

UNITED STATES DEPARTMENT OF STATE

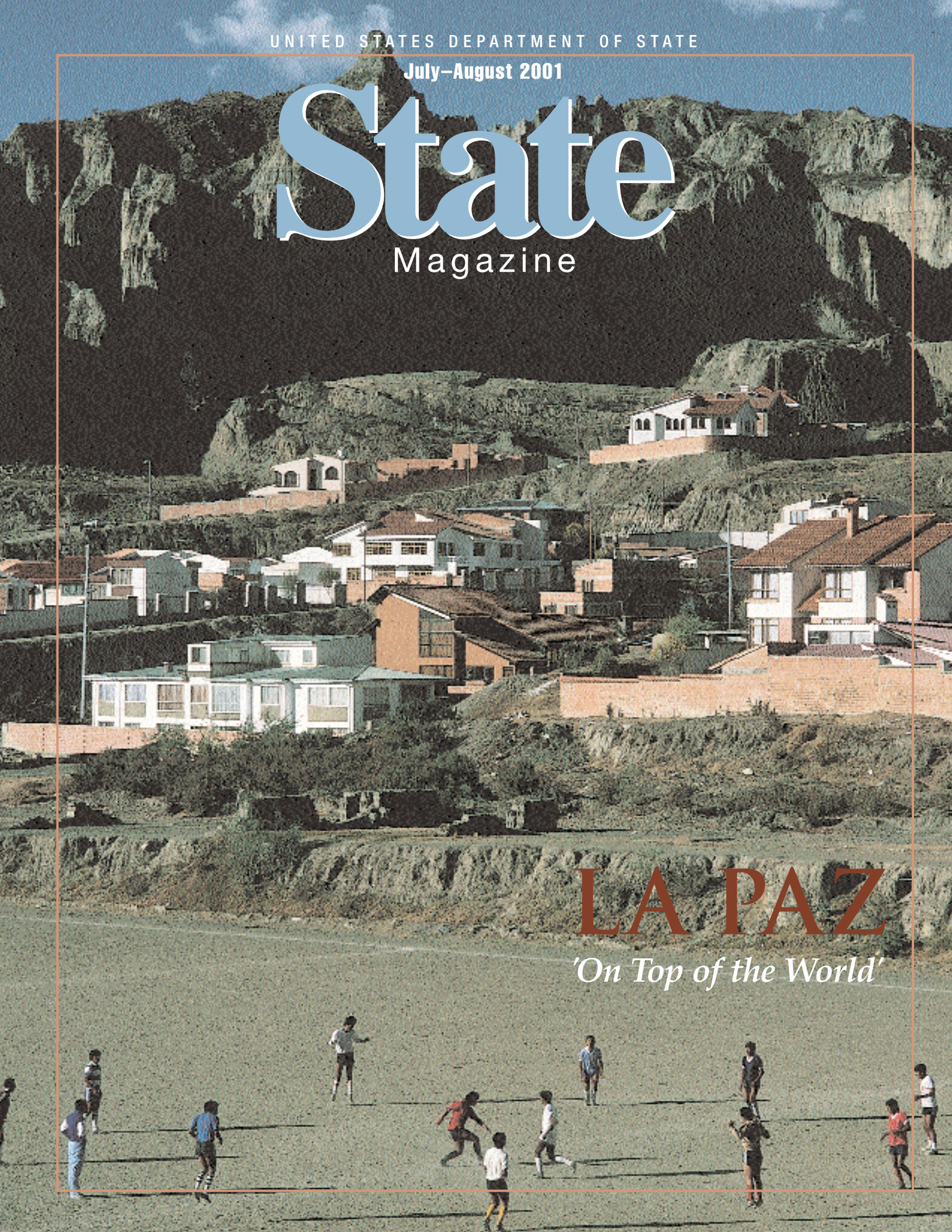
July–August 2001

# State

Magazine

LA PAZ

*'On Top of the World'*





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Department of State • United States of America



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The view from La Paz.  
Photo by Mireille Vautier



## FROM THE SECRETARY

SECRETARY COLIN L. POWELL

# In Praise of Performance

**A**s Secretary, I get to do many things—from greeting heads of state and visiting posts overseas to testifying before Congress. Nothing I do, however, gives me greater satisfaction than recognizing your outstanding work.

I had such an opportunity in May at the Department's annual awards ceremony, honoring those of you selected by your supervisors and peers alike for superlative performance. What you do is amazing—from trade development and labor relations to arms control and human rights. In all, 32 received awards.

I took a few moments at the beginning of the program to recognize the contribution of the awardees' parents and family members, who should also be thought of as winners and heroes. They are the ones who explain mom or dad's absence from the dinner table or from the sidelines of the soccer game. They fill in for the missing parent even as they give the awardees the encouragement they need to achieve at such a high level. The recipients would be the first to admit that theirs are shared accomplishments.

In perusing the program, I was impressed with the breadth and scope of these employees' accomplishments. I counted 24 different categories of awards. Many of this year's recipients worked in challenging, often dangerous environments, pursuing Department goals to protect people's lives or rights often at risk to themselves. Some were team-builders, leaders who used their special skills to motivate others by their own strong examples. Others used technological savvy to find creative, more efficient ways of doing things. Still others—quick, dedicated students of language and culture—used their carefully developed insights to inform policymakers in Washington about developments in the field.

I was particularly pleased to see our Foreign Service National employees of the year recognized. They represent the largest segment of our State Department family. Their wise counsel and the continuity of their service are invaluable. They are proof that serving the United States honestly and faithfully overseas does not diminish their devotion to their own countries. These are cultural bridge-builders who gladly share their insights with us, expanding our understanding of their nations and carefully interpreting U.S. intentions for citizens of their countries.

Impressive as their achievements are, they are only the tip of the iceberg. For every recipient of an award, scores of you are working equally hard under equally difficult circumstances.

I want to thank the generous sponsors of these prestigious awards for their commitment to encouraging excellence in public service. Some of the sponsors or their family representatives were present for the presentations. I only wish we had the space in this column to tell the inspiring story behind each award.

Regrettably, I had to leave the ceremony early to testify on the Hill for our budget request. While I missed congratulating each awardee with a firm handshake and a handsome plaque, I left that task in the able hands of Under Secretary Alan Larson. But attending that ceremony in the presence of some of State's top performers gave me renewed confidence in your work at home and abroad, confidence that strengthened my congressional testimony and I'm sure made it more persuasive.

That's my job, and I pledge to do it well. You deserve it ■

## More on Flag Display

Kudos to the photographer of the flag-draped children in the March issue. It is a superb, symbolic representation of how our country takes in so many, embraces them so thoroughly and helps give them better lives. The American flag so often is used to protest our policies. For once it was wonderful to see it draped and displayed in such a positively glowing manner.

**Rick Weston**

*Executive Office  
Bureau of Western Hemisphere Affairs*

I was deeply shocked to read the letter in the May issue from the reader about displaying the flag correctly. What photo could better support such an important issue as the Child Citizenship Act than three cheerful children with the American flag on their shoulders?

**Michael E. Strahberger**

*American Citizen Services Unit  
U.S. Embassy  
Vienna*

I thought the photo of the flag-draped children was quite appropri-

ate and a compelling visual. Clearly, the purpose of the photo was to bring honor to the flag and the multi-ethnic and-racial society it represents. I appreciate Ms. Kojala's point that it probably doesn't meet the letter of the "law" on flag display etiquette, but I still think that rather than follow such rules slavishly, we should recognize that the flag is only a symbol and without us has no meaning.

**David G. Mosby**

*Bujumbura*

## Let's Celebrate

I enjoyed reading the Secretary's column in the March issue. It reminded me of CNN's live coverage of his first day on the job.

I was astonished that the new "manager" of the Department said he would provide the tools necessary to accomplish the job, reduce the number of layers to improve efficiency and be accessible.

I would like to share in the celebration.

**Raymond R. Thomas**

*Retired Foreign Service officer  
Grenada, Wis.*

## Corrections

To clarify our coverage in the May issue of a performance by Virginia Hayes Williams, *Lift Every Voice and Sing* is the national anthem of African Americans.

Oslo was not Clifton R. Wharton's first assignment as chief of a U.S. mission, as reported in our May issue. Ambassador Wharton previously headed the U.S. legation in Bucharest in 1960-1961 when he held the title of minister.

More than one reader wrote to inform us that the marker for respected Burmese teacher Daw Than Hlaing is near the shore of Inya Lake in Rangoon, not Inlay Lake as reported. Inlay Lake is in the northern region of Burma, far from the capital city.

Although the Deputy Secretary, Richard L. Armitage, is a graduate of the U.S. Naval Academy with four tours in Vietnam, he was not a Navy Seal, as stated in the Appointments section of our June issue.

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## From the Editor

If you want to live high, the State Department has just the post for you. It's called La Paz, and it just happens to be our Post of the Month. Duty at the U.S. Embassy in Bolivia, located at more than 11,000 ft., can be invigorating or enervating, depending on the effect thin air has on individuals. There are some 900 employees in the embassy in La Paz and at three smaller posts. Countering narcotics and strengthening democracy are the mission's top priorities, and they involve virtually every embassy office. Enjoy the natural high.

Not everyone can fit into the stately Benjamin Franklin Room for the Department's annual awards ceremony held each May. To compensate, we've devoted 16 pages of this issue to the ceremony and courtyard celebration that followed. About half of our coverage goes to the six Foreign Service National employees the regional bureaus selected as their top performers. You'll understand why when you read about them.

Finally, if you want to spice up your own 4th of July celebration, just add a little salsa. That's what the folks in Florence did, and they were very happy with the results.



## The Bombings Three Years Later

Three years after the East Africa bombings, a memorial garden will be dedicated on Aug. 7, 2001, at the site of the destroyed American Embassy in Nairobi, Kenya. The garden will be a peaceful place in the middle of the bustling city where family and friends can pause to remember loved ones. It is a fitting tribute to the 213 Americans and Kenyans who died and to the thousands who were injured. It is also a fitting commemoration of other milestones as well. On May 29, a jury in New York found four defendants guilty on all counts in the East Africa bombing trial. And on June 6, Livingstone Madahana, blinded and severely injured in the bombing, returned to Nairobi where he will work in the embassy's information systems center. This followed two and a half years of intensive medical treatment and rehabilitation. Mr. Madahana is the last of several Foreign Service National employees to return to Nairobi after receiving extensive medical care in the United States, successfully ending another chapter in the embassy's recovery.



