

UNITED STATES DEPARTMENT OF STATE

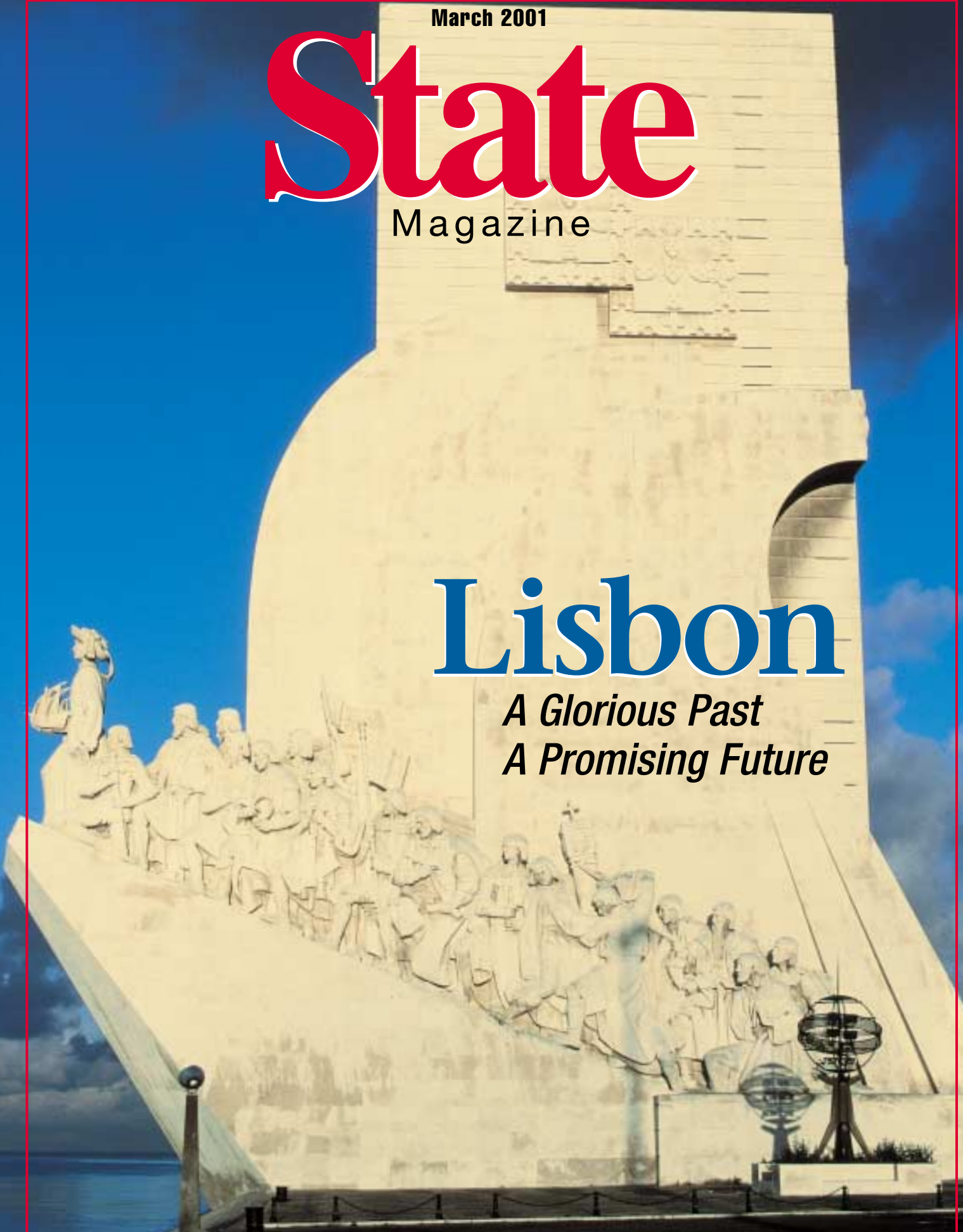
March 2001

State

Magazine

Lisbon

*A Glorious Past
A Promising Future*



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Department of State • United States of America



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The Monument to the Discoveries in Lisbon's harbor celebrates Portugal's glorious age of discovery.



FROM THE SECRETARY

SECRETARY COLIN L. POWELL

'Just the Start'

It's been busy these opening months—testifying before Congress, conducting bilaterals with visiting foreign ministers and presidents, traveling with President Bush on his first trip abroad as President and making my first trip overseas as Secretary, to Europe and the Middle East.

But nowhere has more been happening than here in the Department. I'm glad to tell you that we are already under way with many of the issues that surfaced during the town hall meeting I held my first week here: giving everyone Internet access; getting a start on restoring dilapidated buildings and offices; working on quality of life issues like expanding child care to the Foreign Service Institute; and putting in place a spousal employment pilot program.

This is just the start. We've also been working very intently on management efficiencies we want to introduce at the Department, including altering the policy on retiree access to Department facilities. So, we are working on a number of initiatives we will present to Congress to upgrade the Department's technology, rebuild facilities and enhance security and safety for State personnel and Americans abroad. Obviously, too, improving career development and advancement for everyone is a priority, as is stepping up minority outreach.

In all this, I believe Congress is going to be supportive. As I mentioned during the town hall meeting in the Dean Acheson auditorium, I have not found a single member of either House who has expressed skepticism or hesitation about the need for additional funding. We'll be starting soon to make a good case on Capitol Hill. I think we will be successful. I'll keep you informed.

Let me say again, I continue to be deeply impressed by the spirit of cooperation and enthusiasm I've encountered everywhere. At the town hall meeting I tried to relate some personal experiences I had while serving at the White House, the Pentagon and AOL that would give an overview of the astonishing changes we have all adjusted to during the past two decades. Welcoming change and looking to exploit its opportunities are critical at the macro level of foreign policy but also at the micro level of department operations.

That's the spirit I've seen here from the start. When State's employees were gracious enough to welcome me my first day on the job in the C Street lobby, some in the media commented on the "pep rally" atmosphere. But I liked the word one of my new colleagues used a few days later in the auditorium: a "celebration."

That was the way I felt, too. Not just because of the excitement and good cheer caught by the television cameras but because of the underlying and substantive reason for celebrating. As I said then, President Bush and I felt fortunate to be inheriting distinguished professionals in the Foreign Service, the Civil Service and the Foreign Service National corps who will carry on with the great work of past years and who also feel a sense of excitement about helping the President and me bring new directions to our foreign policy.

So, we're on our way, busy, making progress and moving out. ■

Thanks for the Boost



The ambassador received a faxed copy of our Post of the Month profile in January's issue from our desk officer today, and the boost to morale is palpable at Embassy Bangui. Thanks again for your extra effort. We

look forward to receiving the hard-copy edition and access to the web site posting when available.

Mark Biedlingmaier
U.S. Embassy, Bangui

From Our Friends in Art



Thank you for publishing in your December issue a photo of the new Janice H. Levin Sculpture Garden at the U.S. ambassador's residence, Winfield House, in London. The color photograph of the garden designed by architect Morgan Wheelock looks wonderful.

We look forward to distributing copies of the magazine to our board of directors and to Janice H. Levin.

Lee Kimche McGrath
Executive Director
Friends of Art and Preservation
in Embassies, Washington, D.C.

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.

Mistaken Identity

Your article on international organizations in the January issue was interesting. If I'm not mistaken, however, the officer in fatigues shown in the photo on page 22 is a New Zealander, not an Australian. I base that conclusion on the fact that there is a New Zealand flag on his shoulder.

Paul Brown
U.S. Embassy, Singapore

Trees for Sarajevo

The "Trees for Sarajevo" project, described on the inside back cover of January's issue, will help restore a beautiful city. It is an example of the unforeseen good that can come from simply getting people together through such programs as Citizen Exchanges.

For the record, the U.S. Embassy in Sarajevo began in 1998 a program of reforesting Sarajevo through donated trees. Deputy Political Counselor Sara Rosenberry, since assigned to the U.S. Embassy in London, initiated the program. Ambassador and Mrs. Richard D. Kauzlarich planted the inaugural trees in the hills above Sarajevo.

Mark Tokola
Economic Counselor
U.S. Embassy, The Hague

Correction

In our February story on the Department's new pact with Howard University, we erred in saying that State would work with Rep. Charles Rangel to find new sources of funds to support the agreement. The Department will instead be working with the university. —Editors

From the Editor

As evidenced by February's cover, Secretary Powell received a warm welcome in the lobby of the Harry S Truman Building on his first day of work and a standing ovation following his first town hall meeting three days later. The latter event was broadcast to U.S. Embassies and Missions worldwide. A retired Army general, Secretary Powell told employees that if "you perform well, we're going to get along fine." To boisterous laughter, he added, "If you don't, we're going to give you push-ups."

In our State of the Arts series, you'll read about a particular performance of jazz music honoring Rudy Henderson, a much-loved Department attorney who died in 1999. Besides the law, Mr. Henderson's passion was jazz, and the concert by the New Washington Jazz Ensemble from the Duke Ellington School of Music in Washington, D.C., was a fitting tribute. It was arranged through donations from dozens of colleagues to the Washington Jazz Arts Institute at the school. "Rudy was smiling down on us that day for sure," observed former colleague Michael Peay from his attorney-adviser post in Geneva.

Foreign Service officers Robert Tansey and Brent Bohne tell us how they learned a "hard" language, Russian, the immersion way. They spared no efforts, and you'll learn to what extent they went and how they met some wonderfully interesting people along the way.

In this issue, you'll also meet the newest office on the block, Export Control, and learn what the Foreign Service is like in Lisbon, our Post of the Month.

New Boss Brings Em to Their Feet

By Paul Koscak

In his first formal address to State Department employees, Secretary of State Colin Powell received a wildly enthusiastic welcome from the standing-room-only crowd that packed the 868-seat Dean Acheson Auditorium Jan. 25.

Met with a standing ovation before and after his upbeat town hall meeting, the newly confirmed Secretary offered his vision for diplomacy and a commitment to improving the workplace by rolling back layers of bureaucracy.

"It's my solemn obligation to see that you have the resources to do the job well," Secretary Powell said.

The Secretary called for a reduction in the time it takes to bring new Foreign Service officers on board, and he challenged employees to seek action and results when performing their duties. "I don't want to study everything to death," he said.

Secretary Powell said he can't understand why it sometimes takes more than two years to test, screen and process a Foreign Service applicant.

"We can get a radar technician trained and deployed in nine months," Secretary Powell said, referring to his Army experience. At State, "it takes too long to bring on people."

The Secretary also called for changes in electronic communication that would give all U.S. Embassies e-mail and all employees Internet access at their desks. Secretary Powell, who served on the board of America Online, said he might invite former associates from that company to advise the Department.

The Secretary said the explosion of technology since the end of the Cold War gives the Department a tremendous edge in spreading American culture throughout the world. "Any place you can install a dish, you can download culture and knowledge," he said. "I'm convinced that technology will change the world."

America's message, Secretary Powell noted, is that free enterprise creates wealth in the world. "Americans are taking risks, making and losing money and creating wealth," said the former general to a nearly mesmerized audience. "Wealth doesn't come from 'isms' but from trade."

While the meeting offered a forum for the Secretary to present his diplomatic agenda and take questions and comments from the audience, it also set the tone for what employees can expect from their new boss in the months ahead. Secretary Powell offered himself as a leader ready to make decisions that will change corporate culture. "Present it to me and I'll choose," he pledged.

Secretary Powell, the first African-American to hold the post, also told employees he hopes to bring more diversity to the workforce.

"I have very relevant experience from the Army," he said. "We need to get into the high schools, to have minority professionals from the State Department get out into the high schools to let them know about opportunities."

The Secretary also made it clear that "performance counts" in advancing a State Department career.

"I have an open, loose style—but with high standards," Secretary Powell emphasized, telling employees it's OK to have fun on the job. "I have no intention of being around here Saturday and Sunday."

