work overseas.

Cheryl Eichorn is the consular officer in Almaty. Early on a Sunday morning, we watched a company from the 82nd Airborne Division hit the drop zone in Kazakhstan right on schedule, after flying nonstop from Ft. Bragg, N.C., with two in-flight refuelings. It was the first joint exercise in Central Asia involving U.S. military. That it was happening at all—let alone in a manner that gave one chills just to be associated with these guys—was startling for a Cold War-era officer like me. Cheryl has witnessed other developments that demonstrate Kazakhstan’s opening to the West. She has seen a tremendous increase in the



*Regional security officer Paul Pettit, left, and consular officer Sasha Kasanof interview an American citizen about a security matter.*

number of international adoptions, a phenomenon that could have spelled disaster. But Cheryl has turned it into a success story by working closely with judges and high-ranking ministry officials to establish guidelines and training programs for adoption agents. In a public awareness campaign aimed at increasing understanding and clamping down on rumors, she’s been on national television twice—more than most second-tour officers can say.

Alexander “Sasha” Kasanof is also on his second tour. He came from a consular tour in Dublin to Ashgabat, where he has a reporting portfolio in addition to his consular duties. The visa workload in Turkmenistan is light because the local exit regime is strict. Sasha spends much of his time negotiating with the Ministry of Foreign Affairs to ease exit restrictions. There are other challenges in this part of the world you don’t find closer to home—challenges such as the naturalized American from Iran who, after spending four years in the country of his birth, showed up on Sasha’s doorstep with nothing more than a tattered photocopy of his long-missing U.S. passport. Sasha’s job is never routine or predictable and often demands considered and careful judgment.

The consular officers I visit are doing remarkable things in such places as Dushanbe, a post Greg Marchese covers from Almaty. In large consular operations, management sometimes struggles to give junior officers a sense of ownership in the operation. In contrast, all five of these officers are members of their country teams, have the opportunity to shape their own consular sections and work with senior embassy management and high-level and government officials daily. ■

*Ashgabat consular officer Sasha Kasanof helps Marine security guards register their absentee ballots. Marines are, from left, Sgt. Greg Freudenthal, Sgt. J.C. Hawks and Sgt. Brian Hedke.*



*Based in Frankfurt, the author is the regional consular officer for the Newly Independent States and the Baltics..*

# In Senegal, Self-Help Makes a Difference



*Members of the Women's Tie and Dye Assn. model their hand-made fabrics to show appreciation for Self-Help Fund assistance.*

By Mirembe Nantongo

**A**bsa Diop and I recently spent eight days together on the road, crisscrossing a parched and dusty Senegal in an embassy vehicle at the height of the dry season.

Ms. Diop, a Foreign Service National employee, is the embassy's Self-Help coordinator, and the Ambassadors'

Special Self-Help Program falls in my portfolio. This grassroots assistance program allows the embassy to respond directly and quickly to funding requests from small, motivated communities in Senegal. It spends about \$90,000 a year on small projects throughout the country—from classroom and health center construction to well-digging and income-generating activities such as the purchase of a millet-grinding machine or the erection of a garden fence. On our trip, my FSN colleague and I checked out new applicants and followed up on projects funded earlier.

Our daily routine on these trips is simple. We wake up early and are on the road by 7 a.m. We spend the day visiting villages, most often bouncing around under the hot sun en brousse—in the bush—far from the asphalt road, guessing our way forward when the sandy track suddenly divides into two or three forks and backtracking whenever we've guessed wrong. We visit obscure villages unmarked on any tourist map and sometimes not even recorded on the detailed maps of the regions.

We don't stop for lunch. Instead, we snack en route. In Louga, in the north, there are the bittersweet dry yellow fruit called soumpe from thorn trees; in Fatick, we taste bouye—monkeybread or pain de singe, the fruit of the baobab



*Absa Diop, FSN  
Self-Help coordinator,  
with the author.*



tree; and in Kolda, we enjoy bananas and dark honey made by wild bees.

We spend most of our time in small villages with no more than 15 or 20 huts and larger villages with several hundred people. At this time of year, all the villages in Senegal are parched and hot and dusty, colored in the dark browns and pale beiges of mud brick, thatch, dust and dried grass. They are full of children—dozens and dozens per village—small, wiry, dark and big-eyed. They are ragged, barefoot and dusty. The poverty is profound and the children have almost nothing in the way of toys or personal possessions. In one village, a small girl has tied a string to an empty plastic white bleach bottle and uses it as her plaything. In another, a little boy's toy is the rusty old casing of a door lock attached to a length of wire.

There is little to do in the fields until the first rains fall in May or June. The villagers congregate and confer, lounge, gossip or nap under the shady baobab trees.

Self-Help pays to have wells dug for Senegal's villages. It buys millet grinders and threshing machines, benefiting the women of Senegal. Their lives are difficult. Rising before dawn every morning, they pound the millet for the first meal of the day in a huge mortar for half an hour or more, using a pestle taller than they are.

Once the millet for the day is pounded, the women trek to the village well to draw water. Where there is water in every direction, the wells are shallow—less than two meters deep—and the drawing is easy. More often, the wells are 20 to 30 meters deep. In the parched north, a well 50 meters deep is not unusual and some run more than 70 meters deep.



*Ambassador Elam-Thomas, fourth from left, and her husband Wilfred, far right, officiate at inauguration of health center built with Self-Help funds.*



*Women from the Keur Massar sewing center pose with Amb. Elam-Thomas, center, and Absa Diop. Self-Help funds purchased four sewing machines for the center.*

The village women of Senegal draw water laboriously from these deep wells, in buckets cut and sewn from inner tubes. Once drawn, the water is carried in weighty buckets on women's heads to their huts for cooking and washing. And then they leave for the day's work in the fields.

The village women are aged, thin, tough and fatigued. Their hands and feet are stained and cracked, dried and hard as horn. When they have a chance to sit down, they shut down like fires banking themselves for the night and retreat to some quiet unthinking place until the next child cries or until the next meal must be prepared.