Photo by Ann Thomas

*Ancil Torres, left, from the Columbia Lighthouse for the Blind, bids farewell but not goodbye to his friend Livingstone Madahana, an FSN employee blinded in the Nairobi bombing, who is returning to Kenya to work again at the embassy. With the help of assistive computer technology Mr. Torres taught him to use, Mr. Madahana will be able to work in the information systems center.*

## Secretary Backs Effort to Recruit More Hispanics

Secretary of State Colin L. Powell has acted to increase the State Department's recruitment of Hispanics, noting that the percentage of Department employees from that ethnic group is well below their representation in the U.S. labor force.

Secretary Powell and Antonio Flores, head of the Hispanic Association of Colleges and Universities, signed an agreement in the Treaty Room at the Department June 11 to increase awareness at member institutions of employment opportunities at the State Department.

"We haven't been doing well," Secretary Powell said, when only 4 percent of State Department employees are Hispanic, yet they make up almost 12 percent of the national labor force.



*Secretary Powell, right, and Antonio Flores shake hands after signing an agreement to bolster recruitment efforts at campuses with large enrollments of Hispanic students.*

Photo by Michael Gross

# Kampala Gets New Embassy in Record Time



*New U.S. Embassy in Kampala.*

Erect a new office building in Kampala, Uganda, in 450 days? No way, said the critics from both within and outside the Department.

The Kampala team in the Office of Overseas Buildings Operations (formerly Foreign Buildings Operations) thought otherwise.

Spurred by the bombings of the U.S. Embassies in East Africa and a request by the British to relocate from the building they owned, the team chose a design-build approach, selecting one vendor to design, manage and construct the project. Instead of the normal six-month design period, Kampala's was compressed to eight weeks.

The level of cooperation between the Department and contractors was unprecedented, as weekly team meetings became standard practice. Everyone shared a common goal: build a facility as fast as possible without sacrificing quality or security.

It wasn't easy. One of the biggest obstacles facing the team was getting materials to the construction site. Most everything had to be imported in since land-locked Uganda produces few building materials. Keeping pace with construction crews working double shifts was no easy task. To compound the problem, a cargo plane loaded with

building materials skidded off the runway at Entebbe and landed in Lake Victoria; a ship bound for the port of Mombasa, Kenya, with building supplies broke down on the high seas; and several trucks bound for Uganda from the port with building materials were involved in accidents.

Taking advantage of the few local materials, the Kampala team used locally quarried rock for rubble walls, creating a uniquely attractive texture for functional walls in a prominent location.

In what became a fast-paced scenario, the design-build contract was signed in September 1999, followed by the groundbreaking in November of the same year. The certificate of occupancy was signed last February when embassy staff began moving in, and the building was officially dedicated in April.

About 800 people attended the dedication, including U.S. Ambassador Martin Brennan, Ugandan President Yoweri Museveni, Deputy Assistant Secretary Charles E. Williams and USAID Director Dawn Liberi.



Photo by Michael Gross

*Charles E. Williams, left, director/chief buildings officer, Overseas Buildings Operations, and Secretary Colin Powell inaugurate a Wall of Pride recognizing members of each OBO team responsible for major construction. The ceremony included awards to four representatives of the Kampala embassy construction team. A plaque will be added to the wall as each new office building is completed.*



# Open Forum Celebrates 34th Anniversary

This August marks the 34th anniversary of the Secretary's Open Forum.

The forum seeks to stimulate openness and creative thinking on issues related to world affairs and diplomacy. Secretary of State Dean Rusk established the Open Forum Panel in 1967 to address concerns during the policy debates on America's involvement in the Vietnam War.



*Wesley K. Clark, a retired U.S. Army general, discusses his memoir at an Open Forum series on civil-military affairs and U.S. diplomacy.*



*Dana Priest, military affairs correspondent for the Washington Post and guest scholar at the U.S. Institute of Peace, moderates an Open Forum addressing the role of regional commanders-in-chief.*

Photos by Shawn Moore

Over the years, the forum has played an important role in promoting candid and uncensored communication among senior policymakers and the professional foreign affairs community at large. Through the Open Forum Speakers' Program, leaders in government, academia, private industry, the media and the nongovernmental organization community explore perspectives that span the political spectrum and gain insights regarding challenges confronting our nation's diplomats and development experts, according to Alan Lang, who chairs the Open Forum.

"Supporting freedom of expression advances the interests of each employee and organizational unit of the Department while reaffirming a broader set of principles and ideals enshrined in the Declaration of Independence and the Constitution," Secretary Powell said in a message commemorating the occasion.

For more information, visit the Open Forum's web site at [www.state.gov/s/p/of/](http://www.state.gov/s/p/of/).

## Credit Union Awards Scholarships

The State Department Federal Credit Union's Board of Directors announced the winners of their 25th annual scholarship competition. Since the program's inception, the credit union has awarded more than \$100,000 in scholarships.

Students qualify to compete after completing 12 credit hours at an accredited college or university, achieving a 2.5 GPA, having a good standing on personal credit accounts, and demonstrating financial need. This year's scholarship competition winners are:

- Rick J. Bair*, Washington State University
- David R.C. Berry*, College of William and Mary
- Audrey L. Brunson*, Illinois Institute of Art at Chicago
- LoreLee Christensen*, University of Washington
- Raphael Denbow*, Hampton University

- Walter A. Diaz*, George Mason University
- Fredric Donaldson*, Brigham Young University
- Carmen C. Figueroa*, George Mason University
- Neil A. Hanson*, University of Virginia
- Marcella D. Jones*, Strayer University
- Madjimbaye C. Namde*, Wake Forest University
- Ruth S. Osborne*, University of Maryland University College
- Tiye C. Ray*, University of Maryland University College
- Gregory Wang*, University of Maryland
- Michelle A. West*, University of Maryland University College

For more information, contact Chau Nguyen at (703) 706-5019 or visit the Credit Union's web site at [www.sdfcu.org](http://www.sdfcu.org).

# Counseling and Staffing the Foreign Service

Photo by Cy Alba

This month I am pleased to introduce the Bureau of Human Resources' Office of Career Development and Assignments. CDA makes the assignments for and provides career counseling and guidance to all Foreign Service employees.

Under Vincent Battle's direction, CDA developed new staffing initiatives, enabling HR to get the right people to the right place at the right time to carry out America's foreign policy.

CDA has created a package of incentives to attract bidders to Most-Difficult-to-Staff (MDS) posts. The Service Need Differential Program, for example, was first announced for the summer 2001 bidding cycle and has been extended through 2002. This program offers an additional 15 percent bonus to employees accepting three-year assignments at MDS posts. Other MDS incentives are still in the planning stages and will be announced.

CDA has also undertaken changes that make for a more fluid relationship among the ranks of Foreign Service generalists, specialists and the Civil Service. A new skill code conversion program allows proven and talented Civil Service employees and Foreign Service specialists an opportunity to join the ranks of the Foreign Service generalists at the entry level.

Another initiative, multifunctionality, breaks down barriers within Foreign Service generalist cones. The program has been revamped to allow employees who request the multifunctional skill code to include time served in global and arms-control-type positions as multifunctional experience.

Although the hiring of junior officers has increased in the past two years, the low intakes of previous years has created gaps at the midlevel. Two new programs are designed to fill these mid-level deficits.

The Mid-Level Professional Associates Program, for example, allows eligible family members to bid on hard-to-fill overseas mid-level Foreign Service positions.

The Mid-Level to Entry-Level Program, meanwhile, assigns junior officers to mid-level positions that would have otherwise gone unfilled. Last year, more than 100 junior officers participated in the program.

Another CDA initiative, the Junior Officer Rotation Program, has proven so successful that it has been expanded beyond its original 70 positions. The program makes it



*Clay Matthews, presidential appointments technician, prepares forms for the new non-career ambassadorial nominees.*

possible for junior officers to work in two different functional areas. Two positions at the same post are paired and the officer serves one year in each position. Many more positions have been paired to create these rotations.

Most employees assigned to CDA belong to one of four major divisions: senior level, mid level, entry level and Assignments. The first three are responsible for providing guidance and counseling on career development issues for Foreign Service employees throughout their careers.

The Assignments Division (created when the Assignments Office and Assignment Support Division were merged) is responsible for the nuts and bolts of the assignments process, including the issuance of biweekly Open Assignments Cables, representing the interests of client bureaus at the panels, and taking care of post-panel actions such as training, adjustments, curtailments, extensions and travel orders.

For more information about the Office of Career Development and Assignments, please visit the HR web site at [hrweb.hr.state.gov](http://hrweb.hr.state.gov). ■





THE VIEW  
*from*  
LA PAZ





By Dona Dailey

**I**n the highest capital city of the world, La Paz, the urban poor at least have the consolation of the best view. Their small brick and adobe houses cascade down the spectacular Andean gorge. The 20,000 ft. mountains of the Cordillera Real stretch out across the back of the continent. The middle-class perch half way down the gorge, while the upscale residential area lies at the bottom.

*Depending on where you stand, you can be anywhere from 13,400 ft. above sea level (the airport runway) to 10,500 ft., down where most official Americans live. The embassy is located at 11,529 ft. The thin air can invigorate or enervate, and the medical unit routinely provides oxygen to visitors who may not have heeded the country clearance health information. Once here, however, most mission staff adjust more or less to the high life. They jog, play tennis, swim and golf.*





A cocaine destruction pit in the Chapare.

Bolivia still remains off the beaten track for most Americans. Movie buffs remember it as the land where Butch Cassidy and the Sundance Kid had their last shoot-out. Historians know it for the richest silver mine the world has ever seen. The mine and city of Potosí (at a mere 15,000 ft. above sea level) underwrote, for several centuries, the expansion of the Spanish Empire. Naturalists and geographers value the country's amazing topographical variety. From eternal snow-capped Andean peaks, the country plunges down to the Amazon basin. The various ecosystems support an incredible range of flora and fauna. Llamas and condors dominate the upper reaches of the country, while leopards, parrots and monkeys hold sway at lower altitudes.

The country is considered the poorest in South America and has the highest percentage of indigenous peoples. It is estimated that the Aymara, Quechua and Guayani Indians compose more than 60 percent of the population. Their traditional arts, crafts, cuisine, traditional dances and ceremonies make Bolivia fascinating and unique.



A young boy chisels away at rocks in the Potosí silver mine to help support his family.