Some of that casual style came across during the town hall meeting, which at times took on the air of a motivational seminar. The Secretary peppered his hour-long presentation with a barrage of personal, often humorous anecdotes that drew heavily on his august military career. An animated, riveting speaker, the Secretary cogently made his points without notes and seemed to speak as much with his hands as with his voice.

Secretary Powell drew raucous applause after telling employees they won't be expected to work overtime at the expense of their families.

"If I'm looking for you at 7:30 at night or 8 o'clock at night and you're not in your office, I will consider you a very, very wise person." ■



Photo by Michael Gross

Payroll Group Aims to Please

Now there's a better way to straighten out payroll problems: call the American Payroll Resolution Center.

Touted as a one-stop source for handling everything from time and attendance snags to changes in Thrift Savings Plan deductions, the customer-oriented center pledges to respond to every inquiry within 24 hours.

"In the past the Office of Compensation and Pension did not always respond to customer needs in a timely manner," said office director Sally Zottnick in the Bureau of Finance and Management Policy, who hopes the center will improve customer service and accountability.

Since Oct. 30 the center, which is made up of Department employees, has received more than 500 calls. Each call receives a case number and the problem is tracked through completion. The system is set up to recognize recurring problems and solve them quickly through a coding system that groups problems and questions by category.

While the new center is dedicated to customer service and solving employee payroll problems, it's not intended to replace the existing reporting structure between overseas posts and the Charleston Financial Service Center or the bureau executive offices and the payroll office.

Installing the phone lines and a system to connect each caller to a center specialist posed the biggest challenge in establishing the unit. So far, said Ms. Zottnick, the feedback is positive.

Employees can reach the center weekdays from 8:15 a.m. to 5:00 p.m. at (877) 865-0760 or in the Washington, D.C., area at (703) 875-6610. Send faxes to (703) 875-5822. The center can also be reached at APRC@State.gov. Links are available on both the Department Internet and Intranet web sites.



Working on a customer problem, Sally Zottnick, left, and Sandra Lewis team up to find a solution.



Photo by Shawn Moore

A military color guard and a University of Maryland brass quintet highlighted a ceremony in the Dean Acheson Auditorium honoring Foreign Service and Civil Service employees promoted in 2000. Sponsored by the Bureau of Human Resources, the Dec. 14 ceremony is believed to be the first in the Department to honor recently promoted employees. Director General Marc Grossman, who served as master of ceremonies, said that part of winning the war for talent is recognizing the achievements of all of the Department of State's employees. Mr. Grossman, who also serves as director of Human Resources, said he hoped that the promotion ceremony becomes a Department tradition.

Award Salutes Public Service

Assistant Secretary of State for Consular Affairs Mary A. Ryan is the recipient of the first annual Award for Outstanding Public Service. Endowed by industrialist-philanthropist Ross Perot, the award recognizes Ambassador Ryan for her leadership on consular issues worldwide. The award also will recognize individuals who

best embody Assistant Secretary Ryan's high standards of integrity and intellectual courage. The award will be presented in subsequent years as the Mary A. Ryan Award for Outstanding Public Service. Director General Marc Grossman presented Ms. Ryan the award during a ceremony in his office Jan. 11.



Quality of Life Is Important

I am pleased to introduce to you another leader in the Bureau of Human Resources: Sally Light, director of Employee Relations. Sally joined us in the summer of 1998 following overseas assignments in Laos, Tanzania and Mexico and domestic assignments in Consular Affairs and the Africa Bureau.

We always are looking for better ways to win the war for talent. As the McKinsey study noted, quality of life issues are a key indicator of success or failure. We must focus on improving the quality of life for our employees and for our families if we are to retain good employees. Retention issues have a direct impact on recruitment: people in the marketplace know if you are serious about quality of life or not.

Sally's office is responsible for quality of life issues in our workplaces worldwide. Her team has expertise in several critical areas: Patty Pittarelli, Work/Life Programs; Cynthia Dearing, Conduct, Suitability and Discipline; Corinne Thornton, Employee Programs; and Carl Goodman, *State Magazine*.

ER has started a number of programs designed to improve the work-life environment for all Department employees. For example:

▼ ER introduced Lifecare.com, a resource referral service that provides all direct-hire employees with information on dependent care programs anywhere in the United States by Internet, e-mail and phone. More than 1,300 employees have used this service since it started in May 2000.

▼ ER developed and implemented a new eldercare travel benefit that allows employees overseas to return home to assist parents with serious health problems.

▼ ER adopted a USIA best practice—credit hours—in addition to the flexible work schedules already available to employees. ER also developed State's first telecommuting policy.

▼ ER implemented transit subsidies, mandated to reduce pollution and traffic congestion in the United States. More than 4,000 State employees nationwide now receive up to \$65 a month to defray commuting costs.

▼ And, as of last summer, employees assigned to Washington from an overseas tour may take five rather than three weeks of accrued home leave, providing them enough time to find housing, enroll children in school and visit relatives before reporting to work.



Sally Light

Sally's staff also provides guidance to posts and offices on the handling and reporting of alleged misconduct; publishes *State Magazine*; runs Diplotots, State's child care facility; and handles health and life insurance programs.

Sally and her team, working closely with Diplomatic Security, also carry out the Secretary's charge to strengthen individual security awareness and individual accountability for the handling of classified materials. Three security infractions in any three-year period, or one violation, now trigger the disciplinary process. As we work to find the right balance between our security needs and getting our business done, each individual must commit to make prudent security practices second nature.

Next month, you'll meet Ruben Torres, director of HR's Executive Offices. ■



Post of the Month:

Lisbon

A Roman bridge at Cheleros is among the many ancient Roman sites throughout Portugal.

Photo by Jeanne Maloney

Five hundred years ago, Portugal stood at the zenith of its world power. Pope Alexander VI had divided the globe in two with the Line of Demarcation, awarding one half of the non-Christian world to Portugal. Cabral landed in Brazil, Vasco de Gama was on his way to India and Magellan was trying to circumnavigate the globe. With territories in Africa, Asia and the Americas, Portugal had become a major commercial power, and Lisbon was arguably the most important city in the world.

By Paul Florence and Jeanne Maloney

By the 20th century, however, Portugal's vast empire had contracted, and the small Iberian nation had been reduced to one of Europe's poorer countries. Languishing under an oppressive dictatorship for most of the century, much of Portugal's attention was centered on vain attempts to maintain its tenuous grasp on the country's colonies in Africa. Indeed, Portugal's attitude during much of the 20th century can best be described by the word *saudades*. A major theme of Portugal's famous fado music, *saudades* translates roughly to mean an intense longing, a yearning for past glory.

In the spring of 1974, however, the people of Portugal made a monumental decision. Instead of looking back to their glorious past for answers, Portugal would turn and face the future, implementing dramatic political and social reforms. Visitors who knew Portugal before the 1974 revolution would hardly recognize this country of 10 mil-



Kathleen Stephens, right, deputy chief of mission at the U.S. Embassy in Lisbon, welcomes Portuguese first lady Maria Jose Ritta to the annual diplomatic bazaar.

lion now. Portugal is again poised to play an important role in world affairs. In recent years, Portugal has held a seat on the UN Security Council, hosted an international world's fair (Expo '98) and served as president of the European Union. In 2002, Portugal assumes presidency of the Organization for Security and Cooperation in Europe. The nation's persistent diplomatic efforts on behalf of its former colony, East Timor, contributed to events that gained East Timorese their independence.

Despite Portugal's active role in the European Union and its strong commitment to the region, it should come as no surprise that Portugal and the United States continue to enjoy close ties. This transatlantic relationship dates back well over 200 years, as Portugal was among the first (Morocco was the very first) to recognize

The Greening of the Embassy in Lisbon

By Frank J. Finver

Situated on a hilltop on the site of a 17th-century plantation, the U.S. Embassy in Lisbon is one of the most attractive of all U.S. Embassies. Today, it is one of the most energy efficient and environmentally friendly as well.

At the back gate, shiny mirrored rectangles protrude slightly over the whitewashed perimeter wall, 97 rectangles in all. These photovoltaic panels, first installed in 1989, are being upgraded to provide electricity to the Manor/Marine House complex. With energy costs skyrocketing, the savings should be significant.

Another unfamiliar object on the compound is the large green "igloo" structure called a vidrao, or glass collection container, provided by the Lisbon municipality at the embassy's request. Employees recycle their glass bottles and other glass containers in these receptacles.

Green paper-recycling containers emblazoned with bright yellow recycling logos dot the compound. The embassy collects and delivers paper weekly—newspapers, used bond, magazines and cartons—to a private concern near the embassy warehouse. Paper accounts for more than 80 percent of the embassy's refuse. Facing a municipal charge by volume for trash pickup, the embassy's recycling makes even more sense. The mission's best recyclers, the Marines and warehousemen, are being recognized and rewarded.

In keeping with the reuse, reduce and recycle trilogy, the embassy also promotes the use of recycled paper. Recycled paper meets most office needs and costs less than regular white paper. Of course, using double-sided

copying and maximizing the use of electronic forms—for work orders, motorpool and supply requests—streamlines operations and helps offices go paperless.

The centerpiece of the embassy's garden is a new ecological pond, designed and constructed last spring. The eco-pond transformed a large eyesore—a light blue, peeling drainage pond for a now-inactive well—into a living, breathing nature laboratory with plants and waterfalls. Turtles and fish vie for the bread crumbs youngsters toss on the surface. Embassy employees lunch at shaded tables on the deck, serenaded by the gently flowing waterfalls. The pond is low-cost, low-maintenance and high in educational and aesthetic value, a pleasant addition to the garden all around.

The garden's stone archway frames the chancery building with its tiled roofs and eaves in the Antiga Portuguesa style. Nearby are 17th-century panoramic art scenes in Portuguese tile and marble accents. Down the stairs, past a stand of pine trees near the original well, there is a large green enclosure. It houses the embassy's new computerized water filter and treatment operation, which ensures a steady and safe water supply. The embassy recently flushed out both water loops in the air-conditioning system to increase heat exchange and has begun focusing on water conservation measures, particularly for the dry summer months.

Water supplies are often interrupted in Lisbon. Water restriction devices help limit water usage while keeping water



Portuguese azulejos – an exquisite

the United States following the Revolutionary War. There are large Portuguese-American communities in the northeast, California and Hawaii.

There are 63 Americans stationed at the U.S. Embassy in Lisbon and two at the U.S. Consulate at Ponta Delgada in the Azores. There are 110 Foreign Service National employees, including staff at the consulate and the consular agency in Madeira.

The embassy's number one goal, regional stability, is possible through security cooperation with the Portuguese. Access to Lajes Air Base in the Azores, for example, has been a key element since 1951 for U.S. force deployment across the Atlantic. As a staunch NATO ally since the founding of the organization, Portugal has participated in peacekeeping missions and used its EU presidency to work for a NATO-compliant European security and defense initiative. The U.S. Embassy in Lisbon worked closely with the Portuguese to help resolve the crisis in East Timor and continues to cooperate with the nation to resolve regional conflicts.



Photo by Anne Stocking

Regional security officer Tom Stocking assumes a regal pose next to the statue of an ancient Portuguese king at a castle in Silves.

pressure high for showers and car washes. Automatic shutoff faucets also help conserve water.

At the embassy's main entrance, past Post One and into the administrative section, office lights come on, one by one, courtesy of motion sensor light fixtures. The devices ensure that lights shut off automatically in spaces unoccupied for more than 10 to 15 minutes.

In the equipment room in the basement, motors with variable frequency drives have replaced the main air handlers. These machines save energy by activating only when needed and at the required speeds. The embassy negotiated with the Lisbon municipal power company to reduce monthly utility bills by basing fees on actual usage instead of transformer capacity.