From all of these villages comes the energy and determination to create the associations with which we work. Self-Help does not fund individual requests. Every project must be community-based, and the community must contribute at least 25 percent of the value of the project, whether in funds or in-kind. Women's associations tend to get the bulk of the assistance. They ask for practical things to ease the daily grind of their existence and to earn a little money, mills and wells—closer wells, deeper wells, wells with motor pumps. They ask for fences to be constructed around their market gardens to protect them from marauding cows, goats and children. Self-Help is always happy to help Senegalese communities help themselves when funds are available. ■

*The author is political-economic officer in Dakar.*

# A Fund That Helps Those Who Help Themselves

By Annmarie Brooks

All year long, the e-mails arrive at the Africa Bureau's economic policy office, which administers the Ambassadors' Special Self-Help Program. Djibouti wants to know if items for a certain project can be purchased in the United States and shipped duty-free in the diplomatic pouch. Accra seeks permission to provide funds for birds, feed and drugs for 125 people with HIV/AIDS who want to start an income-generating chicken project. Guidelines prohibit funding consumables. Lilongwe asks if the military can supply labor to build a row of hospital latrines.

When February ends, posts are interested in only two things: how much will they get and when will they get it. And the Self-Help manager, who hates to

be the bearer of bad news, has to say over and over again that, while USAID has not announced this year's appropriation, another steep reduction appears likely.

Ambassadors consider the Special Self-Help Program, begun in 1964 in Togo as a modest experiment, one of their most visible and successful assistance programs, particularly in countries like Burkino Faso, where USAID is not present. The U.S. Embassy in Ouagadougou, which proudly characterizes itself as the bureau's flagship Self-Help post, enjoyed an annual budget of \$240,000 in the early 1990s. In fiscal year 2000, the post received \$118,000. This left a backlog of 300 approved projects that included building grain mills, producing soap, developing livestock and constructing schools.

In 2000, when USAID reduced the overall program appropriation by over 20 percent, or about \$700,000, there were expressions of dismay. For ambassadors in many African countries, the Self-Help Fund is one of the key development tools available. Ambassador to the Central African Republic Robert Perry sees the funds as a way to "engage with host governments and leverage other USG objectives." Ambassador to Ethiopia Tibor Nagy believes that, "dollar for dollar, the U.S. gets more goodwill out of Self-Help than any other program." He's used the funds in Ethiopia for AIDS awareness and micro-enterprise development.



Two members of a garden association join USAID officer Cesar Koissy, second from left, and the author, far right, in a market garden irrigated by a motor pump purchased with Self-Help funds.

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*The author, an office management specialist in the Africa Bureau, manages the Ambassador's Special Self-Help Program.*

# Career Resource Center Marks 10th Year

By Kim Bruner

**T**he Career Development Resource Center marks its 10th anniversary of offering quality career and life planning services to State Department Civil Service employees and Foreign Service family members.

During its decade of operations, the center has earned a reputation for providing quality, confidential career coaching. The center believes that career planning and development are the responsibility of individuals who must become the chief executive officer of their own careers. The center assists its clients in developing strong federal applications, identifying interests and skills, seeking realistic career and educational goals and coaching in decisionmaking, interviewing, networking and other effective job-hunting strategies. Employees and bureaus alike regard the center highly as a source of information and support in the crucial task of personal career management.

In the late 1980s, the Department identified the need for career planning services for its Civil Service employees. An employee development specialist was tasked with researching and benchmarking government career planning services. As a result, the Career Development Resource Center was created in May 1991 under the sponsorship of what was then the Bureau of Personnel. The center began operating out of the Foreign Service Institute in Rosslyn, Va., with a staff of one part-time career counselor. In 1992, the center expanded its services to include Foreign Service family members of the seven Foreign Affairs agencies. The center moved in 1993 to Columbia Plaza, where it has remained.

The center currently has three career counselors who provide free, confidential counseling by appointment Monday through Friday from 8:30 a.m. to 5 p.m. The center's multimedia library includes some 2,000 resources on career and life issues—from books, guides and newspapers to catalogs, videos and audiotapes. Most of the

Photo by Ann Thomas

*Center employee TerReé Edwards, center, discusses a video with Robert Torres, left, Office of the Inspector General, and Judy Garrett, Bureau of Finance and Management Policy.*





Photo by Shawn Moore

*Career counselor Tanya Bodzin, left, conducts a workshop on individual development plans.*

resources may be checked out. Six computers are available for use in preparing job search materials and accessing the Internet. The center also tests and certifies typing skills, a requirement for many State jobs.

The center presents monthly workshops on timely career issues at Main State, open to all Department employees and Foreign Service family members. The center hosts weekly video screenings in its library which also are open to all employees and Foreign Service family members.

In addition, the center recently acquired two leading edge, career-related software products, including an initial purchase of 500 user identifications for the Internet-based version of USACAREERS. This Office of Personnel Management product is based on the most extensive analysis of federal job requirements and competencies ever. It contains four research-based modules for improving career management. To use this powerful interactive tool, employees may log on privately and confidentially from any location. The O\*NET software is another valuable resource based on data provided by the U.S. Department of Labor, detailing almost 1,200 occupations and covering nearly 100 percent of the workforce. Employees can obtain information on everything from earnings and education to tasks, skills and related jobs.

In fiscal year 2000, more than 1,800 people visited the center and almost 600 individual career-counseling appointments were completed. Clients who scheduled appointments with a career counselor were asked to complete an evaluation form after the initial meeting. Of the

clients completing the forms, 83 percent found the center's services "very helpful." All of the respondents indicated that the center's services met their expectations and that they would recommend it to others. In a survey conducted by the Office of Civil Service Personnel, 88 percent of the respondents who had used the center's services or attended any of its programs rated them good to excellent.