Bolivia was known in the 1980s and early 1990s for its coca leaf cultivation and rampant cocaine production. But the country has almost turned that page in its history. The Chapare region, halfway between the Andes and the Amazon, once produced one-third of the world's coca leaves. Thanks to Bolivian government policy and assistance from the United States and members of the European Union, the Chapare is now a zone of insignificant coca growth. New coca there is eradicated as soon as it is discovered. Planted in its place are fields of alternative development crops—bananas, palm trees and pineapples. Nevertheless, backers of illegal coca cultivation have not given up. So the Chapare will continue to require oversight and attention.

The most cosmopolitan of Bolivian cities, La Paz, hosts a large American community. The U.S. Mission is, after all, the second



*A U.S. Embassy vehicle was one of the first to travel from La Paz to Cochabamba after anti-government protesters nationwide blocked roads with logs, rocks and debris.*



*FSN consulate staff in Santa Cruz prepare for congressional delegation visit.*





*The Presidential Palace on Plaza Murillo in La Paz.*

largest in the hemisphere, including representatives of State, the U.S. Agency for International Development, U.S. Military Group, Drug Enforcement Agency and Peace Corps. More than 900 people work for the U.S. Embassy and in the much smaller posts of Santa Cruz, Trinidad and Cochabamba.

Counternarcotics and strengthening democracy are the mission's top two priorities, and they involve virtually every embassy office. Embassy officers work closely with the Bolivian government to ensure the effectiveness of its eradication program. And as the nation shifts from being

a place where drugs are produced to one where drugs pass through on their way to market, interdicting that traffic has assumed greater importance. American-funded micro-enterprise loans steer ex-coca-growers to alternative sources of income, reducing poverty by spurring economic activity at the lowest level. Maternal and child health programs improve the quality of life for villagers. The United States also assists grassroots democracy initiatives and reform of the criminal justice system.

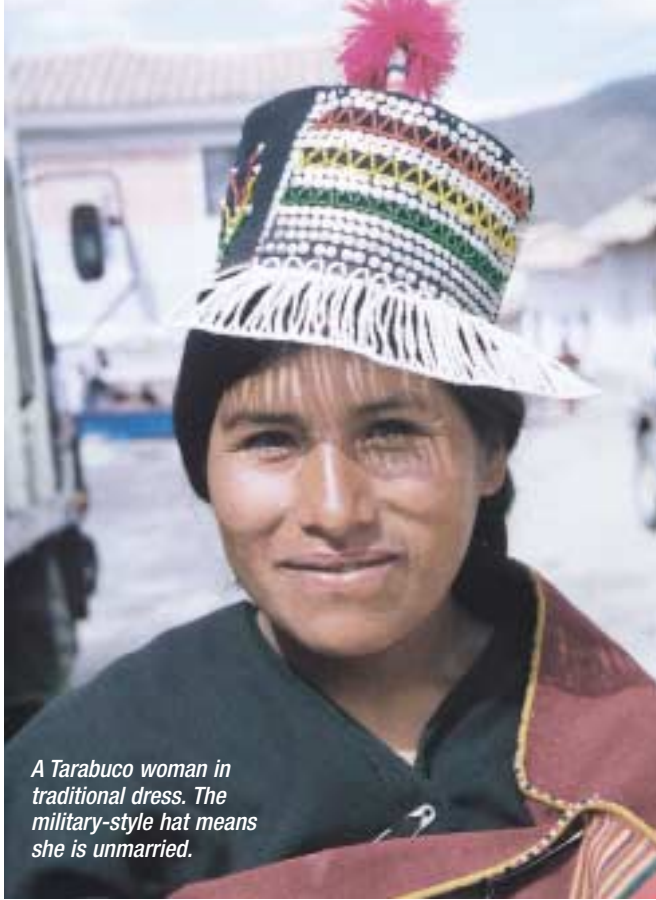
The mission cooperates with the Bolivian military by offering training programs, humanitarian aid and community health services. Some 160 Peace Corps volunteers nationwide reach out to rural populations, working side-by-side with villagers to improve local sanitation, promote nutrition and advise on development.

The embassy's unique "Eco-Pol" section covers developments in a more dynamic Bolivia, one that has experienced 18 years of uninterrupted democratic governance. As the largest single foreign investor in Bolivia, the United States places a high priority on ensuring that these investments are secure and that the intellectual property rights of U.S. firms are protected.

On the cultural side, the mission showcases American visual and performing arts to demonstrate that bilateral relationships go beyond drugs. Jazz, Navajo textile weavings and string quartets are just a few



*Very few roads are paved in Bolivia, and landslides can make travel difficult and occasionally hazardous.*



*A Tarabuco woman in traditional dress. The military-style hat means she is unmarried.*

examples of embassy-sponsored cultural presentations. Exchange programs continue to select influential Bolivians for travel to the United States to examine their professional concerns in the American context. Bolivia may soon become one of the few countries to have a cultural patrimony agreement with the United States, an important step in safeguarding the country's native and colonial heritage.

Because of its large size, the embassy deals with an array of concerns, not least among them overseeing the special funding Bolivia receives through counternarcotics assistance. The number of visa applications continues to increase, and the mission is establishing an innovative appointment system using a private company as a go-between. Besides adjudicating visas, members of the staff visit the few Americans jailed here and cooperate with the Bolivian government on a variety of cases of bilateral concern, from drug smuggling to cultural patrimony issues.

Bolivia is currently bright on the radar screens of Washington. It offers an array of satisfying positions, a committed Foreign Service National workforce and time in a unique cultural and geographical environment. ■

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*The author is the human resources officer at the U.S. Embassy in La Paz.*



*Bolivians prepare for presidential elections to be held next June.*



Office of the Month:

# The 'Hotline' Is Still Hot

Story and photos by Paul Koscak

**W**hen the United States first established its hotline between the White House and the Kremlin in 1963, it was meant to head off an accidental nuclear war.

The hotline still exists, but the concept evolved into a busy nation-to-nation communication link called the Nuclear Risk Reduction Center. Located on the seventh floor of the Harry S Truman Building, the center is staffed 24 hours a day and handles more than several hundred messages per week.

Established in 1987 through an executive agreement between Secretary of State George Shultz and Soviet Foreign Minister Eduard Shevardnadze, the center reduces potential international conflict by encouraging dialogue and open communication. Although the center's original mission was to "further reduce the risk of conflict with the Soviet Union that could result from accident, miscalculation or misunderstanding," the republics that emerged from the old empire have simply expanded that goal. Now there are four communication centers in the former Soviet Union that link the United States with Belarus, Kazakhstan, Russia and Ukraine.



*Chris Kollmar, a watch officer, is part of the 24-hour coverage.*





*Jon Feeney, a communications officer, monitors the system.*

Most messages deal with arms-control compliance and verification, including on-site inspections, according to Air Force Col. Frank Jones, the deputy director who manages the daily operations of the center. Last year, for instance, the center sent and received 15,500 international arms-control messages.

With its computers, modems and encryption systems, the center is a world away from the teletype hotline that once linked the heads of the world's two superpowers. Inside the communication center are rows of terminals, consoles and arrays of switches, meters and dials. Interestingly, a row of monitors is dedicated to messages from nations maintaining bilateral treaties with the United States. Others handle multilateral communications with almost 50 European countries. If anything, arms control is now more complex since weapons are divided even further among nuclear, biological and chemical ones.

The center isn't designed to replace traditional diplomatic channels in solving disputes or maintaining good international relations, said Danny Branch, who manages the center's telecommunications network. "It's part of an increasingly complex system of confidence- and security-building measures designed to reduce the risk of war and to promote arms control and stability," he said.

To encourage democracy and free enterprise in the former Soviet Union, the U.S. government financed two \$1.2

million earth stations—one in Ukraine, the other in Kazakhstan, that transmit and receive communications.

While the network promotes dialogue between former rivals, it also fosters openness at a lower level by requiring technicians and directors from Russia, Belarus, Ukraine and Kazakhstan to work regularly together tweaking satellite links, configuring new terminals or upgrading systems. Conversely, Mr. Branch said, Department staff travel to each of the four former Soviet republics at least once a year to finetune those operations.

Unlike the popular hotline, established for emergency communication between heads of state, the center mainly handles dispatches between governments. In 1991, for instance, information was exchanged on the falling Salyut 7 space station. Later that year, a fire at the U.S. Embassy in Moscow generated a slew of messages. The center remained poised during the recent re-entry of the Russian space station Mir but fortunately wasn't needed.

The center, part of the Bureau of Verification and Compliance, is staffed by both Foreign Service and Civil Service employees and is managed by Harold W. Kowalski Jr. The entire operation is directed by John R. Bolton, under secretary of State for arms control and international security. ■



*Faye McClendon, a communications officer, logs international messages.*





**PUBLIC  
SERVICE  
RECOGNITION  
WEEK IN REVIEW**

- ★ *State Honors Awardees*
- ★ *Foreign Service National Employees Recognized*
- ★ *New Award for Work with Women Established*
- ★ *Courtyard Celebration*

# State Honors Awardees

By Dave Krecke  
Photos by Shawn Moore

**I**t was a grand and festive occasion. The U.S. Marine Corps Band played, a military honor guard presented the colors, the Secretary of State offered his congratulations and the under secretary for Economic Affairs presented plaques to the honorees gathered for the annual awards ceremony in the Benjamin Franklin Room.

After Acting Director General Gretchen G. Welch introduced him and before he delivered his own remarks, Secretary Powell paused at the podium for the color guard to depart. One member of the honor guard, unaccustomed to executing the maneuver in a formal reception room, brought his flagstaff smartly to parade position and lightly clipped a fancy chandelier, setting a thousand pieces of crystal chiming into motion. Like a soldier fidgeting in formation, the chandelier caught the Secretary's disapproving glance and promptly returned to an at-ease position.

Secretary Powell greeted the honorees, their families and friends and said he knew they would understand if he left the event a little early to testify on the Hill for the resources the Department needs to do its job. The applause sounded their enthusiastic approval.



*Secretary Powell, above, eyes chandelier.*

*Representatives of the military services present the colors.*





## ANNUAL DEPARTMENT AWARD RECIPIENTS

### Chief Financial Officer of the Year Award



Robert A. Haukness, a branch chief in the office of the executive director in the Bureau of Administration, was recognized for his significant contributions to strengthening financial management.

### The Director General of the Foreign Service and Director of Human Resources Award for Excellence in Human Resource Management



Carolyn I. Creevy, human resources officer at the regional support center in Frankfurt, was commended for her initiative, innovation and dedication in re-establishing full operations at the U.S. Embassy in Belgrade during the winter of 2000–2001. She was also credited with normalizing human resources operations at the U.S. Embassy in Tirana and the U.S. Office in Pristina.