The motorpool achieved better efficiency by replacing older vehicles and maintaining the fleet with an in-house mechanic and service contracts from Ford and Chrysler. The embassy encourages employees to take public transportation, carpool and even bike to work, as a group did during the recent Dia Sem Carros (day without cars) observed in Portugal and throughout Europe on September 22. When hybrid vehicles become commercially available, the embassy in Lisbon will be interested.



The stately Manor/Marine House is electrified by current from photovoltaic panels.

Photo by Luis Lopes

The post has attracted allies and attention in its effort to conserve resources and become more energy efficient. Foreign Buildings Operations' energy efficiency office has lent valuable support to Lisbon's solar panel project. The Bureau of Oceans and International Environmental Scientific Affairs can use the embassy as proof that environmental theories can actually find practical applications in U.S. Missions abroad. EPA has contributed information and other support. The Interagency Environmental Technology Office has provided useful leads for procuring equipment, and the Foreign Commercial Service is looking for private-sector sponsorship for other ideas.

Expenditures have actually decreased as a result of the embassy's commitment to environmentally conscious management. The savings have been gratifying. And that's the bottom line.



Photo by Jeanne Maloney

The author is the general services officer at the U.S. Embassy in Lisbon.

ramental tile mural—similar to the one decorating a wall on the embassy compound.

The embassy maintains an active export promotion program by encouraging open and fair market practices and by providing support services for U.S. businesses. In addition to promoting opportunities for U.S. businesses in Portugal, the embassy advertises opportunities to partner with Portuguese firms doing business in Lusophone Africa. Last year, the United States and Portugal signed agreements on child support, deportation and open skies and committed to continue joint efforts to combat malaria and AIDS in Africa, a region of vital interest to both countries.

The U.S. Embassy in Lisbon has been in its present location on the site of the former estate Quinta do Pinheiro since 1983. The chancery design blends harmoniously with the property's original structures, a 17th-century manor house and chapel. The embassy compound, with a day care center, newly renovated ecological pond and energy-efficient features, joins tradition and modern innovation (see accompanying article).

Portugal has been inhabited since prehistoric times, and well-preserved ruins dot the countryside. Evidence of the various cultures that contributed to Portugal's richness—the Celts, Romans and Moors—abounds. Lisbon combines the warmth and



Embassy staff explore the walled city of Obidos.

Photo by Katherine Stocking



Having lunch are, from left, FSNs Graciete Oliveira, Lurdes Fernandes, Teresa Barbosa, Maria Joao Silva, Maria Julia Silva, Inez Machado and Gina Felix.

Photo by Luis Lopes

Evacuation exercise participants touring Almoral castle are, from left, José Lima, Sgt. Andrew Coppersmith, David Meron, Carrie Reichart, Michael Cress, Steve Young, Christina Villarinho and Lt. Col. Kelly Langdorf.



Photo by Victor Huser

charm of a smaller city with the resources and diversity of one of Europe's major thoroughfares.

Shepherds tend their sheep and goats in the shadows of high-rise buildings. Bustling open-air markets thrive

just blocks from modern supermarkets. Homes are heated by old-fashioned, wood-burning fireplaces. Improvements to the infrastructure struggle to keep pace with the boom in construction, resulting in regular water outages in some areas. The Portuguese have successfully embraced technology as a way to overcome structural shortcomings and bureaucracy. For example, most residents have come to rely on the most advanced automatic banking system in Europe, and their use of cellular telephones rivals the Nordic countries as the highest in the world. Portugal is a testing ground for solar, wind and wave energy.

Just as it did 500 years ago, Portugal is entering a new era of discovery. With a rich and storied past as its foundation, this small European nation will no doubt play an important role in the coming century. ■

Paul Florence was an intern at the U.S. Embassy in Lisbon. Jeanne Maloney is the post's American Citizens Services officer.

Public Affairs officer Jeff Murray, seated, confers with Assistant Public Affairs Officer Peter Eisenhauer.



Office of the Month:

Office of Export Control

*Office
Specializes in
Curbing Arms*

By Paul Koscak

Hey, there's a new office on the block. Well, almost new. The Office of Export Control Cooperation and Sanctions was set up in November in the Bureau of Nonproliferation to persuade many of the world's emerging countries not to sell arms to terrorist nations and to control their exports.

*Polish border guard commander with
a Department-provided X-ray van
along the Polish-Russian border.*



It's usually the big stuff: tanks, fighter jets, missiles and nuclear devices. But any arms trade concerns the new office.

With \$40 million and just 13 people this year to carry out its mission, the office functions more like a general contractor by enlisting the help of other government agencies such as the Departments of Commerce and Energy and the U.S. Customs Service to accomplish much of its work.

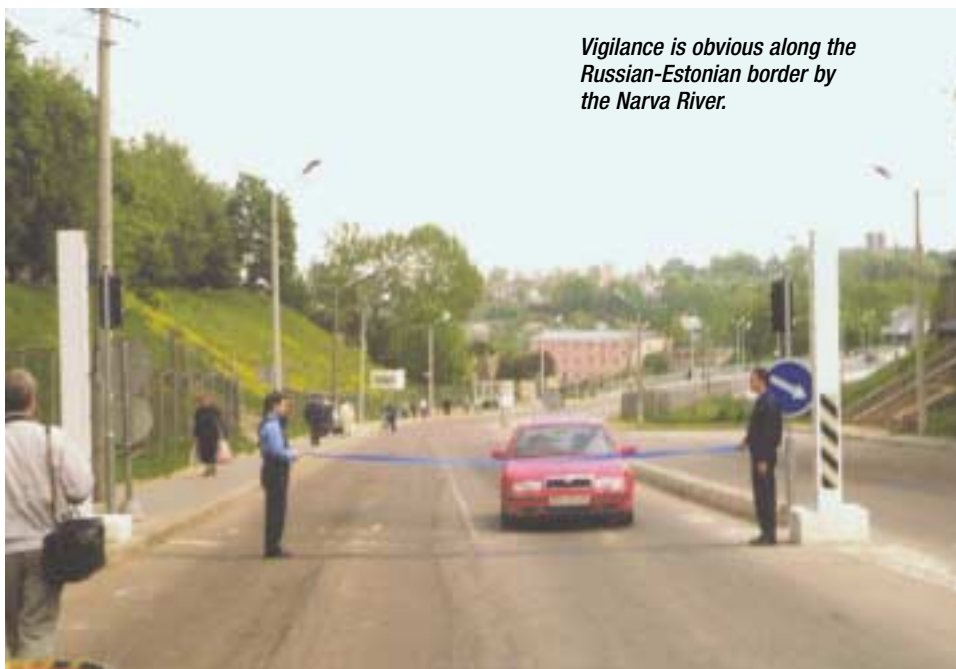
Using U.S. laws that prohibit arms sales to countries of concern and other international standards as guidelines, the office targets nations that maintain or can produce weapons of mass destruction or may be enticed to traffic in arms, said John Schlosser, the office's director.

Nations in Central Asia and the Caucasus, which are anxious to distance themselves from their Soviet legacy, have turned to U.S. experts for technical help in developing export laws and regulations. Kazakhstan, for instance, has worked with U.S. officials since the early 1990s and adopted an export control law in 2000. The United States is now helping the country enforce that law and strengthen industry compliance.

Without effective border security, said Schlosser, exports cannot be controlled. That's why the office places a lot of emphasis on supporting border security agencies. Much of the assistance includes various radiation detection devices and X-ray machines as well as computers to rapidly check licenses and shipments.



Foreign Affairs Officer Katherine Crouch and Program Manager Larry Springer review a report.



Vigilance is obvious along the Russian-Estonian border by the Narva River.

Some of the biggest success stories for the new office are with the former Warsaw Pact nations. Many of these nations already have laws regulating arms sales, so the office is concentrating on improving enforcement and raising industry awareness of export regulations.

Adopting international standards on arms sales and export controls is a key political condition for membership in international organizations such as NATO. "Countries aspiring to NATO and the European Union have been especially eager to cooperate with us," said Schlosser.

Young Staffers Savor 'Taste' of Diplomacy

Story and Photos by Paul Koscak

Export control and sanctions are more than just polite talk between nations for John Kreul and Jeremy Strozer. They're the guys in the trenches who end up working the issue. They witness the problems, talk to the numerous defense ministers and many times listen to border security guards explain why they can't control their borders.

"We conduct border assessments," said Jeremy Strozer, a presidential management intern in the Office of Export Control Cooperation and Sanctions who serves the Baltic and Caucasus regions, Latin America and South Africa. "We look for levels of cooperation within government agencies and their ability to track what's coming in and out of their borders."

The George Washington University graduate, who recently returned from Armenia and Azerbaijan, travels as part of a U.S. delegation of government agencies that includes the U.S. Customs Service and the Departments of Energy and Commerce.

Many emerging nations, particularly from the former Soviet Union, actually seek these evaluations, he said. They're like an accreditation, qualifying a nation to join associations that subscribe to international standards for weapons trading or technology sharing. These memberships, Mr. Strozer explained, reflect a nation's commitment to ethical arms trade and technology sharing. Ultimately, they create more business opportunities.

"They want to be accepted as nations that can be trusted," he observed.

In many cases, equipment and training are all that's needed for a nation to tighten its borders to better detect contraband.

Some of that equipment includes radiation detectors, X-ray devices, handheld radios and communication links that can keep field units in touch with headquarters. Other times, the need is simple, like having enough flashlights to

go around, learned John Kreul, another intern under the same program as Mr. Strozer, during a recent trip.

"These countries have some pretty long borders," he said. But many also have a long way to go in developing sound export and trade controls, Mr. Kreul added.

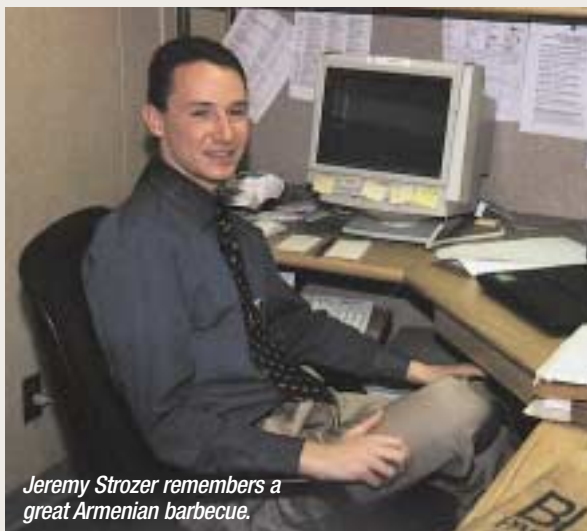
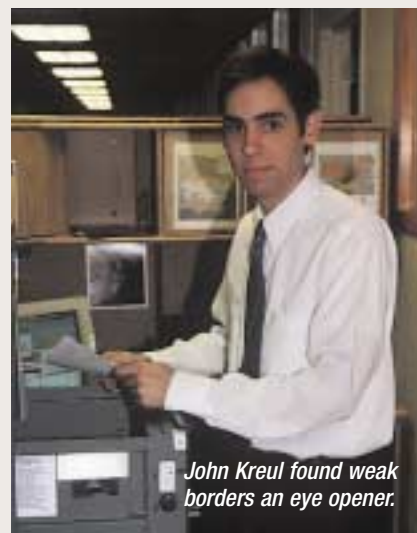
A recent London School of Economics graduate, Mr. Kreul is assigned to the "stans"—Kazakhstan, Kyrgyzstan, Uzbekistan, Turkmenistan and Tajikistan. He learned from his two-week tour of the region that equipment shortages are only part of the problem. He said having enough money for basic items such as uniforms for border guards or being able to govern the numerous nationalities and religious groups stridently calling for independence can make border security a challenge.

"It's hard to have control if your borders aren't secure and you're under attack," he said.

Both interns said the most rewarding part of the job is traveling to parts of the world others may never see. "For someone at my stage of life to meet with foreign ambassadors was something," Mr. Kreul remarked.

Mr. Strozer's impressions, however, were more gastronomic.