Unsolicited feedback from clients indicates that the assistance received at the center has helped employees and family members take control of their careers and move into improved

career situations. Success stories from clients include secretaries who have moved into professional positions, family members who have moved into professional positions overseas and in the United States, contractors who converted to Civil Service positions, Presidential Management Interns and political appointees who found other employment and employees who succeeded in completing long-term training that enhanced their promotion potential. Employees report that their revised applications for jobs have gotten high marks and that they have been offered jobs that they wanted. Several employees who worked with the center to revise their resumes were chosen for overseas jobs in the Hard-to-Fill Position Program.

During the next decade, the center plans to build on its initial success and to find ways to serve more employees and Foreign Service family members and to provide an even wider range of services. One of the center's current objectives is to determine how best to provide more career counseling services to the annexes in the metropolitan Washington, D.C., area, domestic field locations and individuals overseas.

The Career Development Resource Center also offers career information on the Department's Intranet at <http://hrweb.hr.state.gov/cdrc/index.html> and currently on the Department's Internet site at <http://www.state.gov/www/cdrc/index.html>. ■

*The author manages programs for the Career Development Resource Center.*

# Updating Driving Skills Makes Sense

Story and Photos by Daniel Harman

Most of us learned to drive as teens. We studied for our learner's permit, gained experience while driving under that permit and then took our practical examination with the local department of motor vehicles.

During our driving careers, how many of us have kept up with new information about driving and new technologies installed on late-model motor vehicles? By learning new information and understanding new technology, you become a better informed, safer driver. For example, consider passenger restraint systems, steering wheel hand position, braking systems and vehicle visibility.

Seat and shoulder belts have been in U.S. vehicles since the 1960s. According to the American Automobile Association, a Swedish study of 28,000 crashes revealed that when shoulder and lap belts were used, no deaths occurred at speeds up to 60 miles per hour as long as no foreign objects penetrated the passenger compartment. The Department's seat belt policy requires all occupants to be buckled up when traveling in a government-owned vehicle or in a private vehicle on official business. Using seat belts is even more important in countries with limited medical care.

Air bags began appearing in U.S. vehicles about 10 years ago. Used with seat belts, air bags have saved more lives than belts alone. Young children have an increased risk of injury or death, however, if they ride in the front seat of a vehicle equipped with a passenger-side air bag. Children under 12 should ride in the rear seat to protect them from a deploying air bag.

Driver-side air bags raise a different safety issue: where to place your hands on the steering wheel. Many of us learned to drive with our hands on the steering wheel at 10 o'clock and 2 o'clock. Injury can occur if the air bag de-

ploys with the hands in this position. Air bags in U. S. "Big Three" vehicles deploy at an initial velocity of nearly 200 miles per hour. At this speed, wrists can be broken if the steering wheel is grasped tightly. If held more loosely, the hands can be knocked off the steering wheel and a 200-mile-per-hour hand or arm can strike the body. At that velocity, broken bones or more serious injuries can occur.

The proper positions for the hands on newer vehicles are from 7 to 9 o'clock for the left hand and from 3 to 5 o'clock for the right. Steering wheels on newer vehicles provide thumb rests when the hands are on the wheel in these positions. Placed here, the hands and arms are out

of the air bag's path. Overhand steering should be avoided as this places the arm between the air bag and the driver. New vehicles have more responsive steering than older vehicles, and the overhand steering method can cause a driver to over-steer the vehicle and lose control.

The push-pull steering method should be used. Grasp the wheel as described. One hand pushes the wheel up toward 12 o'clock while the other hand slides up to 11 o'clock (left turn) or 1 o'clock (right turn), grasps the wheel and pulls it down. While the pulling hand goes down, the pushing hand releases its grip and returns to its original position to continue the process as needed.

Foreign objects present another hazard and must be kept clear of the path of an air bag. A police officer lost an eye when the air bag deployed during a pursuit crash. The officer was talking on his radio at the time of the accident and the microphone struck his face. Keeping away from the air bag also applies to the passenger side of a vehicle. The armed forces have documented a case where a person, reclining for a nap, placed his feet on top of the passenger-side air bag. The vehicle was involved in an accident and the activated air bag forced the person's feet through the windshield.

Braking systems on new vehicles also have changed. Vehicles with conventional brakes require the driver to



*Air bags have altered safe steering wheel hand positions. The incorrect positions, left, result in injury when bags deploy. The correct positions, on right, keep hands and lower arms clear of the deploying air bag.*

pump the brakes to avoid wheel lockup and skidding. Most new passenger vehicles are equipped with anti-lock brakes. These brakes do the pumping for the driver and can release and reapply the brakes as many as 15 times per second—much faster than any driver. When applying the brakes in a vehicle equipped with anti-lock brakes, maintain constant pressure on the brake pedal. You may feel a vibration in the pedal or hear a noise. Both are normal.

Vehicle visibility is important. Windows and mirrors should be clean and unobstructed so the line of vision is clear in all directions. Interior windows and mirrors should be cleaned weekly, while exterior surfaces should be cleaned as needed. Headlights play a crucial role in determining whether other drivers can see your vehicle. They also should be kept clean. A passenger vehicle operated in daylight without headlights on is visible to an oncoming driver from about 2,300 ft. When the headlights are turned on, that same vehicle is visible to an oncoming driver from 4,700 ft. Driving with headlights on helps others to see you coming.

Drive defensively and avoid accidents. Always watch other drivers and anticipate what they may do. By driving defensively and following these tips, you will reduce the likelihood of being involved in an accident or being injured. ■

*The author is an industrial hygienist in the Office of Safety/Health and Environmental Management.*



## Virtual Gallery Puts Art on Your Desktop

If shuffling through art galleries gives you sore feet, let your mouse do the walking.

The Fulbright Scholarship Program, the government's flagship international educational exchange, has opened an online gallery at <http://fulbrightgallery.com>. The site showcases emerging and established Fulbright artists.

Sponsored by the Bureau of Educational and Cultural Affairs, which funds the Fulbright program, the gallery features painters, sculptors and photographers. When the site debuted in October 2000, the lineup featured artists who have studied or taught in Australia, the Czech Republic, India, Mali, the Netherlands, Poland, Slovakia, the United Kingdom and Zimbabwe. A Spanish Fulbrighter studying in the United States also was represented.