### General Services Achievement Award



Erica Renew, general services officer at the U.S. Embassy in Sarajevo, demonstrated strong leadership, diplomacy and tireless efforts to earn this award. Through her work, the embassy in Sarajevo became a model of excellence in supporting its Foreign Service National employees and U.S. foreign policy goals.

### The Assistant Secretary's Award for Exceptional Achievement in the Field of Human Rights and Democracy



Mark Cassayre's exceptional achievement in the cause of democracy and human rights in Kenya earned him this award. He was recognized for his excellent human rights reporting and for the key role he played in encouraging harmonious relations with Kenya's Muslim community in the wake of the tragic bombing of the U.S.

Embassy. He also fostered a constructive dialogue between the United States and Kenya on prison conditions.



John Paul Schutte shares this award with Mr. Cassayre for his exceptional achievement in the cause of democracy and human rights in Uzbekistan. He was recognized for his unusual success in organizing the human rights community in Tashkent. As a result of their actions, religious freedom has expanded, making it possible for thousands to worship according to their beliefs.

### Foreign Service National Employee of the Year Award for the Bureau of African Affairs



Paulina Julia, FSN nurse in the U.S. Embassy in Ouagadougou, earned this award for her outstanding diagnoses of patient illnesses, for her empathy and for the excellent care she gave her patients. Ms. Julia provided top-class medical care on the edge of the Sahel. She willingly and immediately responded to any medical emergency, helping embassy Americans, FSNs and the American community at large. Her community spirit made her well respected in the local medical arena and a leader in the fight for increased AIDS awareness in Burkina Faso. Her unbridled energy, excellent interpersonal skills and impressive medical insight contributed to the high morale at the post.

### Foreign Service National Employee of the Year Award for the Bureau of East Asian and Pacific Affairs



Bulgan, political assistant at the U.S. Embassy in Ulaanbaatar, earned her award for her outstanding contribution to U.S. understanding of political events in Mongolia, especially during the 2000 elections. She was also commended for assisting the embassy in forming links to the new Mongolian parliament and government.

## Foreign Service National Employee of the Year Award for the Bureau of European Affairs



Nikola Bodi, security investigator in the regional security office at the U.S. Embassy in Belgrade, received his award for his loyalty to U.S. interests and to the well-being of his fellow Foreign Service National employees. He was further commended for selfless acts of bravery and his commitment to duty under the most difficult circumstances. He was praised for his dedication to protecting the interests of other FSN employees who were still in Belgrade, and for efforts to secure U.S. property.

## Foreign Service National Employee of the Year Award for the Bureau of Near Eastern Affairs



Vera V. Hanania, consular assistant for citizen services in the U.S. Consulate in Jerusalem, was recognized for her critical role in consistently providing high-quality services to the American public following the Al Aqsa Intifada in September 2000. Against a backdrop of civil unrest, she furnished expert assistance to Palestinian-Americans desperate to leave the West Bank and to other distressed Americans. Her efforts during this crisis reflect a commitment and dedication the consulate has enjoyed during her 28 years of distinguished service.

## Foreign Service National Employee of the Year Award for the Bureau of South Asian Affairs



M.M. Firoze Ahmed, political assistant at the U.S. Embassy in Dhaka, earned the award for his accurate, insightful and well-written analytical reporting on key issues; for personally investigating allegations of human rights abuses and violent street demonstrations; for identifying key individuals and maintaining an intricate network of invaluable contacts; and for orienting a new ambassador, deputy chief of mission and an entirely new staff of six officers in the Political/Economic section. The award also recognizes Mr. Ahmed's unflagging dedication and hard work during the visits of the President and Secretary of State to Bangladesh.

## Foreign Service National Employee of the Year Award



Miriam Hamdan, cultural assistant at the U.S. Embassy in Mexico City, was selected the Department's Foreign Service National Employee of the Year for her outstanding performance in advancing U.S.-Mexican relations in the aftermath of the historic Mexican presidential elections in July 2000. Through her wide range of contacts in the new Mexican government in the areas of law enforcement, public administration and foreign affairs, Ms. Hamdan used embassy resources to demonstrate U.S. support for the Mexican transition and interest in its long-term success.

## Award for Excellence in Labor Diplomacy



William H. Owen, labor officer in the political-labor section of the U.S. Embassy in Guatemala City, received this award for his energetic advocacy for the rule of law and respect for basic rights in Guatemala. At considerable personal risk, he persistently pursued justice for trade union leaders subject to violence and threats. Mr. Owen's efforts resulted in precedent-setting convictions of those responsible for such violence as well as protection for the victims. In the process, he exemplified American values and exhibited extraordinary persuasiveness.

## James A. Baker III—C. Howard Wilkins Jr. Award for Outstanding Deputy Chief of Mission



Susan R. Johnson was recognized for her extraordinarily sophisticated and superb performance as deputy chief of mission at the U.S. Embassy in Bucharest. Her outstanding leadership and exceptional management of a portfolio ranging from regional Balkan issues to serious bilateral economic and political issues were inspirational and reflect the highest traditions of the Foreign Service.



## Charles E. Cobb Jr. Award for Initiative and Success in Trade Development



Theodore H. Kattouf, U.S. Ambassador to the United Arab Emirates, earned this award in recognition of his exceptional achievement in expanding U.S. trade and investment opportunities and advancing U.S. economic policy initiatives in the United Arab Emirates.



Richard C. Boly, economic officer at the U.S. Embassy in Asuncion, shares this award with Ambassador Kattouf for his remarkable success in promoting U.S. trade and investment and for advancing U.S. economic policy in Paraguay. He improved intellectual property rights protection, mitigated Paraguayan government

policies hostile to U.S. commercial interests and solved complex problems for U.S. companies.

## Warren Christopher Award for Outstanding Achievement in Global Affairs



Amy W. O'Neill, an analyst in the Bureau of Intelligence and Research, demonstrated extraordinary initiative and drive in focusing the attention of policymakers and the public on the issue of international trafficking in women and children. Her ground-breaking research has served as a catalyst for international action to

combat the victimization of women and children.

## James Clement Dunn Award for Excellence



Luis G. Moreno, chief of the narcotics affairs section of the U.S. Embassy in Bogota, was recognized for his exceptional leadership and contribution toward achieving U.S. goals and objectives. As a key member of the country team, Mr. Moreno effectively implemented Plan Colombia through his foresight,

creativity and profound understanding of Colombian leaders' concerns.

## Director General's Award for Impact and Originality in Reporting



Karen B. Decker, political officer in the USNATO Mission in Brussels, received this award for the exceptional impact of her reporting and analysis of Balkan affairs. Her reports focused on key issues in U.S., NATO and Balkan relations. They demonstrated great insight and analytical skill and were of extraordinary

value to U.S. policymakers.

## Diplomatic Security Employee of the Year



Jacob M. Wohlman, regional security officer at the U.S. Embassy in Jakarta, was recognized for his strong, capable leadership and outstanding management acumen in creating an island of security for the U.S. Embassy community in Jakarta and helping its members survive and thrive against difficult odds.

## Equal Employment Opportunity Award



Cheryl R. Hodge, chief of program development and guidance in the Office of Performance Evaluation, was recognized for her exceptional dedication, outstanding leadership and extraordinary work in advancing the Department's equal employment opportunity and affirmative action goals. Ms. Hodge's commitment to fostering

the career development and professional growth of employees is exemplary. Her leadership and commitment have enhanced opportunity, responsibility and professional mobility for women and minority employees within the Department.

## Robert C. Frasure Memorial Award



James W. Swigert, deputy assistant secretary in the Bureau of European Affairs, was recognized for his extraordinary accomplishments in constructing and implementing multi-faceted policies to prevent civil war in the Federal Republic of Yugoslavia. His efforts have lessened the likelihood of further violent dissolution of

Yugoslavia and resulted in the removal of the primary proponent of civil unrest in the Balkans.

## **Leamon R. Hunt Award for Administrative Excellence**



Mark S. Woerner, administrative officer at the U.S. Embassy in Harare, displayed skill, judgment and dedication during very difficult times at the embassy. He initiated improvements in services and heightened the staff's ability to deal with deteriorating conditions. Mr. Woerner instituted regular budget and procurement planning

sessions, filled long-vacant Foreign Service National employee positions and expanded American staffing so the post could perform its growing responsibilities as a regional hub. His efforts to ensure that the post had sufficient fuel and electricity during recurring crises set a standard for others. Without his leadership and creativity, conditions in the grim Zimbabwe of 2000 and 2001 would have severely compromised essential functions of the embassy.

## **Swanee Hunt Award for Outstanding Achievement in Improving the Status of Women Globally by Advancing Their Influence in Policy Formulation (Foreign Service or Civil Service Employee)**



Ergibe A. Boyd, public affairs officer in Kigali, Rwanda, received the Foreign Service or Civil Service employee award for her extraordinary dedication to improving the status of African women and bringing to life creative initiatives that have pushed women into the forefront of policy formulation both in Rwanda and in Central

Africa's Great Lakes region.

## **Swanee Hunt Award for Outstanding Achievement in Improving the Status of Women Globally by Advancing Their Influence in Policy Formulation (Foreign Service National Employee)**



Lamia Khribeche, cultural affairs assistant at the U.S. Embassy in Rabat, received the Foreign Service National employee award for her indispensable role in managing the Democracy Small Grants Program. Her superb administrative skills and active outreach efforts to fund grassroots political activists have promoted democrat-

ic change and advanced the role of women in Morocco. Ms. Khribeche's skillful management established Rabat's as the model small grant program for the other four participating Near East posts.

## **Innovation in the Use of Technology Award**



Jay N. Anania, administrative officer at the U.S. Consulate General in Hong Kong, was recognized for his insight, creative spirit and dedication to transforming his vision of the use of information technology into reality. His innovations have fundamentally changed the way business is conducted at the post. They have streamlined operations,

eliminated unnecessary work, reduced the use of paper and increased information sharing, contributing to improved productivity and enhanced internal controls. The Department will benefit greatly from a broad application of Mr. Anania's ground-breaking innovations.

## **Linguist of the Year Award**



Marc E. Knapper, political officer at the U.S. Embassy in Seoul, earned this award for his outstanding efforts to reach the highest levels of proficiency in the Korean and Japanese languages. He was recognized for his public diplomacy work in Korea and his use of the Korean language to support U.S. national interests on the Korean Peninsula.

## **Thomas Morrison Information Management Award**



Michael B. Bretz, information systems officer in the joint administrative services office in Brussels, demonstrated determination and professionalism in upgrading the Department's e-mail systems and directory services. More than 250 posts and 50,000 users have benefited from his efforts. Mr. Bretz's leadership in pioneering this project has had a significant impact on the Department's

entire networking family.