"I had the best barbecue ever in Armenia," he said. "We visited an upscale restaurant and had a five-course meal with wine for about \$12." ■



The office is increasingly concerned with countries that have large ports serving as major transshipment centers. "With their tradition of unfettered commerce, there's lots of resistance," he added.

Recently, the office made progress in India when it sent five U.S. Customs agents there to train Indian customs agents to detect contraband. "We've started a dialogue on export controls," said Andrew Church, the office's deputy director, about the progress in India. "This is a significant development."

The program, which enjoys bipartisan support in Congress, according to Mr. Schlosser, pays



Foreign Affairs Officer Meg Mitchell, center, celebrates with Estonian officials the installation of radiation detectors at the Estonian-Russian border.



Office Director John Schlosser, center, briefs staff on events and issues.

Photo by Paul Koscak

no money to cooperating nations. Instead, money earmarked for the program is used to purchase equipment and training. To ensure funds are properly spent, the office is contracting for auditing services, said Mr. Church.

Export controls and sanctions offer excellent career opportunities for new Civil and Foreign Service employees, said Mr. Schlosser. Much of the work involves negotiating programs with foreign governments and carrying them out overseas.

"Where else can a new Foreign Service officer or Civil Service employee meet with high-level government officials?" he said. ■

The author is a writer-editor for State Magazine.

Peace Treaty Signed in Algiers



Public affairs team in Algiers handles press inquiries at ceremony marking peace between Ethiopia and Eritrea.

The U.S. Embassy in Algiers played a key role in an international ceremony in December marking the conclusion of a peace treaty between Ethiopia and Eritrea. The six-article treaty ended two years of war along the 620-mile border between the African nations.

Algeria was the site of the peace treaty ceremony because the country had helped mediate the talks, along with the Organization of African Unity and the United States under the direction of a special envoy.

It was an unusual event for the U.S. Mission in Algiers. The mission had been without a public affairs officer for five years. Newly-arrived PAO Therese Clavet and her staff faced an unexpected challenge in providing support for the international media witnessing the signing. Officials detailed from Cairo, Tunis and Washington assisted with the historic ceremony, which "may represent a fundamental turning point toward peace and development in the region and become an example for the whole of Africa," according to the European Union.



Russian Language Immersion: A Tale of Three Cities

A market scene in Samarkand.

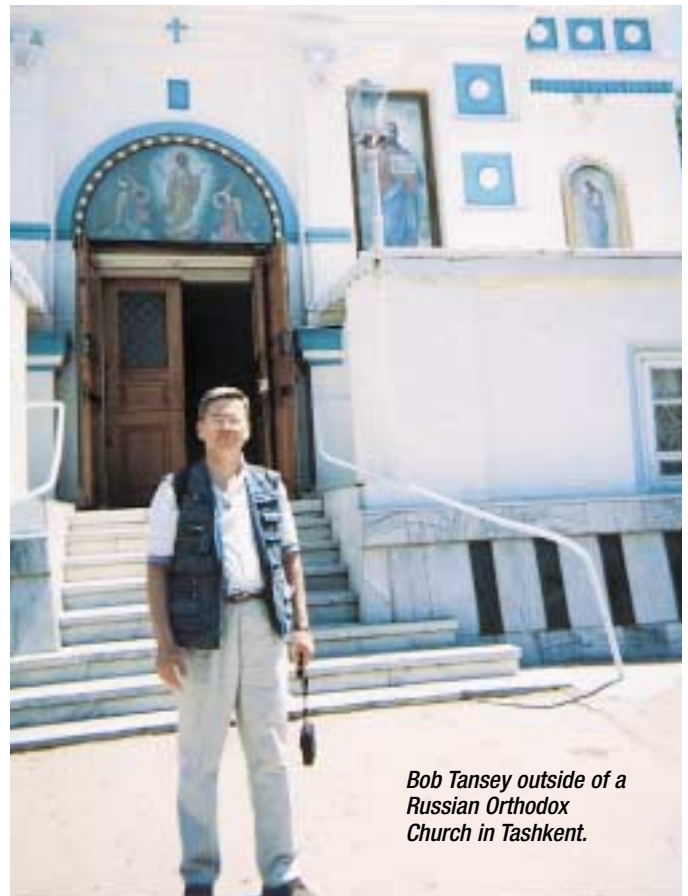
Photo by Robert Tansey

By Robert Tansey and Brent Bohne

Bob Tansey and Brent Bohne recently studied Russian at the National Foreign Affairs Training Center in preparation for assignments in the Department's Nuclear Risk Reduction Center in the Bureau of Verification and Compliance. Encouraged by their Russian language section chief and instructors, both officers designed in-country language immersion experiences: Bob in Tashkent and Brent in Moscow and Tver'.

Not long after joining the Foreign Service in 1985, Bob Tansey decided to specialize in East Asia and what is now the former Soviet Union, learning either Japanese or Chinese and Russian along the way. After "surviving" the two-year Mandarin Chinese program and serving in Beijing and Chengdu for six years, he was assigned to the NRRC as a senior watch officer and entered the 44-week Russian language program at the Foreign Service Institute.

During his second year of Chinese language training in Taiwan, Bob's studies had received a real boost when he and a classmate joined a group of local tourists for a 12-day visit to mainland China. "In the language" for all of their waking hours, they made tremendous progress in their use of Chinese in the wake of their trip. So Bob was very interested when Russian language chief Marsha Kaplan suggested that Russian language immersion was a possibility.



Bob Tansey outside of a Russian Orthodox Church in Tashkent.



Yelena Tsurkina shopping at a market near her apartment in Tashkent.

With a daughter preparing to enter college and a son following two years later, the Tanseys were sensitive about out-of-pocket costs for the immersion experience. That's when Babur Malikov, one of Bob's language instructors, suggested that the cost of an immersion in Uzbekistan, Mr. Malikov's homeland, might be less expensive than one in Russia. Bob was excited about spending time in Central Asia, and his bureau offered to fund the travel. Molly O'Neal, deputy chief of mission in Tashkent, welcomed Bob's visit. Administrative officer David Ball arranged for an instructor and home stay, and by late May, Bob was on his way to Uzbekistan.

Arriving at the airport and heading into the city, Bob observed that Tashkent was much quieter than the Chinese cities he knew. Soon, he became fascinated with the combination of Central Asian topography and Muslim and Russian cultural influences.

Both of his ethnic Russian hosts, Yelena Tsurkina and Igor Urumtsev, played roles in Bob's language learning during his two-week stay in their apartment. Yelena, the great-granddaughter of a Russian official sent to

Tashkent by the czarist government in 1913, was the instructor who tutored him throughout the day. Her husband Igor, a mechanic on the municipal subway system, had irregular work hours that made it possible for him to travel with Bob around the city for hours of nonstop conversation practice.



Brent Bohne at Peterhof Palace on the Gulf of Finland.

A day trip to Samarkand on the ancient Silk Road was the highlight of Bob's Uzbekistan experience. He and a relative of Mr. Malikov shared a taxi ride to the ancient city with a police official and a businessman. "The trip tested the limits of my Russian," Bob says, "with discussions of crime, narcotics trafficking, Islam, views of the United States and the value of independence for Uzbekistan." Meanwhile, the driver was speeding along at 85 miles an hour engaging another driver in a game of "chicken." When he arranged a cab for the return trip, Bob negotiated the maximum rate of speed in advance, proof that acquiring a language can sometimes be a life-saving skill.

After his Central Asian stay, Bob spent three weeks at FSI "cramming." The immersion experience raised his Russian to a "new level," and he passed his proficiency exam. In 2002, he'll return to the region as deputy chief of mission in the U.S. Embassy in Ashgabat, Turkmenistan.

Bob's language classmate and bureau colleague, Brent Bohne, had studied German, French and Spanish and thought, "How hard can Russian be?" After months of wading through the language's six cases and three genders, all in the Cyrillic alphabet, he began to understand why it was considered a "hard" language. Brent knew there was no substitute for getting out of the classroom and into the streets, shops and homes where the language really lives. With the enthusiastic support of FSI's Russian department and the Verification and Compliance Bureau, Brent explored the possibility of an immersion program in the former Soviet Union.

In June 2000, he flew to St. Petersburg for a five-week stay in Russia. His host family consisted of Aleksandra Aleksandrovna, a vigorous 70-year-old lecturer in literature in one of St. Petersburg's universities, and her daughter Alla, a high school teacher.

St. Petersburg is a fabulous old city with museums, historic churches and the breathtaking splendor of imperial palaces to rival Europe's finest. Alla took Brent by metro, bus, trolley and foot to many of the attractions within the city, at one point arranging a private tour of the Hermitage with a friend who worked there.

"The real value, and best memories, of my time in Petersburg lay not in playing tourist," Brent says, "but in the priceless experiences in Aleksandra Aleksandrovna's cramped little flat. She had lived in the city since before World War II and had friends from all walks of life. The family shared more than their home and table with me. They opened up their lives, history and world views. Aleksandra Aleksandrovna spoke of living under Stalin, the privations during the Siege of Leningrad, then of standing in Red Square in June 1945 with baby Alla in her arms for the victory parade."



Aleksandra Aleksandrovna, center, shares a hearty meal with her granddaughter and other family members in her St. Petersburg apartment.

Photo by Brent Bohne

After three weeks in St. Petersburg, Brent boarded a train to the provincial city of Tver' for a one-week exchange program arranged through the embassy. Tver' is a historic city, boasting an imperial palace where czars would stay overnight between St. Petersburg and Moscow. The exchange program kept Brent's group busy with formal instruction and excursions during the day, often engaging interesting speakers. One speaker, a deputy from President Vladimir Putin's Unity Party, fielded pointed questions on the war in Chechnya, corruption in the Russian government and missile defense.

Brent says the experience was worth it, even though it strained the family's budget a bit—the bureau helped with the airfare, but all other expenses were out of pocket. The chance to study, read and review Russian without distraction was tremendously helpful. It transformed the language from an academic skill into a means of communication. "And beyond the language," Brent says, "the trip gave me priceless insight into the hearts and souls of the Russians with whom I lived, new appreciation and understanding of the realities of life in the former Soviet Union and a wealth of warm memories." ■

The authors are senior watch officers at the Bureau of Verification and Compliance's Nuclear Risk Reduction Center.

Law Eases Citizenship Requirements for Foreign-Born Children

A new law makes it easier for foreign-born children of U.S. citizen parents to become citizens, too.

The Child Citizenship Act of 2000, which the Bureau of Consular Affairs worked closely with Congress to craft, will help the general public as well as the many Department employees who are parents of foreign-born children. Effective Feb. 27, the act amends the Immigration and Nationality Act to make U.S. citizenship automatic under certain conditions.

They require, for example, that at least one parent be a U.S. citizen and that the child be under 18 and a legal resident of the United States.

Under previous law, internationally adopted children of U.S. citizens did not automatically become citizens after entering the United States as immigrants. The children's parents were compelled to complete not only the rigorous immigrant visa process but also apply to INS for a certificate of citizenship—a process that could take months or years.

Under the new law, parents will be able to quickly adjust the citizenship status of their adopted children.

Department employees or their families with questions regarding the new legislation are invited to contact the Bureau of Consular Affairs' Office of Policy Review and Interagency Liaison via e-mail to askpri@state.gov. The general public can obtain information at the nearest passport agency.



Diplotots teachers don antlers for holiday celebration at Department's child care center.

Celebrating Diplotots Teachers

The Parent Advisory Committee honored the Diplotots teachers at the Department's child care center in State Annex 1 (Columbia Plaza) Dec. 15. Their hard work and dedication was recognized and rewarded during the children's holiday recital. Assistant Secretary for Administration Patrick Kennedy greeted the students' families and friends and personally thanked the staff for the excellent care they took with the children. The children sang *Jingle Bells*, *Dreidel Dreidel* and *Mon Beau Sapin* (*O, Christmas Tree* in French).