"We change the site every two months and we're planning to add Fulbright musicians to the site, which will have audio capability," according to Vanessa Relli-Moreau, a special projects officer in the academic exchanges division. "It's been very popular. We've had about 1,000 hits per day. In February we had 40,000."

The site displays several pieces by each artist along with a biography and statement about the artist's Fulbright experience.

"I try to balance the artists by region and medium," she added. "I used 22 of 60 applications for the current lineup."

Nearly 15,000 U.S. and foreign artists have participated in the program since its creation in 1946. ■

# Education & Training

Program	June	July	Length
<b>Language</b>			
<b>BASIC, Course Code: 100</b>			
French and Spanish		9	24 W
<b>F.A.S.T., Course Code: 200</b>			
Albanian, Amharic, Arabic, Armenian, Azerbaijani, Bengali, Bosnian, Bulgarian, Burmese, Chinese, Croatian, Czech, Danish, Dutch, Estonian, French, Greek, Haitian Creole, Hebrew, Hindi, Hungarian, Indonesian, Japanese, Khmer, Korean, Lao, Latvian, Lithuanian, Malay, Nepali, Norwegian, Persian-Tajiki, Polish, Romanian, Russian, Serbian, Slovak, Spanish, Swahili/Kiswahili, Swedish, Tagalog, Thai, Turkish, Ukrainian, Urdu, Uzbek, Vietnamese			
		9	7 W
<b>Refresher, Course Code: 201</b>			
Arabic, Chinese, Japanese, Russian, Vietnamese		16	6 W
<b>Area Studies</b>			
<b>Advanced</b> -During full-time Language Training—Weekly			
Sub-Saharan Africa AR210	18		2 W
East Asia AR220	18		2 W
Western Hemisphere AR239	18		2 W
Near East & North Africa AR240	18		2 W
China AR250		9	2 W
South Asia AR260	18		2 W
Southeast Asia AR270	18		2 W
Russia/Eurasia AR281	18		2 W
Caucasus/Central Asia Module AR282	21		2 D
Caspian Sea Module AR283	22		2 D
Europe AR291	18		2 W
European Union Module AR292	25		2 D
Balkans Module AR293	21		2 D
<b>Administrative Training</b>			
NEPA Training for Domestic Operations			
PA129	11		1 W
Customer Service Training PA143	7		2 D
Contracting Officer Representative Trng (PreAward) PA174	23		3 D
Contracting Officer Representative Trng (PostAward) PA175	26		2 D
Financial Management Officer's Course (Overseas) PA211		9	7 W
Working with ICASS PA214	19	10	4 D
Principles of Appropriation Law PA215		10	4 D
Accounting, Vouchering & Certification PA216		16	1 W
Supervising a Cashier PA217		23	1 W
General Services Operation PA221	18	23	10 W
Overseas Contracting Officer Warrant Training PA223		25	4 W
Basic Administrative Management PA224	11	16	1 W
Human Resources Management Course PA231	18		7 W
FSN Classification & Compensation PA232		23	2 W
American Human Resources Management PA235	18		2 W
Human Resources Management at Post PA236		2 W	2 W
Overseas Administrative Management PA243		9	2 W
ICASS Executive Seminar PA245	13	25	1 D

Program	June	July	Length
<b>Correspondence Courses:</b> How to Be a Certifying Officer PA291, How to Be a Contracting Officer Representative PA130, How to Write a Statement of Work PA134, Introduction to Simplified Acquisitions & Requisitions Overseas PA222, Management Controls Workbook PA164, Training for Overseas Cashier Supervisor PA294, Training for Overseas Voucher Examiners PA200			
<b>Computer-Based Training (CBT):</b> Purchase Card Self-Certification Training PA297, Overseas Cashier (CD-ROM Version) PA295, Basic NEPA Record Keeping (Overseas) PA226			
<b>Consular Training</b>			
Regional Workshop for Consular FSNs PC106	4		5 D
Regional Consular Officers Workshop PC114	18		5 D
Automation for Consular Managers PC116	11,25	9,23	5 D
Advanced Consular Course PC532		16	15 D
Consular Management at a Small Post PC533	7,21	5	2 D
Fraud Prevention for Consular Managers PC541		9	5 D
<b>Continuous Enrollment:</b> Basic Consular Course PC530, Orientation to Overseas Consular Functions PC105, Overseas Citizen Services PC535, Passport & Nationality PC536, Immigrant Visas PC537, Non-Immigrant Visas PC538, Consular Review & Automation PC540			
<b>Correspondence Courses:</b> Immigration Law and Visa Operation PC102, Nationality Law and Consular Procedures PC103, Overseas Citizens' Services PC104 (6 Days), Passport Examiners' Correspondence Course PC110			
<b>Curriculum and Staff Development</b>			
Training Design Workshop PD512	20		3 D
<b>Economic &amp; Commercial Training</b>			
Resource Reporting Officer Training PE103		9	2 W
Economic Tradecraft PE124		9	2 W
Commercial Tradecraft PE125	25	23	1 W
Petroleum and Gas Industry PE127		30	1 W
Aviation Policy and Negotiation PE130		16	3 D
Telecommunications Industry PE131		19	2 D
Trade Dispute Resolution PE134		30	2 D
Trade and Project Finance PE135		18	3 D
Coal and Power Technology PE137		23	1 W
Economic Issues PE285		9	3 W
Senior Commercial Course PE290	7	12	2 D
Country Data Analysis PE504	18		2 W
Political/Economic Tradecraft PG140	4	30	3 W
Environment, Science and Technology PG562	25		1 W
<b>Orientation Training</b>			
Orientation for Civil Service Employees			
PN105	20		3 D
Introduction to Working in an Embassy			
PN113	28	12	2 D
Washington Tradecraft PT203		23	1 W