## Arnold L. Raphel Memorial Award



Harry K. Thomas Jr., deputy director of the Operations Center, was recognized for his exceptional dedication and extraordinary accomplishments in guiding and advancing the careers of Department employees. Through his commitment to excellence as a mentor, teacher, friend and leader, Mr. Thomas has excelled in team-build-

ing and developing long-term strategies to use the talents of the most outstanding members of the Foreign Service and Civil Service.

## Luther I. Replogle Award for Management Improvement



Wayne J. Bush, director in Finance and Management Policy, showed innovative leadership in developing and establishing American Presence Posts abroad. This unique concept permits the U.S. government to focus its interests in cities distant from their capitals. Mr. Bush's efforts have been at the heart of one of the most successful

management initiatives undertaken by the Department in recent years and will have a significant impact on U.S. objectives for the foreseeable future.

## Herbert Salzman Award for Excellence in International Economic Performance

Helena R. Bordie, economic officer at the U.S. Embassy in



Beijing, was recognized for her exceptional success in complex World Trade Organization negotiations with China. Her tireless efforts to advise and support the U.S. negotiating team and her advocacy of an implementation strategy for U.S. businesses are in the finest traditions of the Foreign Service.

## Civil Service Secretary of the Year Award



Karen T. Lewis, secretary to the executive director for the Bureau of Nonproliferation, Arms Control, Political-Military Affairs and Verification and Compliance, was selected Secretary of the Year for her outstanding contributions to the integration of the executive operations of the Arms Control and Disarmament Agency into the

Department. Her extraordinary dedication and professional achievements reflect the highest ideals and traditions of the Civil Service.

## Office Management Specialist of the Year Award



Lori A. McLean, office management specialist in the Bureau of European Affairs, was selected Office Management Specialist of the Year for her critical role in establishing and transforming the U.S. Office in Pristina under the most difficult circumstances. Her extraordinary dedication and professional achievements reflect the

highest ideals and traditions of the Foreign Service.

## Barbara M. Watson Award for Consular Excellence



Roberto Powers, consul general at the U.S. Embassy in Damascus, expanded and improved the consular section's visibility and services to the local American community in Syria. His impressive pre-crisis planning and developmental work with local and more junior staff demonstrated outstanding leadership, crisis man-

agement expertise and commitment to public service.

# The Chosen Few

## Foreign Service National Employees of the Year for 2001

Story and photos by Dave Krecke

**E**ach year regional bureaus recognize the huge contribution Foreign Service National employees make to the Department's mission by selecting the employee judged their bureau's top performer. The six awardees receive an all-

expense-paid trip to Washington, D.C., for a week to receive their awards and to participate in activities held in their honor. From among the six, a single employee—one out of more than 30,000 Foreign Service National employees worldwide—is selected FSN of the Year.

Photo by Michael Gross

*FSNs of the Year and program officer Kim Stroman pose in the Benjamin Franklin Room before the award ceremony begins. From left, Miriam Hamdan, Bulgan, Kimberly Stroman, Vera Hanania, Firoze Ahmed, Paulina Julia, Nikola Bodi.*







*Miriam Hamdan with sons Alan and Omar in the State Department cafeteria before the award ceremony.*

**“It was gratifying to receive this award. But I didn’t need the award to tell me about the democratic progress my country is making.”**

**—Miriam Hamdan, FSN of the Year 2001**

**Miriam Hamdan**, a cultural affairs specialist at the U.S. Embassy in Mexico City, is the FSN of the Year for 2001.

Jointly nominated by the political and public affairs sections of the embassy, Ms. Hamdan was recognized for her “initiative, interpersonal skills and knowl-

edge of Mexico’s political players.” She opened doors for the embassy to the new Fox government, the first opposition party government formed in more than 70 years of Mexican independence.

The new government was barely in place when officials—from senior police to the president’s chief of staff—began calling Ms. Hamdan and expressing interest in exploring U.S. political institutions and processes as useful models for Mexico. She fielded requests for seminars, visiting speakers and Washington-area appointments on topics from anti-corruption to foreign policy, from crime and the community to reinventing government. The nominating cable calls Miriam Hamdan “a vital liaison, not just for public diplomacy, but for every embassy agency interested in good governance, political parties, public security and narco-trafficking.”

Before joining the cultural affairs section 14 years ago, Ms. Hamdan taught political science at the National Autonomous University of Mexico, the nation’s premier

university. She also worked in the Ministry of Foreign Affairs for three years.

“I feel passionately about my work,” she says; “I love my country. And the work I do with these programs helps Mexico. It was gratifying to receive this award. But I didn’t need the award to tell me about the democratic progress my country is making.” Ms. Hamdan calls herself a networker, a person who, for example, links the best Mexican candidates for International Visitor grants with American experts in public administration or anti-corruption activities and stands back to let their professional dialogue work its magic.

A participant in an FSI-sponsored, three-week training program last year, Ms. Hamden received congratulatory e-mails from FSN classmates all over the world. She traveled alone from Mexico City for her training. But on this trip, her sons Omar, 11, and Alan, 8, wouldn’t let mom leave home without them.

**Bulgan** is the East Asia and Pacific region’s choice as FSN of the Year. Like most Mongolians, the political assistant at the U.S. Embassy in Ulaanbaatar uses only her first name.

The nominating cable credits her with organizing information about more than 600 candidates for office in Mongolia’s nationwide elections in 2000. A savvy student of politics, Bulgan interpreted election issues and party positions to help American staff better understand the political scene in Mongolia’s budding new democracy. She recognized the vulnerabilities of the ruling Democratic Coalition and appreciated the gains the opposition party was making in the popularity contest. When the opposition delivered a stunning defeat to the coalition in the national elections, it came as no surprise to the embassy, thanks in large measure to Bulgan’s perceptive analysis.

One of the mission’s most important election observers, she accompanied the ambassador to polling places on election day and helped to determine that the voting was, indeed, free and fair. In the months since the new government has taken office, Bulgan has introduced embassy officers to the new leadership. Her understanding of the nuances of parliamentary power and political groupings contributed to the selection of a 10-member team of Mongolian legislators, who visited the United States and observed American political processes in action. Bulgan traveled with the group on their trip, further deepening the mission’s relationship with these parliamentary leaders and answering their questions along the way.

“Thanks to Bulgan’s analysis, the election results came as no surprise to the embassy.”



*Bulgan, political assistant in Ulaanbaatar, enjoys a glass of juice at a breakfast hosted by the Office of Overseas Employees for this year’s Foreign Service National employees of the Year.*

During a period of constitutional crisis, Bulgan played a central role in arranging the visit of U.S. Supreme Court Justice Sandra Day O’Connor. Justice O’Connor’s discussions of constitutional issues with the chairman and other members of the Mongolian Constitutional Court may have quickened the resolution of the crisis.

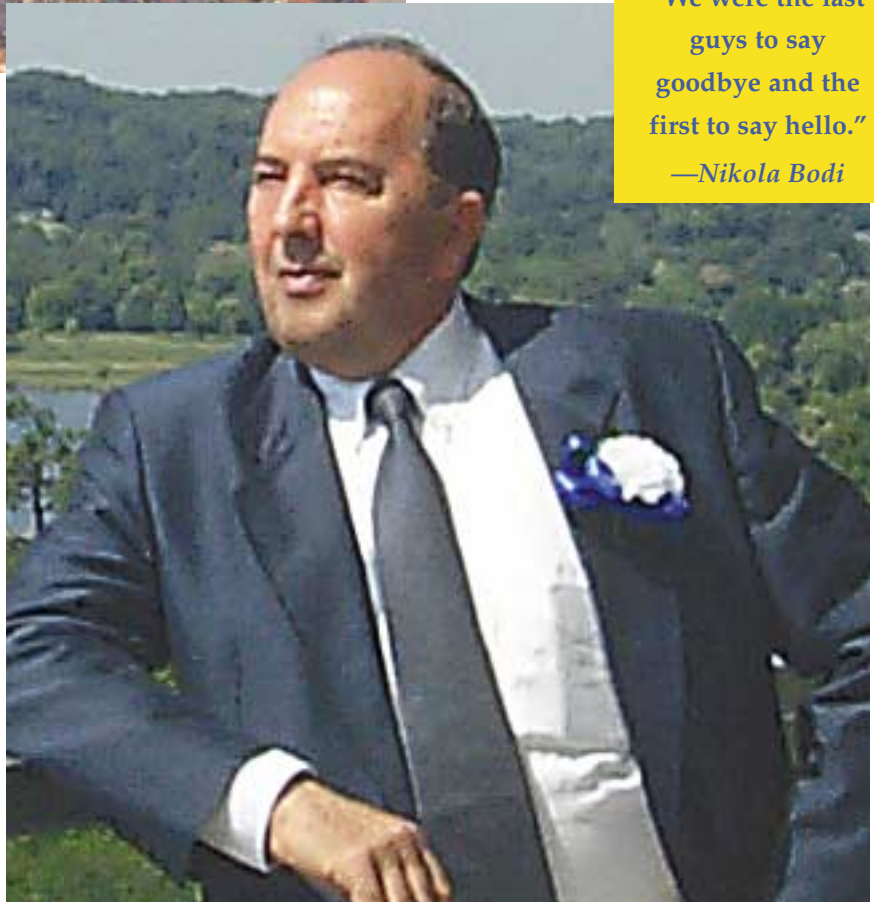
In the late 1970s, Bulgan studied English at the University of Moscow, where she met her husband, Enkhbat, a fellow Mongolian who now heads the research department of the parliament’s secretariat. The couple has two daughters, ages 22 and 17. Bulgan received an Asia Foundation scholarship in 1991 to study at Rutgers University’s Institute of Politics. When she returned to Mongolia, she applied for the political assistant position at the embassy and was selected for the post by then-political counselor Cheryl Martin. Ms. Martin traveled from her university training

assignment in Boston to be present when Bulgan received her award.

Since the award was established in 1985, only one employee, **Nikola Bodi**, has been a bureau FSN of the Year more than once. The FSN investigator from the regional security office in Belgrade won the honor in 1993 and again in 2001. The cable from Belgrade cites his “extraordinary acts of bravery” before and after the hostilities between the United States and Serbia in 2000. At no small risk to himself, Mr. Bodi, a veteran of six separate evacuations, organized the early-morning caravan that carried the American staff to the Belgrade airport for their safe evacuation. Standing on the tarmac until wheels were up on the U.S. military aircraft, Mr. Bodi realized that he and his FSN colleagues might be

“We were the last guys to say goodbye and the first to say hello.”