If you have questions about Diplotots programs or enrollment, please contact Diplotots' director, Chris Zinaich, at (202) 663-3555 or e-mail him at ecdcdiplotots@yahoo.com.

The Department's new briefing room has all the sparkle and gleam of a new car.



New Briefing Room Has All the Touches

By Nicholas C. Griffith III

The world is getting its State Department news from a new location—just a few feet down the hall from where it used to get it. But technically, it's miles away.

The modern, 2,443 sq. ft. press briefing room was completed in January, replacing the one that had served the news media since the mid-1960s. The former place had hardly changed throughout the years. It was pretty much a room filled with just tables and chairs, suitable for an era when the news media meant only newspaper reporters.

Advances in communication technology, however, eventually rendered the former briefing room obsolete. Efforts to design a new room began in 1998 by enlisting

the Washington, D.C., architectural firm of Karn, Charuhas, Chapman & Twohey to draw up the plans. Construction began in mid-2000.

The \$1.7 million project included converting the former briefing room into a video production and television transmission studio, said Thomas Sgroi, chief of design and construction for the Bureau of Administration. The project's cost, particularly the wiring installation, is being shared by the national television networks and the Voice of America. "It's been a real team effort with the networks and public affairs," he said.

The facility is a leap into the 21st century. The briefing room features a three-tiered camera platform for head-on shots, a flat-projection video system for presentations and raised floors for concealed video and communication



Photo by Paul Koscak

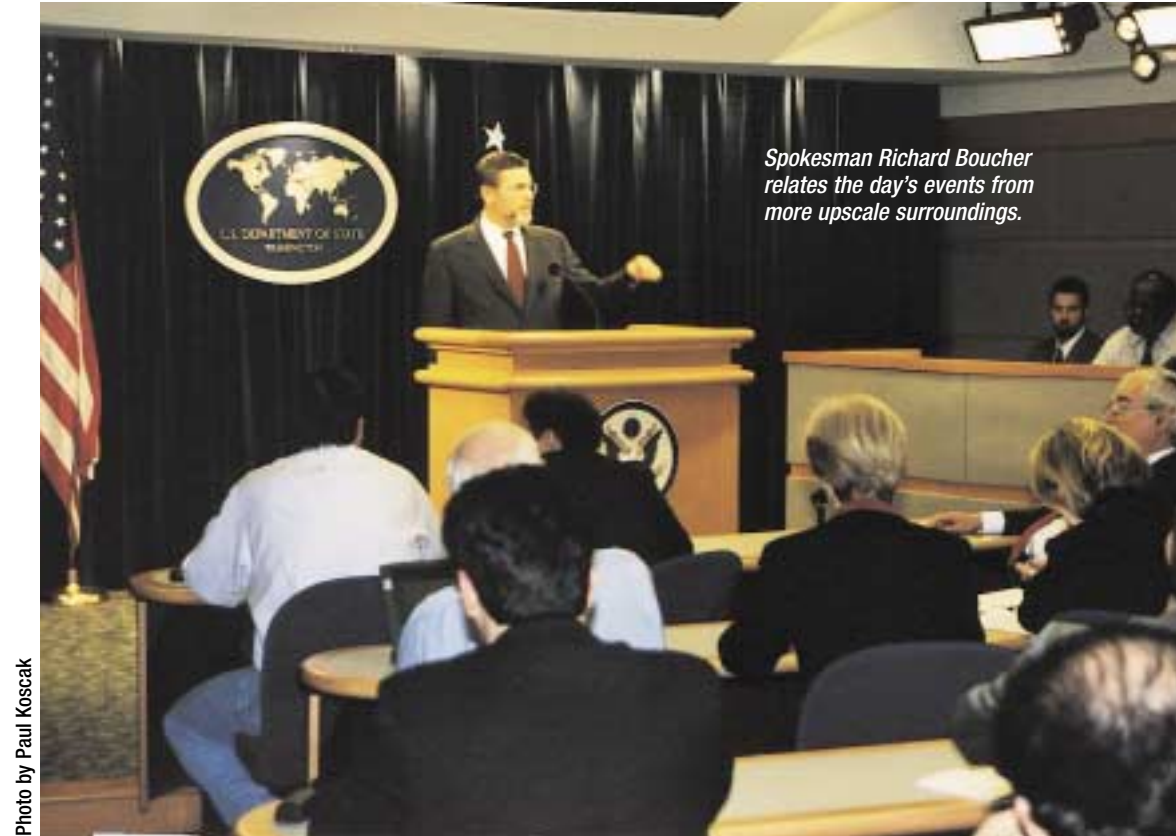


Photo by Paul Koscak

Spokesman Richard Boucher relates the day's events from more upscale surroundings.

lines. The span behind the speaker's podium is now adorned with a handcrafted oval plaque fashioned to match those in the White House and Pentagon briefing facilities. The plaque, by sculptor Virginia Janssen, contains a world map projection and the words "U.S. Department of State, Washington."

The room, now named after longtime Washington journalist Carl

T. Rowan, is also engineered with low velocity air conditioning and special acoustic panels imported from Canada to dampen ambient sound. Windows feature Danish-built liquid crystal display technology, enabling the glass to change from clear to opaque at the flip of a switch, similar to closing a door for privacy.

The project also provides new cable outlets to the opulent Benjamin Franklin Room and the Treaty Room, located on the eighth and seventh floors, respectively.

"It was challenging to determine where we could drill through the concrete slabs," Mr. Sgroi recalled about wiring the historic rooms.

Although nondescript and somewhat hidden in the Harry S Truman Building, the old

briefing room hosted some of the world's most memorable moments.

In 1977, during the Carter administration, State Department spokesman Hodding Carter allowed the first televised briefings. Since then, 11 people have presided at the podium to announce, explain and defend U.S. policy and events of lasting historical significance: the Iranian hostage crisis, the fall of the Berlin Wall, the Persian Gulf War and the tragic bombings of U.S. Embassies in Nairobi and Dar es Salaam, to name just a few. ■

The author is a press officer for the Bureau of Public Affairs.



Carl T. Rowan Jr. stands next to a photograph of his father, a former ambassador and Washington journalist.

New Program Targets Expected Positions

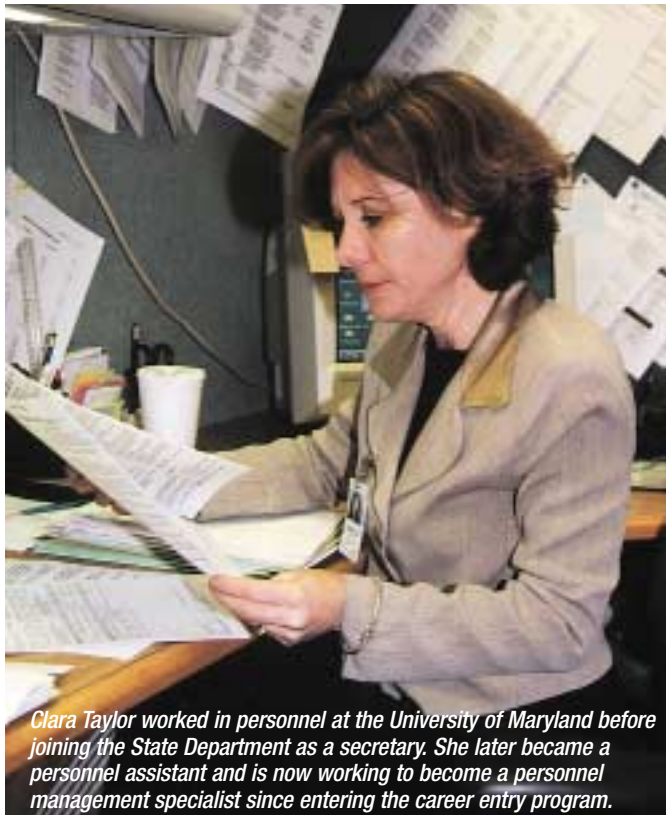
Story and photos by Paul Koscak

A comprehensive training program designed to attract, train and then catapult exceptional candidates from GS-7 to at least GS-11 in two years has made significant progress since being unveiled a year ago.

The career entry program targets six hard-to-fill jobs within a dozen bureaus: physical security specialist, foreign affairs officer, personnel management specialist, budget analyst, passport specialist and contract specialist.

"We polled the bureaus and asked them to look at their needs for the next four years," said Laura Sells, an employee development specialist who helped draft the syllabus for the Department's career entry program. "High retirement rates coupled with the downsizing in the federal government makes it vital to plan for the next generation of Department of State leaders."

The program combines on-the-job training with supporting academics and requires participants to maintain favorable performance evaluations. During the two-year cycle, participants are rotated through different work areas to develop the experience needed to eventually take on professional or management-level responsibilities. For aspiring foreign affairs officers, that could mean spending up to six weeks working at an embassy, Ms. Sells said. There are currently 10 employees participating in the new program. Applications are solicited annually.



Clara Taylor worked in personnel at the University of Maryland before joining the State Department as a secretary. She later became a personnel assistant and is now working to become a personnel management specialist since entering the career entry program.

"While much of the training is provided by the Foreign Service Institute, additional training is through the U.S. Department of Agriculture Graduate School and other public and private trainers," Ms. Sells added.

Participants are upgraded without competition once they successfully complete the program, meet the regulations for promotion and demonstrate an ability to perform work at the next grade. Each of the targeted careers has specific development plans that participants must follow during their two years as interns.

The program's timing couldn't be better. Nearly half of the federal workforce is eligible to retire in the next five years, so cultivating a cadre of trained and experienced candidates to fill those surging vacancies is critical, Ms. Sells said.

"You need to bring in a certain number of people at the beginning of the pipeline," she said. "Working for the government is highly specialized." ■



David Grajczyk, a former Peace Corps volunteer, moved from temporary employment in Toledo, Ohio, to a full-time career opportunity as a budget analyst.

The author is a writer-editor for State Magazine.

Taking the Wait Out of Visa Calls

By John Arndt

The Bureau of Consular Affairs has begun a pilot program to reduce the wait for callers seeking visa information from U.S. Missions overseas.

As anyone who has served abroad knows, posts receive thousands of visa inquiries daily. The calls tie up the switchboard and frustrate everyone from operators to post management. Most posts do their best to cope. Some have upgraded their switchboards and installed recorded information to help ease the burden of routine calls. A few have explored partnerships with local companies but are hampered by the lack of appropriated funds to pay for such services. Posts have resorted to fielding these calls on a "user-pay" basis, a variation on the 900 number services. While long available in the United States, 900 numbers overseas carry a stigma since they're often associated with pornographers and astrologers.

The pioneers in this effort paved the way for the current CA pilot to set up so-called "umbrella agreements" to revolutionize the way consular information is provided overseas.

When a telegram from the field in late 1999 asked whether a regional call center might make sense in Western Europe, CA senior management agreed that the idea had merit. Staff conducted a review of a six-year history of 900 services to learn from such pioneer call center posts as London, Toronto, Frankfurt, Seoul and Mexico. CA then promised to consider the idea of regionalizing the call centers that provide visa information.

To have impact, CA realized that any proposal would have to be greater in scope and go beyond merely consolidating visa information into regional call centers. CA wanted to both improve existing service and offer it to areas that otherwise might not have had a chance to benefit. The offices of the Procurement Executive and the Legal Adviser helped CA craft the regional umbrella agreements. The pacts would free individual posts from contracting on a post-by-post basis, provide all of the optional, special-related services to enhance the visa information that user posts had discovered over the years and install a full-time management team of local and global operations managers to oversee the agreements. Lifting the burden from officers previously assigned these duties on a part-time basis was critical.

Now that the umbrella agreement pilot has become a reality, CA has drafted a comprehensive statement of work that covers several missions within a regional



bureau. CA's goal is to eliminate much of the repetitive "reinventing of the wheel" that such post-by-post contracting entailed and to coordinate closely with the legal and procurement offices to provide flexibility and accountability together with improved program management support.