Program	June	July	Length
<b>Executive Programs Training</b>			
Deputy Chiefs of Mission PT102	10	15	11 D
EEO Diversity Awareness for Managers and Supervisors PT107	7,14,21	12,26,30	2 D
Creative Problem Solving Workshop PT212		24	2 D
Starting Right: A Seminar for Program Directors PT213	20	31	3 D
Advanced Management Skills PT210	25		5 D
Managing Conflict Productively PT214		30	2 D
Leading a Diverse Workforce PT218	26	27	1 D

### Management Development Training

Supervisory Studies Seminar PK245	18		1 W
Teambuilding PT129		10	1 D
Performance Management Seminar PT205	4		3 D
Introduction to Management Skills PT207		9,23	1 W
Managing State Projects PT208		30	1 W
Executive Overview to Managing State Projects PT209	28		2 D
Managing Up: Working Effectively with Your Manager PT252	28	30	1 D

### Public Diplomacy Training

Effective Public Speaking/Executive Media PT113	27,28		1 D
Public Diplomacy Tradecraft PY100		2	3 W
Managing Staff & Resources for Public Campaigns PY101		12	1 D
Speechwriting & Presentation Skills PY102		20	1 D
Role of the Spokesperson/How the Media Works PY103		18	1 D
Dealing with the Electronic Media PY104		19	1 D
Administering Public Diplomacy Operations O/S		10	2 D
Public Diplomacy & Information Technology PY106		5	1 D
Public Diplomacy Programs, Products and Services PY107		6	2 D
Public Diplomacy Practice and Theory PY109		2	3 D
Planning & Implementing PD Strategies PY111		16	2 D
Cultural Programming Overseas PY112		13	1 D
Administering PD Grants & Cooperative Agreements PY220	23	3 D	
New Trends in Public Diplomacy PY230	27		3 D

### Office Management Training

Pathway to Success PK111		11	3 D
Proofreading PK143		16	2 D
Drafting Correspondence PK159	18		1 W
Travel Regulations and Vouchers PK205	18		2 D
Files Management and Retirement PK207	25		1 D
Better Office English: Written PK225	4		2 W
Effective Speaking and Listening PK240	25		6 D
Writing Effective Letters and Memos PK241		23	2.5 D
Office Technology in the 21st Century PK333		20	1 D

### Political Training

Labor Officer Skills PL103		9	3 W
Labor Rights Reporting PL104		13	1 D
Political Tradecraft PP202		2	3 W
Negotiation Art & Skills PP501	4		1 W
Political Military Affairs PP505		25	3 D
Advanced Negotiation: Solving Negotiation Problems PP515	26		3.5 D

Program	June	July	Length
<b>Security Overseas Seminar</b>			
SOS: Security Overseas Seminar MQ911	11,25	16,30	2 D
ASOS: Advanced Security Overseas Seminar MQ912	5	10,24	1 D
TDY Security Overseas Seminar MQ913	11,25	16,30	1 D
Security Overseas Seminar, Youth MQ914	12,26	10,17,24,31	1 D

### Transitions (OBC)

Regulations, Allowances & Finances in the Foreign Service Context MQ104		31	3 D
DCM/Principal Officer Spouse, Role of MQ110	18	23	3 D
Protocol and U.S. Representation Abroad MQ116	23		1 D
Young Diplomats Day MQ 250	25	16,30	1 D
Post Options for Employment and Training MQ703	9		1 D
Targeting the Job Market MQ704	7		2 D
Maintaining Long-Distance Relationships MQ801	30		0.5 D
Communicating Across Cultures MQ802	1		1 D
Realities of Foreign Service Life MQ803	2		1 D
Promoting U.S. Wines MQ856		25	2.5 H
Overseas Health Concerns MQ857	13		2.5 H
Emergency Medical Care & Trauma Workshop MQ915	16		1 D

### Career Transition Center

Retirement Planning Seminar RV101	19	31	4 D
Financial and Estate Planning RV103	21		1 D
Annuities & Benefits and Social Security RV104	20		1 D

### Information Management Training

Microsoft Project PS180	26		3 D
PC/Windows NT 4.0 PS201	19	9,31	2 D
Introduction to the Internet PS218	8,27	9,31	1 D
Word for Windows, Introduction PS232	18	10,25	2 D
Word 97 for Windows, Intermediate PS233	11	11	2 D
Powerpoint 97 Introduction PS240	12,27	16	2 D
Powerpoint 97 Intermediate PS241	13	17	2 D
Access 97 Introduction PS250	12	16	2 D
Access 97 Intermediate PS251	20	19	2 D
Excel 97 Introduction PS270	14	12,23	2 D
Excel 97 Intermediate PS271	4	18	2 D
CableXpress for End Users PS284	6,7,14,15,18,21,25,26	9,13,16,19,24,25	1 D
CableXpress Administration PS285	11	16	4 D
MS Outlook PS298	1,26	18	1 D
Supporting CA Applications for IM Specialists PS310	4,18,25	16,30	1 W
Internet for Power Users PS318	1,28	10,25	1 D
Web Development Fundamentals PS418	4	17	4 D
ALMA PC Windows NT 4.0 (Module I) PS501	4,18	9,30	1 D
ALMA Work (Module II) PS502	5,19	10,31	1.5 D
ALMA Outlook (Module III) PS503	6,20	11	0.5 D
ALMA Excel 97 (Module IV) PS505	7,21	12	1 D
ALMA Powerpoint 97 (Module V) PS506	8,22	13	1 D

### Professional Development Division

Introduction to Telephone Security YW141	4,25	16	1 D
Basic Telephone and Key Systems YW142	4,25	16	1 W
Introduction to Data Communications YW173	4	9	2 W
Classified Local Area Network YW177	4	16	2 W
EXACOM-EXACOM Call Accounting System YW186	4,11,25		1 W