—Nikola Bodi



*Nikola Bodi, security investigator at the U.S. Embassy in Belgrade, takes in the view of the Mall from the Department’s 8th floor balcony.*



seen by the Milosevic regime as collaborating with the enemy, particularly after the NATO bombing started barely 12 hours after the Americans' departure.

Despite the dangers, Mr. Bodi marshaled the embassy staff to protect equipment and buildings and to ensure that fellow FSNs would be paid. It was a risky job that involved moving large sums of money in an unfriendly environment.

When diplomatic relations were re-established between the two countries last November, Mr. Bodi and his team greeted the first American diplomats at the airport. "We were the last guys to say goodbye," he says, "and the first to say hello." He says he never lost hope that the two countries would resume previously friendly relations.

Mr. Bodi and his wife have three daughters. Two live in Belgrade. The third is a U.S. citizen living in New Jersey.

"An indispensable employee." That's how the cable from Ouagadougou describes nurse **Paulina Julia**, this year's FSN of the Year from the Bureau of African Affairs. In 16 years as a State employee, Ms. Julia has shown exceptional medical judgment and has "contributed enormously...to high morale" in one of the world's most remote Foreign Service posts. "She knows instinctively what she can treat, what tests need to be done, what can be treated by a local specialist (and which one)," the cable continues, "and what is so serious that a call to the regional medical officer or a medical evacuation is the immediate response."

Her care of the Foreign Service community extends beyond American employees and their families to FSN employees. "Her selfless daily care over a period of months of two employees dying of AIDS symptoms (we have lost four in the past 18 months)," the cable notes, "more than qualifies her for FSN of the Year."

When a local guard supervisor and his wife died of AIDS, Ms. Julia and her husband adopted their three children, paying their school fees and welcoming them into their home. It was a gesture consistent with her commitment to the care of those stricken by the scourge of AIDS. Beyond the embassy, Ms. Julia contributes countless hours to nongovernmental organizations, spreading information to contain the epidemic and ministering to people suffering from the disease.

Two non-official Americans recently injured in Burkina Faso owe their lives to Ms. Julia's quick response to their accidents. She arranged to have an American girl who was seriously injured in a car accident transferred from the sub-standard clinic where she was being treated to the embassy facility. She then made arrangements to medically evacuate her the next day. When an American technician fell from the radio tower he was repairing at a Christian broadcasting station about 60 miles from Ouagadougou, Ms. Julia had him rushed to a private clinic and alerted the best local doctor to be there when he arrived. She personally oversaw his care and arranged for his speedy evacuation.

The tale of Paulina Julia and Burkina Faso is a love story in more ways than one. While she is a citizen of Burkina Faso today, Ms. Julia and her identical twin sister Loreto were born in Chile. The once inseparable sisters studied nursing together and worked in Santiago hospitals after completing their training.

She enjoyed nursing but discovered that working from 7 a.m. to 10 p.m. with only occasional peeks at the sun was depressing. In 1981, she decided to chase the sun by visiting a cousin stationed in Upper Volta (today's Burkina Faso). In her eager-

"Her selfless daily care over a period of months of two employees dying of AIDS symptoms (we have lost four in the past 18 months) more than qualifies her for FSN of the Year."

—Nominating cable describing Paulina Julia



Paulina Julia, nurse at the U.S. Embassy in Ouagadougou, beams the winning smile that has captivated her American and FSN patients in Burkina Faso for years.

ness to make her African trip a success, she even brushed up on her English. Arriving in Ouagadougou, Paulina Julia was crestfallen to learn that people in Upper Volta speak French, a language she had never studied. Her cousin, concerned about making her visit to Africa as pleasant as possible, took her to a hotel in town owned by a Spaniard. There, she met a Frenchman named Richard and immediately fell in love. Though he spoke no Spanish and she spoke no French, Richard proposed two days later. And she accepted. Continuing her trip around Africa, she called her mother from Nairobi to explain that she had fallen in love. Her mother told her she could not marry a man her mother hadn't met and demanded that she return to Santiago. "If he truly loves you," she said, "he will come to Chile and propose in a proper way." A disappointed but obedient Paulina gave in to her mother's wishes and returned home. Waiting for her was a stack of love letters from Richard, all in French. She rushed to a trusted French-speaking friend for the translations.

Three weeks later, Richard flew to Santiago and proposed "in the proper way." After the wedding, they returned to Africa, bought the hotel where they had met and two years later had daughter Magdalena, now 18. In 1982, Paulina Julia found a way to use her English after all. She applied for a nursing job at the U.S. Embassy. She loves her husband, her daughter, Burkina Faso and her job. And each of them is only too happy to reciprocate. "If I have been successful," she says, "it is because Americans have given me so much."

How many American citizens of Palestinian descent live in the West Bank, Gaza and Jerusalem? If you guessed nearly 100,000, you'd be close to the correct answer. In her 28 years of working in the American citizen services section of the U.S. Consulate in Jerusalem, **Vera V. Hanania** has probably met most of them. She is the section's senior FSN and this year's choice for Near East Bureau FSN of the Year.

Few U.S. employees in the world have served so long and so productively in such a tense environment. Charged with looking after the well-being of one of the largest expatriate communities in the world, Ms. Hanania was selected for what the nominating cable terms her "exceptional initiative in defense of American citizens and her personal courage," demonstrated under the most demanding conditions.

Since the Al Aqsa Intifada began in the fall of 2000, the consulate in Jerusalem has been operating in a "virtual war zone." Shootings, bombings, violent demonstrations and restrictions on movement are everyday developments. Despite the dangers, Ms. Hanania has ensured that her section of the consulate provides the "highest



Photo by Carl Goodman

*Vera V. Hanania, from the citizen services section of the U.S. Consulate in Jerusalem, participates in the after-ceremony picnic in the Department's courtyard.*

**Cable describing Vera V. Hanania: "a lifeline and often the only source of help"**

level of service" to its American citizen clients.

When the Israeli government required all Palestinians, including Palestinian-Americans, to obtain transit permits before departing the West Bank through Israel, many American citizens "desperate to escape the violence were trapped," the cable explains. "With extraordinary calm and patience, Ms. Hanania fielded countless last-minute requests from frightened Americans for help in leaving."

Ordinarily, the consular section repatriates single persons, usually tourists. Since the Intifada, repatriations have doubled and now include entire families seeking to escape the violence and the West Bank's depressed economy. Using her rich network of contacts, Ms. Hanania has persuaded Israeli authorities to waive thousands of dollars in visa overstay fees. The cable calls her "a lifeline and often the only source of help" for repatriated families.

Even before the Intifada, Vera Hanania displayed courage in visiting a battered American woman despite





“He works the streets to ensure the embassy is informed.”

—Nominating cable for Firoze Ahmed.

*Firoze Ahmed, political assistant at the U.S. Embassy in Dhaka, relaxes near the hotel in Foggy Bottom where the FSNs of the Year stayed for five days.*

reports that her family was armed and had threatened to kill consular staff. Ms. Hanania’s courageous and persistent visits to monitor her condition may well have ensured that the once-abused woman remained safe. When an elderly Palestinian-American woman was killed by errant gunfire from Israeli soldiers, Ms. Hanania braved the emotionally heated atmosphere to express her condolences and those of the consulate to the deceased woman’s family.

Summing up Ms. Hanania’s contribution, the nominating cable terms her a “gifted crisis manager...whose deft handling of the burgeoning workload during this crisis...has enabled this mission to meet its goal of protecting the welfare of Americans in Jerusalem’s consular district.”

Vera Hanania cannot claim she was hired under false pretenses. There was a bomb threat on the day she joined the consulate’s staff in 1973. She recalls it was almost comical how her colleagues, thinking she might quit if she learned of the threat, tried to shield her from the

news. Of course, that was before anyone knew just how brave she was.

Her close-knit staff of six employees represents every major ethnic group in the consular district. Fluent in English, Hebrew and Arabic, they form a compatible and productive team, a model of inter-ethnic cooperation.

Before he joined the U.S. Embassy in Dhaka, **Firoze Ahmed** was a university-trained journalist with years of newspaper experience in Bangladesh. His zeal for getting the story and getting it right is one of the reasons the embassy and the South Asia Bureau selected him FSN of the Year.

Their nominating cable says Mr. Ahmed “works the streets” to ensure the mission stays informed of “political and social issues that simmer below the surface.” Recently, he visited a hospitalized journalist who was seriously beaten by thugs acting on the orders of a prominent politician. The journalist, who will lose at least one limb as a result of the beating, had written an article exposing the politician’s corrupt practices. Getting the facts behind incidents like this makes Mr. Ahmed a major contributor to the mission’s human rights report.

An astute student of Bangladesh politics, he has been the embassy’s “point man” in assessing the issues and prospects of the various factions vying in the country’s upcoming general elections. He has applied those same analytical skills to cover narco-trafficking.

Mr. Ahmed is one of the mission’s primary briefers for incoming American staff. Turnover was so high in the recent cycle that he briefed almost the entire political section of six new officers, a new ambassador and a new deputy chief of mission. All “briefees” judged his survey of the country’s political scene invaluable in preparing them for their new jobs.

A veteran of eight and a half years with the embassy, Mr. Ahmed credits his journalistic training as perfect preparation for his position. His network of reporter contacts keeps him informed of the stories behind the stories in the political environment. The journalist’s habit of checking and rechecking the facts with different sources and exploring different angles ensures that Mr. Ahmed’s cables to Washington are accurate. He stays in touch with the younger generation and with the university community by teaching classes in journalism in his spare time.

He and his wife, a medical doctor, have a seven-year-old daughter.

Again this year, the FSN awards were granted for six noteworthy, often courageous performances from employees around the globe. One thing is certain: many among the approximately 30,000 who did not receive awards this year have already launched award-winning performances for 2002.

# New Award Credits Work for Women



Former U.S. Ambassador to Austria Swanee Hunt.

By Dave Krecke  
Photos by Shawn Moore

**F**ormer U.S. Ambassador to Austria Swanee Hunt has sponsored two new awards honoring persons who have advanced the influence of women in policymaking. Serving in Vienna in the midst of the crisis in the nearby Balkans, she observed that, while their lives were deeply affected by decisions made at high-powered meetings, women's voices were seldom heard at the meetings themselves. Recognizing the need to bring women to the policy table, Ms. Hunt has funded two \$5,000 annual awards for persons who have worked toward that goal: one for a Foreign Service or Civil Service employee and the other for a Foreign Service National employee serving at a U.S. Embassy or Consulate.