The statement of work was widely advertised, including among vendors already providing the service. Consular officers experienced with call centers abroad evaluated the proposals using a combination of factors such as past performance and the technical and staffing aspects of the proposals. Two finalists were selected to submit best and final offers. Computer Science Corporation was ultimately selected as the prime contractor.

After the contract was awarded last November, the pilot entered its second phase. To be successful, there must be a smooth transition between existing contractors and start-up in the missions now without any user-pay information service. Start-up and transition in each region is different. In the Bureau of Western Hemisphere Affairs, Mexico went live last December when it switched from its previous provider to CSC. Startup service was scheduled to begin in February in the three Central American posts of El Salvador, Guatemala and Nicaragua. In the Bureau of European Affairs, start-up will begin first as new service for the three Benelux posts and will then be followed by a transition on June 1, 2001, to the new provider in Germany.

The pilot's goal is to improve service where it was already available and to initiate service elsewhere so that posts can benefit from this customer-friendly, efficient means to provide visa-related information and other special related services. Ultimately, CA is finding ways to answer busy phones and calm frazzled nerves. ■

The author is the best practices coordinator in Consular Affairs.

Bottled Water Drinkers Risk Tooth Decay, Especially Children

By Rudy Marrasso

Chances are that the bottled water you and your children are drinking does not contain the level of fluoride recommended to help fight tooth decay, according to the International Bottled Water Association.

According to the American Dental Association, people of all ages benefit from fluoride. Fluoride intake by children from drinking water and other sources such as toothpaste has been shown to reduce the risk and prevalence of cavities. In the United States, municipal water treatment plants add fluoride to tap water. To prevent dental fluorosis caused by excessive fluoride ingestion, the Environmental Protection Agency has set a limit to the amount of fluoride that can be added. Fluorosis can range from barely perceptible white striations or specks to pitting or brownish gray stains on the teeth.



Tap water has always been the principal and dependable source of fluoride in most locations. In recent years, however, there's been an increasing amount of bottled water being consumed in the United States. In 1999, IBWA figures showed that 4.65 billion gallons of bottled water were sold in the United

States, or 17 gallons per person. People choose bottled water for taste, convenience and, in some instances, safety.

Bottled water containing fluoride must be labeled. According to the IBWA, more than 20 brands have added fluoride. Consumers need to check the label to ensure that their bottled water contains fluoride. The Food and Drug Administration regulates the amount of fluoride allowed in bottled water and has proposed fluoride standards that would allow no more than 1.3 milligrams per liter or 2.0 milligrams if the fluoride is naturally occurring.

A recent *Washington Post* article on fluoride in bottled water stated that nearly 10 percent of American children drink bottled water. Since most bottled water lacks the level of fluoride necessary to fight tooth decay,

children who drink only bottled water may be at risk for developing cavities.

Parents with children who drink mostly bottled water should be aware of the fluoride content. Will it be necessary to add fluoride? Maybe. Check with your dentist because other sources of fluoride such as toothpaste, soft drinks, juices and foods made with fluoridated water may already be providing an adequate amount of fluoride.

For children overseas, it's more likely that fluoride supplementation will be necessary. Studies conducted by the Office of Medical Services have shown that the fluoride content in foreign water supplies, including some bottled sources, is highly deficient or nonexistent at more than 85 percent of Department posts. Post health units offer advice and provide fluoride tablets. The MED fluoride program meets standards set by the American Academy of Pediatrics and the American Dental Association. ■



Judy Garrett, of Human Resources, draws a tall cold one from her office water cooler.

Photo by Paul Koscak

The author is a consultant in the Office of Safety/Health and Environmental Management.

APPOINTMENTS



U.S. Ambassador to Mozambique. Brian D. Curran of Florida, a career member of the Senior Foreign Service, class of minister-counselor, is the new U.S. Ambassador to Mozambique. He was deputy assistant secretary of State for Legislative Affairs and served as legislative assistant to U.S. Representative Dante Fascell. Mr.

Curran was deputy chief of mission in Ireland and also served in France, Belgium, Guinea Bissau and Niger.



U.S. Ambassador to Tunisia. Rust M. Deming of Maryland, a career member of the Senior Foreign Service, class of minister-counselor, is the new U.S. Ambassador to Tunisia. After specializing in Japanese affairs in seven assignments in the United States and Japan, he is returning to Tunis where his Foreign Service career began in 1966. Most recently

the principal deputy assistant secretary for East Asian and Pacific Affairs, he was deputy chief of mission in Tokyo and deputy director of the Office of Nuclear Policy.



U.S. Ambassador to Guyana. Ronald D. Godard of Texas, a career member of the Senior Foreign Service, class of minister-counselor, has been confirmed as U.S. Ambassador to Guyana. Prior to his confirmation, he served as deputy permanent representative and deputy chief of mission to the Organization of American States in Washington,

D.C. Mr. Godard was deputy chief of mission in Argentina. His overseas posts also include Panama, Turkey, Nicaragua, Costa Rica and Chile. Before joining the Department, Mr. Godard served as a Peace Corps volunteer in Ecuador.



U.S. Ambassador to Nigeria. Howard F. Jeter of South Carolina, a career member of the Senior Foreign Service, class of minister-counselor, is the new U.S. Ambassador to Nigeria. He was deputy assistant secretary for African Affairs from June 1999 to July 2000. Mr. Jeter directed the office of West African Affairs from

1997 to 1999 while serving as special presidential envoy to Liberia. He was U.S. Ambassador to Botswana from 1993 to 1996 and deputy chief of mission in Namibia and Lesotho. Earlier, Mr. Jeter also served in Mozambique and Tanzania.



U.S. Ambassador to the Organization of American States and U.S. Coordinator for the Summit of the Americas III. Luis J. Lauredo of Florida is the new permanent representative of the United States to the Organization of American States and U.S. coordinator for the Summit of the Americas III. Mr. Lauredo has extensive experience in the private

sector, most recently as president of Greenberg Traurig Consulting Inc., where he specialized in international relations, energy, telecommunications, aviation and banking. In the public sector, he was senior vice president of the Export-Import Bank of the United States and commissioner of the Florida Public Service Commission.



U.S. Ambassador to Croatia. Lawrence G. Rossin of California, a career member of the Senior Foreign Service, class of counselor, is the new U.S. Ambassador to Croatia. He opened the U.S. Office in Pristina and was the first U.S. Chief of Mission in Kosovo. He directed the Office of South Central European Affairs and was director

for Inter-American Affairs on the National Security Council staff. Mr. Rossin served as deputy chief of mission in Spain. He also served in the Netherlands, Haiti and Grenada.



U.S. Ambassador to the Marshall Islands and Kiribati. Michael J. Senko from the District of Columbia, a career member of the Foreign Service, class of counselor, is the new U.S. Ambassador to the Marshall Islands and Kiribati. He was policy planning director in the Bureau of International Narcotics and Law Enforcement Affairs and

has served in the Dominican Republic, Uruguay, El Salvador, Mongolia, Belize and Bosnia. In 1984, Mr. Senko opened the U.S. Status Liaison Office in the Marshall Islands.

Education & Training

Program	April	May	Length
Language			
BASIC, Course Code: 100			
French and Spanish	2,30	29	24 W
German, Italian, and Portuguese	—	29	24 W
F.A.S.T., Course Code: 200			
French and Spanish	2,30	29	8 W
German, Italian and Portuguese	2	29	8 W
Area Studies			
Advanced —During full-time language training—Weekly			3 H
Intensive —China AR250	23	—	2 W
Administrative Training			
Mgt. Control Workshop PA137	—	21	2 D
CFMS Budget Execution PA151	3	—	2 D
Purchase Card Trng. PA197	—	14	1 D
Financial Mgt. Officer's Course OS PA211	30	—	7 W
Working with ICASS PA214	10	1,29	4 D
Principles of Appropriation Law PA215	—	1	4 D
Accounting Vouchering & Certification PA216	—	7	1 W
Supervising a Cashier PA217	—	14	1 W
General Services Operations PA221	9	14	10 W
Basic Administrative Mgt. PA224	2	7	1 W
Human Resources Mgt. PA231	9	—	7 W
FSN Classification & Compensation PA232	—	14	2 W
American Human Resources Mgt. PA235	9	—	2 W
Human Resources Mgt. at Post PA236	23	—	2 W
ICASS Executive Seminar PA245	—	23	1 D
Correspondence Courses: 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, Mgt. Controls Workbook PA164, Trng. for Overseas Cashier Supervisor PA294, Trng. for Overseas Voucher Examiners PA200			
Computer Based Training (CBT): Purchase Card Self-Certification Trng. PA297, Overseas Cashier (CD-ROM Version) PA295, Basic NEPA Record Keeping (Overseas) PA226			
Consular Training			
Consular Leadership Dev. Conf. PC108	1, 29	20	5 D
Automation for Consular Mgrs. PC116	23	7, 21	5 D
Advanced Consular Course PC532	30	—	15 D
Continuous Enrollment: Basic Consular Course PC530, Orientation to Overseas Consular Functions PC105, Overseas Citizen Services PC535, Passport & Nationality PC536, Immigrant Visas PC537, Nonimmigrant Visas PC538, Consular Review & Automation PC540			
Correspondence Courses: Immigration Law and Visa Operation PC102, Nationality Law and Consular Procedures PC103, Overseas Citizens' Services PC104 (6 Days), Passport Examiners' Correspondence Course PC110			
Curriculum and Staff Development			
Basic Facilitation and Del. Workshop PD513	—	16	3 D
Visual Aid Basics PD520	20	—	1 D
Economic & Commercial Training			
FSN Economic Trng. PE220	23	—	2 W

Program	April	May	Length
Orientation Training			
Introduction to Working in an Embassy PN113	—	24	2 D
Executive Programs Training			
EEO/Diversity for Mgrs. and Sup. PT107	5, 19	3, 17	2 D
Foreign Affairs Leadership Seminar PT119	22	—	11 W
Managing People Problems PT121	—	16	3.5 D
Advanced Mgt. Skills PT210	2	—	5 D
Coaching PT211	—	24	1 D
Creative Problem Solving Workshop PT212	—	1	2 D
Managing Conflict Productively PT214	—	10	2 D
Running Effective Meetings Workshop PT217	—	14	2 D
Strategies of Persuasion: The Science of Effective Influence PT220	—	16	2 D
Management Development Training			
Strategic Planning & Perf. Meas. PD529	26	—	2 D
Supervisory Studies Seminar PK245	9	—	1 W
Employee Relations Seminar PK246	—	24	2 D
Teambuilding PT129	—	22	1 D
Managing Change PT206	—	10	1 D
Introduction to Mgt. Skills PT207	—	14	1 W
Managing State Projects PT208	16	—	1 W
Stress Mgt. PT251	—	31	1 D
Managing Up PT252	24	—	1 D
Public Diplomacy Training			
Public Diplomacy Tradecraft PY100	23	—	3 W
Managing Staff & Resources for Public Affairs Campaigns PY101	—	3	1 D
Speechwriting & Presentation Skills PY102	—	11	1 D
Role of the Spks./How the Media Works PY103	—	9	1 D
Dealing with the Electronic Media PY104	—	10	1 D
Administering Public Dip. Oper. O/S PY105	—	1	2 D
Public Diplomacy & Info. Tech. PY106	26	—	1 D
Public Dip. Programs, Products & Serv. PY107	27	—	2 D
Cultural Trng. PY108	—	7	2 D
Public Diplomacy Practice and Theory PY109	23	—	3 D
Accessing Info. Res. at Home & O/S PY202	—	17	1 D
FSN Pub. Dip. Thematic Programs PY205	14	—	3 W
FSN Pub. Dip. Info. Res. Cntr PY206	—	19	3 W
Admin Pub. Dip. Grants & Cooperative Agreements PY220	—	14	3 D
Office Management Training			
Civil Service Office Support Professionals Trng. for Entering Personnel PK104	—	18	2 W
Pathway to Success PK111	25	—	3 D
Drafting Correspondence PK159	23	—	1 W
Travel Regulations and Vouchers PK205	16	—	2 D
Better Office English: Written PK225	2	—	2 W
Better Office English: Oral PK226	—	7	2 W
Political Training			
Intelligence and Foreign Policy PP212	11	—	3 D
International Conflict: Peace Operations PP514	—	23	3 D