Program	June	July	Length
SC-7 Satellite Operations and Maintenance YW192	3	30	3 W
Wide-Band Digital Transmission Networking YW213	4,18	23	2 W
SX-50-MITEL PBX SX-50 YW 219		2	1 W
SX-200D-MITEL PBX SX-200 Digital YW220	11	9	1 W
SX-2000-MITEL PBX XS-2000 YW221	4	16	1 W
CLOUT-Common LAN Outbound Telegram Release System Version 3.0 YW230	4,18	9	1 W
FAST Backup—Communications for Non-IRM Personnel YW231	4,25	16	1 W
FAST TERP—TERP V for Non-IRM Personnel YW232	11	2,23	1 W
CT's Commercial Satellite Terminals YW234	18	23	2 W
NT Advanced—NT Advanced Administration YW240	11	9,30	1 W
Advanced Networking—Advanced Networking YW241		2	2 W

Program	June	July	Length
Radio YW244	4,11,18	2,9,16,23	1 W
Advanced Windows 2000 YW245	4	16	3 W
Creating & Managing a Web Server Using MS Internet Information YW246	25		1 W
Secure Web Access Using Microsoft Proxy Sever 2.0 YW247		2	1 W
Wide Band N.E.T. YW250	4,18	23	2 W
Advance Router Configuration ARC YW251		23	2 W
BPS—Black Packet Switching YW334		16	1 W
Meridian 61C YW497	11	2,23	2 W
Banyan LAN-Local Area Network YW640		2	2 W
Desktop Systems YW642	4,11,18, 16,30	2,9, 25	2 W
Black Router YW745	4,25	16,30	1 W
Microsoft Exchange YW749	4,25	16	1 W

**Length: H = Hours, D = Days, W = Weeks**

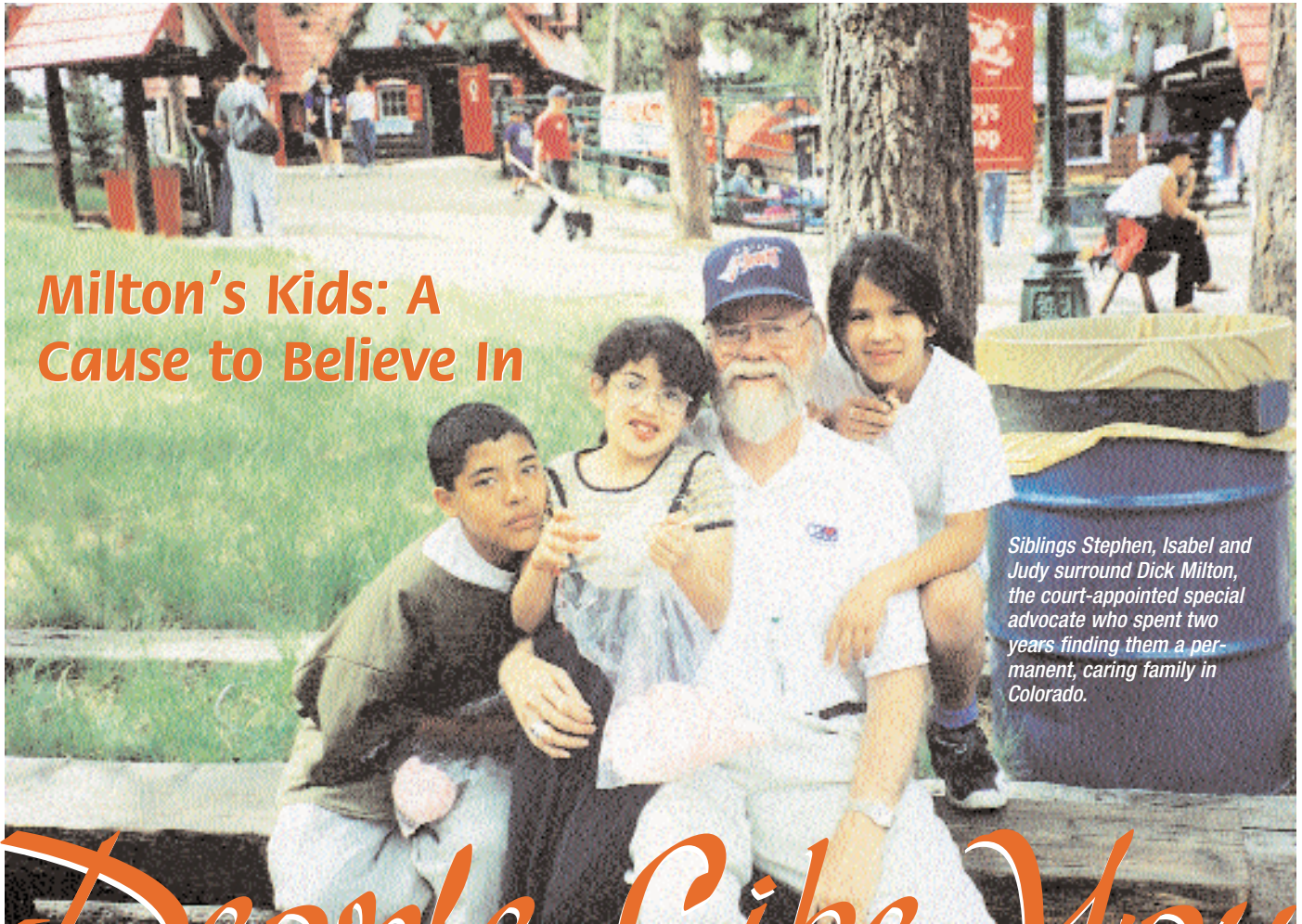
For additional information, please consult the course catalog or contact the Office of the Registrar at (703) 302-7144 or consult the FSI Web site at [www.fsiweb.gov](http://www.fsiweb.gov).



*Marc Grossman, center, undersecretary of State for Political Affairs, presents special awards to 13 bureaus for raising more than \$1.6 million for the Combined Federal Campaign. Joining the former director general and director of Human Resources at the*

*awards ceremony March 28 are Janice Dionne, left, Bureau of International Narcotics and Law Enforcement Affairs, and Shelly Kornegay, Office of Employee Relations, who coordinates the CFC campaign for the Department.*

Photo by Shawn Moore



## Milton's Kids: A Cause to Believe In

*Siblings Stephen, Isabel and Judy surround Dick Milton, the court-appointed special advocate who spent two years finding them a permanent, caring family in Colorado.*

# People Like You

Dick Milton is one of those thousand points of light former President George Bush referred to when he spoke about people who make the United States a better place to live.