Ergibe A. Boyd, public affairs officer at the U.S. Embassy in Kigali, is the first Foreign Service officer to receive the Swanee Hunt Award. In Rwanda, the country still traumatized by the genocide of 1994, she launched a program using female university students as role models to encourage younger girls to stay in school and

continue their studies. Her initiative has prompted rural women to take an interest in politics and, for the first time, stand as candidates in local elections.

Mrs. Boyd raised more than \$500,000 to organize the Kigali Conference on Women as Partners for Peace, which attracted more than 200 women from eastern and southern Africa. The conference participants adopted the "Kigali Resolution," which stressed the need for creative solutions to reduce regional tensions. The resolution ultimately led to a U.N. Security Council Resolution urging women to assume prominent roles during international peace negotiations. The meeting also resulted in the establishment of women's peace organizations throughout the region.

Through the International Visitor and speaker programs, Ergibe Boyd has been instrumental in involving Rwandan women in legal programs and drafting the nation's new constitution.



Lamia Khribeche, cultural affairs assistant at the U.S. Embassy in Rabat, is the first Swanee Hunt Foreign Service National awardee. Program officer for the embassy's small grants program, Ms. Khribeche coaches nongovernmental organizations on how to prepare grant proposals. By the end of the program's first year, she had overseen \$200,000 in successful grants to NGOs, most aimed at expanding the political role of Moroccan women. One project involved staging a creative play on women's issues for audiences throughout the country. The play traveled beyond Morocco's two largest cities and raised these issues effectively with illiterate women in smaller cities and towns. One grant was used to organize a mock trial to publicize laws protecting women victims of violence. Another went to Morocco's largest women's organization to publish a primer on women's role in politics. Yet another grant introduced lessons on women's rights and legal protections to an already effective literacy program.

"The common element in the management of all of these grants," the nominating cable states, "was the post's ability to provide funding quickly and directly to grassroots political activists.... We owe this success above all to the administrative skills and active outreach efforts of Lamia Khribeche."



# Celebrating Public Service

Story and Photos by Carl Goodman

More than 3,000 Department employees enjoyed the proverbial free lunch of hot dogs, chips, soft drinks, popcorn and cotton candy May 10 to mark Public Service Recognition Week, an annual event since 1985 honoring the men and women who serve the nation as federal, state and local government employees.

Held in the courtyard of the Harry S Truman Building with the Soaring Eagle sculpture overlooking the event, the observance followed the Department's annual awards ceremony in the Benjamin Franklin Room, honoring more

than 30 Civil Service, Foreign Service and Foreign Service National employees for performance, innovations, inventions, special acts and services.



Above: *Jocelyn Sindelar of the Bureau of Consular Affairs Office of Children's Issues enjoys the festivities.*



Left: *Bettye Mayes (far left) greets Biana Prosser, 15, of Alexandria, Va., one of hundreds of visitors to the Department's exhibit on the National Mall staffed by employees from Consular Affairs and Public Affairs.*



*Enjoying their free lunch are, from left, Geraldine Morton, Edwin Der, Gary Carlson and Alan Kirwin.*





*The Soaring Eagle keeps a sharp eye on courtyard events.*



*Above: Under Secretary for Management Grant Green joins the troops for a hot dog.*

*Right: Stephanie Reed-Smith entertains during courtyard festivities.*

*Below: Ana-Karina Cory, right, enjoys the festivities with colleague Marjorie Sanders.*



Photo by Shawn Moore

Later, in the courtyard, Grant Green, under secretary for Management, said it's important to pause from time to time to celebrate not just the award winners but also rank-and-file employees who work day after day to advance the nation's diplomacy.

"Your service to the American public is a source of pride, a cause for celebration," Mr. Green said, encouraging employees to consider themselves among the "elite."

The annual observance, he said, gives us a chance to celebrate "the unsung miracles each of you accomplish every day."

Entertainment for the event, held under sunny skies amidst a sea of red, pink and yellow balloons, included vocal duets by employees Mary E. Johnson and Stephanie Reed-Smith.

The Department was also among 100 federal agencies exhibiting on the National Mall as part of Public Service Recognition Week. ■



Photo by Carl Goodman



# Salsa Spices 4th of July in Italy

By Arikka K. Finn

Celebrating the 4th of July has come a long way—all the way to Florence, Italy.

During the U.S. Consulate General's week-long celebration, guests moved slowly through a striking exhibition of innovative designs by American students at the New York Fashion Institute of Technology. Swaths of tri-color fabric draped and festooned each mannequin with revolutionary flair.

After viewing the students' work, partygoers entered the consulate gardens for an American-style picnic catered by U.S. firms. Here, guests shared a welcome escape from the intense summer heat and roaring tourist activity. Later, in the consulate ballroom, guests conversed and danced to the "Sounds of America."

So why all this hoopla and glitz so characteristic of American national consciousness? Wherever you are, abroad or at home, you need a community. More than just aesthetics, cross-cultural events like the 4th of July celebration not only increase understanding but help to create and maintain long-standing friendships and business relationships between Americans and host country nationals.

Responding to the specific needs of the international Florence consular district, Consul General Hilarion "Lari" Martinez turned a specifically American holiday into an occasion for collaboration between the consulate and its many U.S. corporate and university sponsors. This year, during five evenings of foot-tapping music, delectable food and enjoyable conversation, July 4th patriotism and American energy and inventiveness combined to showcase the diverse aspects of American culture.

From the lyrics of Rodgers and Hammerstein to the sounds of the U.S. Sixth Fleet Jazz Combo, American and Italian artists entertained their guests royally.

"Sounds of America" week was much more than a social soirée. Since Mr. Martinez initiated the July 4th events three years ago, commercial relationships between American corporations and Italian businesses have grown. In turn, American companies have invited clients to the affair and promoted their own businesses.

The Florentine community praised the celebration. Federico Tondi, secretary general of a major political party, said, "We recognize the helpful and positive influence of the U.S. Consulate and identify with the July festival." The Marchese Ferdinando Frescobaldi observed that the United States is very open about ideas, and that Italians are open to American ideas and traditions, saying, "Italians like to participate in American traditions and parties."

Although the consulate events are characteristically American, Italians consider them more than American patriotic events. A prominent Florentine architect, for example, said, "We do not feel that by participating in this integration and exchange we lose our culture or our ideals."

Besides promoting American culture and showcasing American artists, the July 4th celebrations spotlight major American businesses operating in Tuscany and open new opportunities for U.S. export growth and investment in Florence's dynamic economy. ■

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*The author, a student at Wellesley College outside Boston, was an intern in the consulate general.*



*Fourth of July guests at the U.S. Consulate in Florence celebrate with a salsa in the elegant ballroom.*

# Sunshine State Is Proving Ground for the Department's Solar Project

Story and photos by Paul Koscak

**W**ith no end in sight to the rising cost of energy, solar power is helping to lower the Department's electric bill.

Hot water and outdoor lighting at the Florida Regional Center in Ft. Lauderdale is now derived from a well-known Florida commodity—sunshine.

Look closely and you'll notice the silver collectors on top of the parking lot light posts or on the roof. The solar system is amazingly efficient.

It takes just 16 volts to illuminate the parking lot every night, and the roof-mounted, 40-gallon solar water heater is governed by a valve that prevents the water from getting hotter than 105 degrees. Without the safeguard, the water would soar to a scalding 140 degrees.

*Building manager  
Chuck O' Meara  
notes features on  
the rooftop solar  
water heater.*







*The flat, gray solar panels powering the parkinglot lights are hardly noticeable.*

"I'm delighted with it," building manager Chuck O'Meara said of the lighting. "It's a real even and decent coverage. We have couriers and roving secretaries arriving at all hours."

The lamps, which use high-intensity reflectors to achieve their brilliant illumination, are protected by hurricane-proof hoods backed up by a 72-hour battery. What's more, the bulbs designed for solar power don't emit the annoying glare commonly found in traditional outdoor lighting. Amazingly, the bulbs are just 24 watts, compared to a typical 100-watt bulb used for both outdoor and indoor residential lighting.

"The neighbors like it," Mr. O'Meara added, pointing to the bordering apartment complex.

The solar hot water, now used exclusively for showering, will eventually be connected to all of the building's hot-water faucets. The system has worked flawlessly

enough to disconnect the building's 32-gallon conventional water heater.

Although at \$72,000 the solar system isn't cheap, the investment is still well below the \$200,000 bid received to install conventional lighting. That, according to Mr. O'Meara, meant installing 10 concrete posts and breaking up the asphalt lot to run conduit. Each solar lamp, on the other hand, is an independent unit that doesn't require extensive wiring.

The system is expected to pay for itself in less than 10 years, said Tim Authurs, the Department's energy, policy and construction officer in Washington, D.C., who originally suggested using solar power for outdoor lighting.

"It's a real winner," he said. "Those lights will be in every parking lot we have."

To cut electric costs further, Mr. Authurs is replacing the 75-watt bulbs in the stair and elevator signs throughout the hallways of the Truman Building with 3-watt light-emitting diodes. Eventually, Department computers will be powered by fuel cells for additional savings, he said.

"Anything that will get us off the grid," Mr. Authurs said, referring to the power company. "I sense electricity is going to get costly down the road." ■



*A solar panel gleams in the afternoon sun.*

# Army Offers Planning, Career Insights

Story and photo by Tom Macklin

**E**fforts to improve strategic planning are paying off. Secretary Powell has created an assistant secretary for resources and management, a leadership position that will soon oversee the Department's entire budget. Elsewhere, the Bureau of Human Resources is hammering out long-term staffing plans based on realistic budget projections.

Long-term planning hasn't always been one of the Department's strengths. One possible solution is a recent partnership with the Army's Center for Strategic Leadership at Carlisle, Pa. Formed by Thomas Pickering, former under secretary for political affairs and Gen. Eric Shinseki, the Army's chief of staff, the venture eventually led to an April seminar on long-range and strategic planning in Carlisle attended by 65 Department employees.

"We need to be looking at nationalism in Russia," notes Thomas Adams, the deputy director of the Office of Management Policy who attended the two-day event located at the Army War College. "What will it be doing in five years? What about the reform movement in Iran? How will it affect petroleum prices? Is Indonesia going to spin apart? We don't have enough contingency planning."

The attendees received not only a firsthand look at how the Army grapples with such scenarios but also a look at how it prepares its officers for future leadership positions.

In the past, many Department plans weren't linked to resources. State employees at the workshop echoed that view, Mr. Adams said, "complaining that plans too often are disconnected from goals, budgets or resources."