Program	April	May	Length
Adv. Negot.: Solving Negot. Prob PP515	—	8	3.5 D
International Conflict: Dip. PP517	—	21	3 D
International Conflict Workshop: Prevention to Intervention PP519	—	21	1 W

Overseas Briefing Center

SOS: Sec. Overseas Seminar MQ911	9	7	2 D
ASOS: Adv. Sec. Overseas Seminar MQ912	17	15	1 D
TDY Sec. Overseas Seminar MQ913	9	7	1 D
Regulations Allow. and Finances MQ104	—	15	3 D
English Teaching Seminar MQ107	17	—	3 D
Making Presen.: Design to Deliv. MQ111	—	8	3 D
Explaining America MQ115	—	12	1 D
Protocol and U.S. Repres. Abroad MQ116	21	—	1 D
Going Overseas for Singles & Couples Without Children MQ200	—	19	0.5 D
Going Overseas for Families MQ210	—	19	0.5 D
Going Overseas—Log. for Adults MQ220	—	19	2.5 H
Going Overseas—Log. for Child. MQ230	—	19	2.5 H
Encouraging Resilience in the FS Child MQ500	—	2	2.5 H
Realities of Foreign Service Life MQ803	25	—	1 D
Personal Fin. & Invest. in the FS MQ852	11	—	2.5 H
Legal Considerations in the FS MQ854	—	30	.5 H
Traveling with Pets MQ855	25	—	2.5 H
Foreign-Earned Income MQ858	—	23	2.5 H
Emergency Medical Care and Trauma Workshop MQ 915	28	—	1 D
A Safe Overseas Home MQ916	18	—	2.5 H

Career Transition Center

Retirement Planning Seminar RV101	—	1	4 D
Financial Mgt. & Estate Planning RV103	—	3	1 D
Annuities & Benefits and Social Sec. RV104	—	2	1 D

Information Management Training

Microsoft Project PS180	25	—	3 D
PC/Windows NT 4.0 PS201	18	10,30	2 D
Introduction to the Internet PS218	5, 24	16	1 D
Word 97 for Windows, Introduction PS232	17	9,31	2 D
Word 97 for Windows, Intermediate PS233	10	17	2 D
PowerPoint 97, Introduction PS240	2,17	7,23	2 D
PowerPoint 97, Intermediate PS241	—	15	2 D
Access 97, Introduction PS250	12, 23	8, 30	2 D
Access 97, Intermediate PS251	24	23	2 D
Excel 97, Introduction PS270	10	7, 23	2 D
Excel 97, Intermediate PS271	4	3	2 D
CableXpress for End Users PS284	4, 12, 20, 24, 26	2, 10, 14, 25, 30	1 D
CableXpress Administration PS285	—	7	4 D

Program	April	May	Length
Microsoft Outlook PS298	19	9	1 D
Supporting CA Apps. for IM Spec. PS310	2, 30	14	1 W
Internet for Power Users PS318	9, 25	11	1 D
ALMA PC/Windows NT 4.0 (Module 1) PS501	9, 30	14	1 D
ALMA Word (Module 2) PS502	10	1, 15	1.5 D
ALMA Outlook (Module 3) PS503	11	2, 16	0.5 D
ALMA Excel 97 (Module 4) PS505	12	3, 17	1 D
ALMA Power Point (Module 5) PS506	13	4, 18	1 D

Professional Development Division

Basic Communications Operations YW119	2, 16	—	2 W
TEL/KEY SYS Intro. to Data Comm. YW140	2, 23	14	1 W
Introduction to Telephone Sec. YW141	2, 23	14	1 D
SC-3 Satellite Operations and Maint. YW149	—	7	3 W
Introduction to Data Comm. YW173	23	—	2 W
Classified Local Area Network YW177	23	—	2 W
TERP V-Terminal Equipment Replacement Program YW184	16, 30	—	2 W
SC-7 Satellite Operations and Maint. YW192	9	—	3 W
Wide-Band Digital Trans. Networking YW213	—	7	2 W
SX-50-MITEL PBX SX-50 YW219	9	21	1 W
SX-200D—MITEL PBX SX-200 Digital YW220	16	28	1 W
SX-2000/E—MITEL PBX SX-2000 YW221	23	—	1 W
FAST Backup-Comm. for Non-IRM YW231	2, 23	14	1 W
FAST TERP -TERP V for Non-IRM Pers. YW232	9, 30	21	1 W
CT's Commercial Satellite Terminals YW234	16	14	2 W
System Administration for Microsoft SQL Server 7.0 YW236	—	28	1 W
Administering Microsoft Systems Mgt. Server 2.0 A YW237	—	14	1 W
Supporting Microsoft System Mgt. Server 2.0 Advance Systems YW238	—	21	1 W
NT Advanced—NT Adv. Admin. YW240	16	14, 28	1 W
Adv. Networking YW241	9	—	2 W
Radio YW244	2, 9, 23, 30	7, 14, 28	1 W
Advanced Windows 2000 YW245	23	—	3 W
Secure Web Access Using Microsoft Proxy Server 2.0 YW247	2	—	1 W
Wide-Band N.E.T YW250	—	7	2 W
Advance Router Configuration ARC YW251	30	—	2 W
BPS-Black Packet Switching YW334	—	14	1 W
Meridian 61C YW497	9, 30	21	2 W
Banyan LAN—Local Area Network YW640	9	21	2 W
Desktop Systems YW642	2, 9, 16, 23, 30	7, 14, 21,	2 W
Black Router YW745	2, 30	21	1 W
Microsoft Exchange YW749	—	14	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.

Consular Affairs Takes Fresh Look at Leadership

The Bureau of Consular Affairs began 2001 focusing on management and leadership. At overseas posts and domestic offices, managers and staff stepped back from routine work to evaluate the hard issues consular officers face. Consular Leadership Day was observed in the Department Jan. 11 and overseas throughout the month. Mary A. Ryan, assistant secretary for Consular Affairs, encouraged consular sections overseas to take time to focus on leadership and management issues in the context of their unique work environments.

The special day began in Washington at a bureau-wide town hall meeting, continued with visits by bureau staff to area sites—operations centers, airport immigration processing, naturalization swearing-in ceremonies and immigration court sessions—and ended with a reception and awards ceremony at DACOR House. Senior bureau staff participated in events organized in Washington D.C., Mexico City, Boston and Portsmouth, N.H. More on these activities in the April issue.

STATE OF THE ARTS

Upcoming Performances



Meiyu Tsung

- ◆ **March 7** Meiyu Tsung, Chinese opera and dance
- ◆ **March 21** Gloria Machado, Brazilian concert pianist
- ◆ **April 18** Wayne Dorsey, classical pianist
- ◆ **May 9** State Department and Georgetown University piano students
- ◆ **May 23** José Verba, international concert pianist
- ◆ **June 6** Susan Merritt and Cheryl Powell present a musical salute to the armed forces in celebration of D-Day
- ◆ **June 20** Warsaw Chamber Players with James Brooks-Bruzzese, director, and Jorge Saade-Schaff, violinist
- ◆ **July 25** Jorge Shepherd performs Peruvian music
- ◆ **Aug. 8** Li-Ly Chang, director-pianist, with winners of the international piano competition

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

Concert Pays Tribute to Former Attorney

By John Bentel

The State of the Arts Cultural Series and the Foreign Affairs Recreation Association closed out the old year and began the new with an outstanding caliber of talent.

The New Washington Jazz Ensemble played a moving tribute of Duke Ellington and John Coltrane pieces to the late Rudy Henderson, a former attorney in the Office of the Legal Adviser who loved jazz. Directed by jazz musician Davey Yarborough, the ensemble included Duke Ellington School of Music students Ben Williams on bass, Julian Lane on trombone and piano and Michael De Castro on drums. Ellington's *Satin Doll* and Coltrane's *Impressions* were among their selections.

Friends of Mr. Henderson, who died in 1999, contributed \$2,600 in his memory to the Washington Jazz Arts Institute, headed by Mr. Yarborough and operated under the auspices of the Duke Ellington School of Music, where Mr. Yarborough teaches. The jazz group accepted an invitation to play at the Department.

"Rudy would love nothing more than to know that he helped bring first-class jazz to the Dean Acheson Auditorium," commented Catherine Brown, an attorney in the Office of the Legal Adviser and friend of Mr. Henderson.

The State of the Arts Cultural Series also hosted a screening of Margo Fisher Newman's film "Tango," based on actual letters, the Jarvis letters, found in her grandmother's antique shop. "Tango" has many contrasting elements: past, present, love and pain. The Jarvis letters contain vows of love as well as hate, loneliness and hurt from women worldwide. The unanswered question—who is this man—

filled the audience with compassion for the women hurt by this latter-day Don Juan.

The Unidentified Flying Opera Co., a nonprofit charitable organization dedicated to serving people

with special needs through the arts, presented "Celebrations of Light." Lesley Choy directs the company of vocalists and instrumentalists in readings and songs from such celebrations as Diwali, Hanukkah, Kwanzaa, Winter Solstice and Christmas.

International dance champions David and Sharon Savory performed with grace and beauty, combining entertainment, art and sport. They received a standing ovation.

Ever-popular Nick and Mary Greanias presented a Christmas concert—which is becoming a tradition with the State of the Arts series. The program also featured vocalists Venus d Minor, a cappella vocal sextet. Jeremy Sewall, pianist, accompanied the performers. The program featured music from a multitude of traditions and faiths, and the audience joined in singing many familiar and traditional holiday songs.

Pianist Marian Lee performed a variety of piano music by Beethoven, Chopin and Liszt. Her interpretation of the *Mephisto Waltz* by Franz Liszt entertained the audience. ■

The author is a computer specialist in the Executive Secretariat.



The New Washington Jazz Ensemble performs tribute.

Greg Ellis, left, is the happy owner of a PW-5 sailplane. With him is aircraft distributor Ernst W. Schneider.

Sailing The Skies Is Part of His Weekend

People Like You

Greg Ellis is finally living his dream. Since a youngster, the Bureau of Administration employee has been lured skyward. But there's a difference: Mr. Ellis takes his flying straight and pure, without the distracting roar of an engine.

"This is like sailing in three dimensions," Mr. Ellis said of soaring, a science where an intimate knowledge of meteorology, particularly air movements and currents, can make the difference between a good and bad day in the sky.

He began his passion in 1966 and two years later earned his private pilot glider license. But his exhilarating hobby was interrupted by service in the Navy, and in 1981 he stopped soaring to focus on raising a family.

A career Civil Service employee, Mr. Ellis, 55, joined the Department in 1984, after a decade at the Department of Housing and Urban Development. He worked in personnel at both agencies but branched into computers not long after coming to State, where he's an information manager.

In 1998, the time was right and Mr. Ellis joined a soaring club based at Front Royal, Va., and became part owner of a glider. But his real joy came this year, when Mr. Ellis took full ownership of a Polish-made PW-5, a world-class, fiberglass glider.

"There's a movement to make soaring an Olympic event," he said.



Clif Miller, information management specialist in the U.S. Embassy in Pretoria, poses with his Harley-Davidson Softail and his Worldwide Riders Motorcycle Club "colors" in Cape Town.

Photo by Maggie Miller

Diplomatic Bikers

Isn't that an oxymoron?

Not for Mark Butchart. The information systems officer at the U.S. Embassy in Tel Aviv and scores of others in the Foreign Service take their favorite two-wheeled mode of transportation overseas. Motorcycles count against one's household effects weight allowance, not as privately owned vehicles.