Not that Mr. Milton wasn't doing that during his stellar State Department career managing world disarmament efforts, teaching aspiring Coast Guard officers international politics or serving on Capitol Hill. Now, the former special assistant to the North American Aerospace Defense Command is doing good things closer to home as a legal advocate for children from abusive homes.

As a volunteer for Court Appointed Special Advocates, or CASA, Mr. Milton, 62, is now handling more dockets than diplomacy. A juvenile judge appoints him an officer of the court to gather facts and interview those involved—psychologists, social workers, police and other professionals. He testifies in court and even cross-examines witnesses. He monitors parental compliance with court orders and uses his knowledge of the convoluted legal system to expedite children's placement with families willing to care for them.

"Child abuse and neglect are at epidemic proportions, with more than one million confirmed cases each year in the United States," says the Colorado Springs resident, who retired in 1994. For the children, placement with a caring family begins when the court separates them from dysfunctional homes.

Mr. Milton, who speaks fluent Spanish, specializes in keeping sibling groups together once they are removed from abusive households, one of the toughest challenges in the whole foster care process. Since becoming a CASA volunteer, he has successfully placed four groups of siblings in new homes. If he has his way, Colorado Springs will have its own foster care center expressly for siblings. The former Foreign Service officer and deputy assistant director of the U.S. Arms Control and Disarmament Agency has drafted legislation that would establish such a center there.

He is passionate about his cause, and his altruism hasn't gone unnoticed. Last June, Mr. Milton was selected from among 53,000 volunteers nationwide to receive the National CASA Advocate of the Year award, a tribute to his extraordinary support for children during eight years of volunteer service.

"By changing children's lives, one by one," he says, "I give them hope for the future."

## O B I T U A R I E S



*Michael Ann Dean, 59, a former Civil Service employee, died of ovarian cancer Feb. 1 at Georgetown University Hospital. She was a publications coordinator in the Family Liaison Office from 1986 to 1992 and served as community liaison officer in Kuwait, Saudi Arabia and Turkey while accompanying her husband, Dale, on Foreign Service assignments. They*

*also were assigned to Tunis and Cairo. Mrs. Dean wrote State's "Employment Options for Foreign Service Family Members" and recently updated this overseas employment guide for spouses of Foreign Service employees (see April's issue).*

*Jerry R. James, 81, a retired Foreign Service employee, died Nov. 23 at his home in Columbia, Md., after a long illness. He joined the Department after serving as a pilot in the European Theater with the Army Air Corps during World War II. Mr. James served in Thailand, Panama, Ecuador and Bolivia before joining the Library of Congress in the 1960s. He was field director of the library's programs in Kenya, Brazil, Yugoslavia, Pakistan and India.*

*Dr. Frank K. Johnson, 84, a retired Foreign Service Medical Officer, died Nov. 10 in Milwaukee. After serving more than 20 years as a pediatrician in Beloit, Wis., Dr. Johnson returned to the University of Wisconsin for four years of training in child and adolescent psychiatry. He was the first psychiatrist hired full time by the Department, serving from 1971 to 1976 and traveling extensively to overseas posts and schools.*



*Pat D. Kastens, 71, wife of retired Foreign Service employee Royal F. Kastens, died Nov. 20 at her home in Wyomissing Hills, Pa., after a long battle with cancer. She accompanied her husband on diplomatic security postings to Los Angeles, San Francisco, St. Paul, Denver, Athens, New Delhi, Paris, Brasilia, Ottawa and Washington, D.C.*



*Richard G. Merchant, 72, a retired Foreign Service employee, died Aug. 24 of cancer in Virginia Beach, Va. Mr. Merchant served in Uruguay, Liberia and Taiwan. Prior to joining the Foreign Service, he served 20 years in the U.S. Army.*



*James Thomas Pettus Jr., 81, a retired Foreign Service officer, died March 10 of cancer at his home in Hawaii. He served with the U.S. Information Agency in the Philippines, New Zealand, the United Kingdom and Australia. He was an instructor at the National War College and served as the USIA adviser to CINCPAC in Hawaii, where he retired in 1979. During*

*World War II, Mr. Pettus flew B-24 Liberator bombers in the Pacific Theater with the Army Air Corps.*

*Rudolph "Rudy" Soldan, 80, a retired Foreign Service employee, died Feb. 20 at Rockingham Memorial Hospital, Harrisonburg, Va. Born in the Czech Republic, Mr. Soldan came to the United States at age 15. He served in the U.S. Army during World War II and was wounded in the Battle of the Bulge. Mr. Soldan joined the Foreign Service in 1952 and served in Tokyo, Paris, Fort-Lamy (N'Djamena), Abidjan, Moscow and Manila before retiring in 1974.*



*Robert J. Wenk, 86, a retired Foreign Service employee, died Dec. 22 in Frederick, Md., of complications related to Parkinson's disease. Mr. Wenk joined the Foreign Service after retiring from the U.S. Army in 1962. His 12-year career with the Department took him to Conakry, Vienna, Tokyo and Ottawa. Mr. Wenk served in the Pacific Theater during World War II.*

# PERSONNEL ACTIONS

## Foreign Service Retirements

Merritt, David V.  
Morgan, Carolyn  
Annette

O'Boyle, Patrick D.

## Civil Service Retirements

Berinson, Robert  
Berman, Donald S.  
Fullerton, Robert P.

Houston Jr., George C.  
Karinshak, Judith A.  
Lettice, Paula G.

McCall, Bud L.  
Newhouse, John  
Nolet, Raymond John

Robinson, Melanie M.  
Rose, Peggy H.  
Rudd, Barbara A.  
Van Dorn, Joan Stanley

## Foreign Service Grievance Board Summary

In this issue, *State Magazine* continues publishing summaries of selected Foreign Service Grievance Board decisions. Our aim is to help employees better understand the important role the board plays in resolving disputes between employees and the Department, as well as to highlight examples of board decisions that might be of particular benefit to employees and supervisors.