Figuring out whether you can actually bring a motorcycle to a given post can be perplexing. Beijing, for example, doesn't allow motorcycles to be imported, but Guangzhou does. Mark should know. He was given diplomatic plate number "001" in Guangzhou because he had the only Harley-Davidson in the entire city of more than six million.

"Experiencing a new country from two wheels simply defies description," Mark says. "Like the biker T-shirt logo says, 'If I have to explain, you wouldn't understand.'" In some countries, owning a motorcycle can make an individual something of a celebrity. When Mark rode his Harley around Swaziland, everyone would wave and crowds would gather. Needless to say, riding a motorcycle overseas requires more vigilance than back home.

A few years ago, Mark established with fellow Foreign Service bike enthusiast Clif Miller the Worldwide Riders Motorcycle Club. The club welcomes new members at their medusa.nmp.com (no "www") web site.

O B I T U A R I E S

Lafe Franklin Allen, 86, a retired Foreign Service officer, died of a heart ailment Dec. 14 at Arlington Hospital in Northern Virginia. Mr. Allen served in the U.S. Army during World War II and later in Japan with the U.S. occupation forces. He joined the U.S. Information Agency after the war, serving in Brazil and other foreign posts during his 26 years with the agency.



Sverre M. "Buck" Backe, 92, a retired Foreign Service officer, died Dec. 7 at the Olympic Medical Center in Port Angeles, Wash. He retired in 1968 after serving in Gothenberg, Perth, Hong Kong and Munich. As U.S. Consul for Western Australia, Mr. Backe helped organize the "Perth, City of Lights" flyover for the U.S. space program.

John Oscar Bell, 88, a retired Foreign Service officer, died Dec. 31 in Tampa, Fla., after a brief illness. As a Civil Service employee, Mr. Bell oversaw civil aeronautic issues at the Department from 1941 to 1947. He was active in the San Francisco Conference of 1945 that created the United Nations and in the creation of the Marshall Plan and the North Atlantic Treaty Organization. He joined the Foreign Service in 1951, serving in Pakistan and Denmark.

Eleanor Deming Boerner, 90, wife of deceased Foreign Service officer Alfred V. Boerner, died of sepsis Jan. 13 at Sibley Hospital in Washington, D.C. Mrs. Boerner accompanied her husband on postings to Germany, Italy, Brazil and Argentina.

Carl Breuer, 94, a retired Foreign Service officer, died Oct. 21 of cancer in Hightstown, N.J. He joined the Department in 1930 and served in Haiti, Canada, Bolivia, Venezuela, Trinidad, Peru and Washington, D.C., before retiring in 1956. During World War II, Mr. Breuer served as a reporting officer in the U.S. Navy, monitoring shipping traffic in the Caribbean, where German submarines threatened the vital flow of oil from Venezuela to Great Britain.



Sherwood M. Fine, 86, a retired Foreign Service officer, died Nov. 23 at his home in McLean, Va. Before World War II, Mr. Fine worked for the Treasury Department. During and after the war he was with the Office of Strategic Services (forerunner of the CIA) in Turkey and with Gen. Douglas MacArthur's staff in Japan. He served with the U.S. Agency for International Development in Laos, Cambodia, Vietnam and Thailand. He worked with the Office of Economic Cooperation and Development in Paris and with the International Labor Organization in Geneva.



Corinne C. Gorman, 74, wife of retired Foreign Service officer Augustine J. Gorman, died Nov. 26 in Aiken, S.C. Mrs. Gorman accompanied her husband on assignments to Baghdad, Nicosia, Ankara, Abidjan, Nairobi, Bangkok, Tel Aviv and Cairo.



John E. Grassle, 71, a retired Foreign Service security officer and security engineering specialist, died Nov. 26 at Mary Washington Hospital in Stafford, Va. He served overseas in Frankfurt, Abidjan, Beijing, Tehran, Prague and Geneva. Mr. Grassle also served as an administrative officer for the U.S. Arms Control and Disarmament Agency. He joined State in 1967, after retiring from the U.S. Army.

Roderick L. Jones, 82, a retired Foreign Service officer, died Nov. 10. He joined the Department as a Civil Service employee and later converted to the Foreign Service. He served abroad as an administrative officer at the Conference in Geneva on the General Agreement on Tariffs and Trade. A translator with the U.S. Army in the Pacific Theater during World War II, Mr. Jones retired from the Department in 1974.



*Agnes Riddle Kamerick, 86, a former Foreign Service secretary, died suddenly Oct. 5 at her home in Hendersonville, N.C. She began her career in Shanghai at the end of World War II and wrote an article for *State Magazine* about conditions there. Ms. Kamerick also served in The Hague, Vienna and Wels, Austria. After she retired, she often*

visited her daughter Sue Kamerick, a Foreign Service office management specialist, at six overseas postings.



Marion L. "Roy" Kellogg, 71, a retired Foreign Service officer, died of cancer Dec. 7 in Phoenix, Ariz. He joined the Foreign Service in 1953 and served in Washington, D.C., Nepal, Pakistan, Jordan, Vietnam, Afghanistan, Thailand, Egypt and Sudan. He retired in 1984.

Joseph Armstrong Kitchin, 90, a retired Foreign Service officer, died Nov. 21 of a stroke at Asbury Methodist Home in Gaithersburg, Md. He served in India, Afghanistan, Burma, Singapore, Egypt and Indochina. During World War II, Mr. Kitchin served in the Marine Corps in the Pacific Theater.



Frank A. Magary, 87, a retired Foreign Service officer, died of cancer Sept. 23 in Hollywood, Fla. Mr. Magary joined the Foreign Service in 1957, serving in Buenos Aires, Bogota, Panama City and with the Voice of America in Washington, D.C. He also served in the U.S. Marine Corps Reserve.



Melvin L. Manfull, 81, a retired Foreign Service officer, died of heart failure Sept. 11 in Washington, D.C. He joined the Department in 1946, serving in France, Vietnam and Belgium. Mr. Manfull was U.S. Ambassador to the Central African Republic and to Liberia.



Edward R. O'Connor, 72, a retired Foreign Service officer, died at home Oct. 10 in Miami Lakes, Fla. He joined the Department in 1956 and served in Tegucigalpa, Dublin, Ottawa, Paris, London and Washington, D.C.



Robert B. Parke, 89, a retired Foreign Service officer, died Dec. 14 of medical complications in Tallahassee, Fla. He joined the U.S. Consular Corps in 1936 and served in Milan until 1942, when the United States entered World War II in Europe. At the end of the war, Mr. Parke served as a civilian with the U.S. military occupation government in the American sector of Berlin. His subsequent Foreign Service assignments included Tehran, London, Phnom Penh and Johannesburg. Mr. Parke retired in 1968. His son Robert is a Department employee.



Paula FitzGerald Pickering, 35, a Foreign Service information management specialist, died of a brain tumor Sept. 10 at her mother's home in Alexandria, Va. Ms. Pickering joined State in 1989 and served in Bangkok, Paris, Washington, D.C., and Dublin.



Patricia R. Stammerman, 55, wife of retired Foreign Service officer Kenneth Stammerman, died of cancer Oct. 31 at their home in Louisville, Ky. She accompanied her husband to posts in Kuwait and Saudi Arabia. She was the community liaison officer in Kuwait and taught in American schools in Bangkok and Kuwait.

*Doris Sumpter, 39, a Civil Service secretary in the Bureau of Human Resources' Office of Employee Relations, died Dec. 2 after a brief illness at Greater Southeast Hospital in Washington, D.C. Ms. Sumpter joined the Department in 1999. She helped maintain the mailing list for retirees receiving *State Magazine*, among other duties.*

PERSONNEL ACTIONS

Foreign Service Retirements

Andrews, Thomas H.
Ashby, Doris S.
Cardona, Herminio F.
Grooms, James W.
Halsted, David Crane
Hopper, Susan Woolley
Jacobs, Anthony J.
Kornblum, John C.
Lomanno, Frank J.
Nasetka, Thomas C.
Odell, Deborah M.
Papworth, Texanna Joe
Peters, Bruce E.

Taylor, Janice
Taylor, Louise
Taylor, Richard S.
Theurer, Walter
Thompson, Kathleen C.
Tripp, Scott A.
Twaddell, William H.
Valis, Maureen
Walker, William
Graham
Webb Jr., Henry Frazier
Whaley, Peter
Zerolis, John W.

Civil Service Retirements

Aguirre, Alice M.
Albright, Madeleine K.
Aldridge, John L.
Anderson, Viola C.
Barrett, William
Barton, David P.
Biancaniello, Rose
Marie H.
Birkner, Linda K.
Cerone, Elaine M.
Collins Jr., William

Conger, Lucinda D.
Conway, Kenneth F.
Davis, Cornell
Diggs, Barbara Jeany
Freeman, Yvonne W.
Goodman, Michelle E.
Gregory, Peter E.A..
Hairston, Thomas J.
Halperin, Morton H.
Harris Jr., Louis B.
Hyjek, Lorraine

Jackson, Sheila J.
Jennings, Billie Joe
Lieberman, Evelyn S.
Manley, Jacqueline L.
Minor, Gwendolyn E.
Norell, Douglas R.
Oliver, Joan R.
Plevin, Marilyn
Sadler, Harold
Singletary, Mary
Frances

Smith, Ricardo D.
Stich, Jane B.
Swales, Mildred
Thomas Jr., Clifford P.
Turner, Delancy M.
Vasiliades,
Constantinos V.
Watson, Janet G.
Wilkins, Eve Estelle-
Tyler
Young, Anne T.

Inappropriate Behavior Prompts 10-Day Suspension

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>.

A Foreign Service officer assigned overseas appealed the Department's decision to suspend him for 10 days for using a government computer during work hours to access an adult Internet web site.

The misconduct was discovered when one particularly large message the employee sent disrupted the unclassified e-mail system. A subsequent investigation established that the employee had identified himself on the adult web site as a U.S. diplomat and described several of his sensitive official duties.

In his grievance, the employee conceded that his e-mails were inappropriate, but insisted that he never intended to violate any regulation and that any wrongdoing on his part was completely unintentional. Asserting that management at his post had approved the use of the unclassified e-mail system for personal matters, the employee argued that the proposed disciplinary action far outweighed his admittedly inappropriate acts.

The Department emphasized the explicit nature of the e-mails, the disruption caused to the post's e-mail system and the discredit the employee brought on the Department by identifying himself as a U.S. diplomat. The Department argued that whether or not the employee had received instructions on Internet use does not absolve him because "he knew what he was doing was wrong."

The board observed that "there is no principle in the area of Foreign Service employment that anything is permissible unless it is specifically prohibited." The board also noted that Department management, not the board, has the primary responsibility for the discipline of its workforce: "The sole criterion in the disciplinary matters brought by the Department is that the Agency establishes by the preponderance of evidence that the particular disciplinary action was justified." The employee had engaged in the misconduct alleged, the disciplinary action was justified and the proposed suspension was reasonable.

LIFE IN THE EMBASSY OF THE CLOWNS

COULDN'T HE GIVE HIS BRIEFING WITHOUT MAKING BALLOON ANIMALS?

STILL, IT BEATS POWER POINT...



DUE TO CUTBACKS IN THE TRAVEL BUDGET, WE ALL NEED TO DO LESS CLOWNING AROUND AND MORE CLOWNING IN PLACE.



YOU'LL HAVE TO CLEAR THAT RUBBER CHICKEN WITH THE OFFICE OF SIGHT GAGS.

BUT THIS IS ONLY TO BE USED ON A NEED TO CHUCKLE BASIS...



ARE YOU SURE THIS IS AIMED AT MY NEXT ASSIGNMENT?

I HOPE SO-WE ALREADY SHOT YOUR AIR FREIGHT IN THAT GENERAL DIRECTION...



AMBASSADOR, MAY I SAY THAT YOU ARE A REAL BOZO!

KEEP YUCKING IT UP, MYRON. YOU'LL GO FAR...