Reported cases will provide general information about matters that can be grieved, remedies available through the grievance process and significant board precedent. As a principle of good management, disputes and grievances should be resolved through discussion among the parties or mediation at the lowest possible level. An employee whose grievance has been denied by the agency or has not been resolved within the 90-day statutory period for agency review, however, may appeal to the Foreign Service Grievance Board.

Further information on the grievance process is available in 3 FAM 4400-4470 and at the grievance staff (HR/G) home page on the Department's OpenNet at <https://hrweb.hr.state.gov/grievance/index.html>.

## Board Denies Grievance Over Assignment

A member of the Senior Foreign Service grieved that the Department in 1997 violated its own open assignment regulations and the Foreign Affairs Manual rules governing assignment and appointments of members to Senior Foreign Service positions by assigning a Civil Service employee to the position of consul general at a post abroad.

The grievance was denied.

The grievant asserted that, even though he was one of a host of Foreign Service officers to bid on the position, he was the one who deserved the assignment but was not selected because the Civil Service employee was improperly chosen to fill it. The grievant also maintained that the director general had never certified the need for the Civil Service employee to fill the position, as the director general was required to do.

As relief, the grievant had asked that he be assigned to a three-year tour in the consul general position and that his time-in-class be extended by two years.

The Department conceded that the grieved assignment action violated published policy and the 3 FAM regulations on assignments. But the Department maintained that the grievant had failed to show that he had personally been harmed by this action.

In its decision, the board said that the grievant might have been entitled to some responsive relief if he had been unlawfully taken from a position already assigned to him. But the board found that the grievant had not established his claim that he would have been assigned to the consul general position had the Civil Service employee not been assigned. The board also found that the grievant had presented no persuasive evidence that he was harmed by the assignment.

Noting that "absent a finding that there has been a violation of some law or regulation, this board is not empowered to order individual assignment," the board concluded there was "no basis to impose now upon the Department assignment process any obligation to rectify a prior assignment by preferring [the grievant] over any other candidates."

Upcoming Calendar

- ◆ **May 9** State Department and Georgetown University piano students
- ◆ **June 6** Susan Merritt and Cheryl Powell salute the Armed Forces
- ◆ **June 20** Czech Virtuosi Orchestra with James Brooks-Bruzzese, director, and Jorge Saade-Schaff, violinist
- ◆ **July 11** Concert pianist Joseph Verba
- ◆ **July 25** Jorge Shepherd performs Peruvian music
- ◆ **Aug. 8** Concert pianist Le-Ly Chang

All performances are on Wednesdays at 12:30 p.m. in the Dean Acheson Auditorium.

# Celebration Draws on Local Talent

By John Bentel

To celebrate Black History Month, the State of the Arts Cultural Series and the Foreign Affairs Recreation Association capitalized on talent in the nation's capital, including a gospel choir and the mother of Washington, D.C.'s mayor.

Virginia Hayes Williams, mother of Mayor Anthony Williams, performed several songs of slaves, including the memorable *Steal Away*, as well as *Lift Every Voice and Sing* and the *National Negro Anthem*. She invited her audience to join in, and they did—with exuberance. Terence Cunningham, pianist for the gospel choir Trinity, accompanied her.

The choir, directed by Charles Butler, performed a rich selection of contemporary gospel music that both stirred emotions and calmed the soul. Choir members included Mary Butler, Soiyete Collins, Tara Wells, Latasha Harris, Carla Alison, Dawn Houston, Maureen Lawrence, Allison Caldwell, Brian Taylor and James Johnson.

Tenor Lorenzo Smith and pianist Louise Lee set the stage for the celebration with classical and spiritual selections. Mr. Smith's first selection, *Air from Semele*, by George Frederic Handel, revealed his extraordinary range while his performance of *At the River*, by Robert Lowery, was heartfelt and soulful. He concluded with Margaret Bonds' *He's Got the Whole World in His Hands*.

Making their second appearance at the chamber music series was the Music Offering Flute Ensemble along with pianist Alfred Clark. Directed by Venita Hall, the ensemble

used piccolos, flutes, alto flutes, bass flutes and piano to perform, starting with Bizet's gypsy opera *Carmen* and followed by selections from Mendelssohn, Mozart, Bach, Elgar and Vivaldi. The selections also featured a Korean folksong.

*The author is a computer specialist in the Executive Secretariat.*



Virginia Hayes Williams, mother of Washington, D.C., Mayor Anthony Williams, performs songs of slaves, accompanied by pianist Terence Cunningham.

# THE LANGUAGE LESSON

FOR YOUR POSTING IN DATIPURU, YOU MUST LEARN THESE KEY PHRASES IN THE LANGUAGE. REPEAT AFTER ME: (WICKED FLORISTS STOLE MY UNICYCLE).

XNT LPTDT  
FFFLPT IT  
TSSHRL  
MMMMH  
DL VZ PTE  
NGR H TTE  
GK NALL  
HS BURR

REPEAT: (RABID HAMSTERS ARE NOT ALLOWED IN THE BINGO HALL).

DOES THIS LANGUAGE HAVE VOWELS?

NO! THE WORLD'S GREAT LANGUAGES DO NOT HAVE DECADENT VOWELS.

REPEAT: (THAT IS NOT MY FUCHSIA SPANDEX JUMPSUIT).

THESE ARE USEFUL PHRASES?

YOU'D BE SURPRISED...

REPEAT: (I DONT KNOW HOW THE DENTURE CREAM GOT IN THE MICROWAVE). OKAY, THAT IS ALL FOR TODAY. ANY QUESTIONS?

HOW DO I ASK FOR A BATHROOM?

SORRY, BUT WE ARE ONLY LEARNING THE WORDS FOR THINGS THAT ARE EXISTING IN DATIPURU...

AGGIER 2001