To underscore the importance of planning and leadership, Army historians gave the workshop participants a guided tour of nearby Gettysburg battlefield. They pointed out, Mr. Adams said, that strategic planning resulted in what was arguably the turning point of the Civil War.

The workshop inspired the attendees to consider forming a Future Concepts Center, a think tank where responses to probable global events are planned, similar to military contingency planning.

Aside from planning skills, the Army seminar offered insights on career development as well. A seven-week training class launches Foreign Service careers, but continuing professional training usually takes a back seat to work demands throughout a typical 20-year career. Army officers, on the other hand, are required to pursue formal education and career training throughout their careers to earn promotions.

"We were struck by the disparity in resources devoted to planning and professional development by the military when compared to State," said Grant Green, under secretary for Management, who keynoted the planning workshop. "The average Army officer will spend some six years of a full career in professional education and training."

But changes are already under way at the Foreign Service Institute, where certain management and leadership training will become mandatory.

To shape policies and training more along the lines of the U.S. Army, the workshop's participants called for appointing a political adviser to the Joint Chiefs of Staff, greater participation in key military exercises and forming an office to coordinate training opportunities with the Department of Defense. ■

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*The author is an action officer in the Bureau of Political-Military Affairs.*



*Grant Green, newly confirmed under secretary for Management, speaks at the Carlisle planning conference.*



# Secretary Backs Internet Effort

By Sandra Burgess

Communications got a big boost in April when Secretary Colin Powell gave his support to an Internet steering committee charged with developing web sites for outside audiences.

"This is not about machines and connections, it's about changing mindsets," he proclaimed.

The emphasis on automation and new technologies is a keystone of the Secretary's vision for the Department. He said State must become "the best example in the federal government of how technology, particularly the Internet, can help us all to get our jobs done."

At the committee kickoff, Fernando Burbano, the Department's chief information officer, called for connecting the Internet to every employee's desktop computer. David Carpenter, who directs Diplomatic Security, said his bureau supports the Department's effort to upgrade its communication network. The bureau uses an Internet web site for its successful Rewards for Justice program to combat international terrorism.

Aside from moving thousands of documents and forms without paper, the Internet may be a potent tool for championing human rights, said Michael Parmly, acting assistant secretary of state for Democracy, Human Rights and Labor.

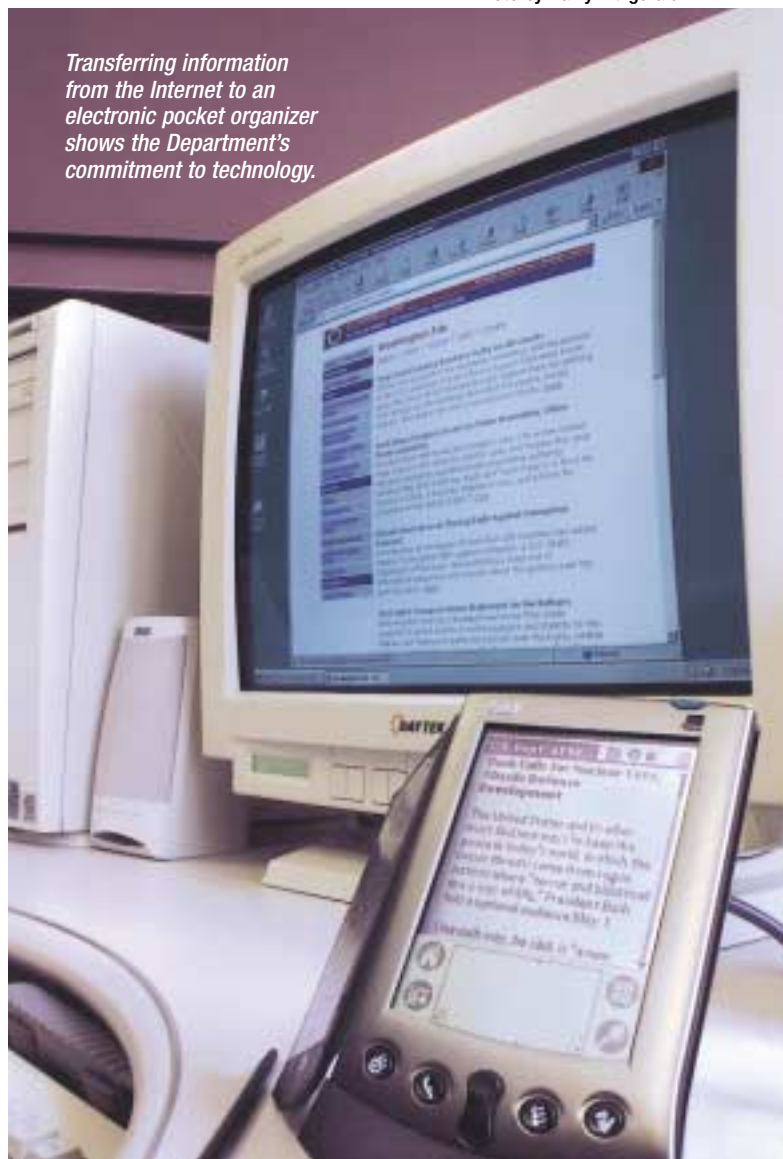
In nations without freedom of speech, for example, the Internet may be the only source of balanced news. In China, Mr. Parmly recalled, the government tried to cover up an explosion at a school where fireworks were illegally manufactured. When the story hit the Internet, the leaders publicly admitted the incident occurred.

"If the Internet were fully available to the world, the information would overcome government repression," he said.

In contrast, information Americans have a right to know is found on the Freedom of Information Act web site, run by the Department's Bureau of Administration. The Department stays in touch with foreign exchange program participants through the Internet, and Public Affairs uses the Internet to reach wider audiences, said deputy spokesman Philip Reeker.

The Internet is a bonanza for public diplomacy, according to John Dwyer, who coordinates international information programs. It provides an international pipeline for official United States policy and is "used as a key

Photo by Barry Fitzgerald



*Transferring information from the Internet to an electronic pocket organizer shows the Department's commitment to technology.*

means of providing the face for the U.S. government to the rest of the world."

For the latest updates on the Department's Internet efforts, visit (what'd you expect, a phone number?) <http://isc.state.gov>. ■

*The author is a computer specialist in the Bureau of International Information Programs.*

# Computer Training Opportunities Wide Open

By Carol Sparhawk

**F**or those of us—and, at State, that's perhaps most of us—who honed their office skills on manual typewriters, take heed: getting smart on computer systems is easier than you think.

Foremost is the Computer Learning Center in Room 1410 in the Truman Building. It's ideal for motivated employees who can't spare the time for full-day computer classes. Participants learn at their own pace using videos and computer-based tutorials. Courses include DOS, Windows, Microsoft Access, Excel, Outlook, PowerPoint and Word. And while you're moving ahead on your own, staff are standing by to answer questions when you get stuck. The center is open Monday through Friday from 8:30 a.m. to 4 p.m. Stop by or call (202) 647-4672 to get started.

For those who prefer the discipline of a structured classroom, the Foreign Service Institute offers more than 20 courses covering core office tools such as Windows, word processing and e-mail. More advanced courses include Microsoft Office applications as well as Internet and web site development.

And for those who can't get away because they are away, FSI's School of Applied Information Technology offers more than 300 distance-learning courses. Even if posted overseas, you can connect to the school via CD-ROM, Internet and OpenNet. Distance learners have daily access to an online mentor to handle questions and problems. More than 23 certifications can be earned through distance-learning

courses. For more information or to enroll, e-mail SAIT-DL@state.gov or visit <http://fsiweb/sait> on the OpenNet.

For those in the thick of it—information technology employees—FSI's Professional Development Division in Warrenton, Va., can keep your career on track. The bulk of the division's courses center on computer systems administration and operation. Many courses lead to Microsoft Certified Professional credentials that can boost your salary up to 15 percent. There's also training in telephone, radio and modem maintenance. Last year, the division opened a Sylvan testing center so students can take the Microsoft exams at Warrenton.

The latest figures show a healthy demand for information management training. In 1997, 157,000 training hours were provided by the School of Information Technology. In 2000, that figure jumped to 328,000 hours. Computer gurus have an even greater appetite for knowledge, almost tripling their training from 92,000 hours in 1997 to 258,000 in 2000. ■

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*The author is an instructor at FSI's School of Applied Information Technology.*



*The author offers Internet instruction to Yvonne Jamison.*

Photo by Robert Kaiser



# The Buzz You Hear May Be More Dangerous Than You Think

By Claire Huson

Mosquitos have few friends. And for good reasons.

For one thing, their bites itch. But more serious are the diseases they transmit—to humans and animals. The list of mosquito-borne diseases is long: malaria, yellow fever, dengue fever, West Nile virus, St. Louis encephalitis, heartworm in dogs and Eastern equine encephalitis in horses.

Some areas of the United States have not worried about mosquito-borne disease for years. That changed with the appearance in 1999 of West Nile virus. Its rapid spread has reminded us all of our vulnerability. Mosquito-borne disease ranks among the top causes of illness and death in the world, according to the World Health Organization. An estimated one million people die annually from malaria alone. Most victims are children in impoverished countries.

There are more than 2,500 different species of mosquitos worldwide. Identifying the species of a mosquito is very important because different species have different habitats, behaviors, feeding preferences and ranges. An effective control program relies on this information.

Integrated pest management practices—surveillance, source reduction and larval and adult control strategies—are ideally suited for mosquito control. Pesticides protect the public health by killing larvae and adult mosquitos.

Surveillance identifies breeding areas and determines the best time to use pesticides.

Reducing or treating water sources decreases the number of biting adult female mosquitos seeking a blood meal prior to laying their eggs. Reducing the number of stagnant water sources results in higher concentrations of larvae in the remaining water sources and increases the impact of larvacides. Larvacides may be microbiological, oils or chemical products.

Adulticides target mature mosquitos and are typically applied in ultra low volumes as fine droplets. They may be applied from air, trucks or professional applicators on foot.

## WHAT CAN YOU DO?

If the species of mosquito infesting your yard has a small range, they are most definitely home grown.

You can stop raising mosquitos by:

- Emptying any standing water that may persist for more than a few days. Some mosquito species favor tree holes, containers such as old tires, buckets and potted plants. Very small amounts of water suffice for some species.

- Searching for objects that collect water and devising ways to prevent water from accumulating; discarding debris and unnecessary containers and filling low areas with earth.
- Changing the water in bird baths at least weekly; keeping swimming pools treated and the water circulating; keeping rain gutters flowing.
- Encouraging beneficial predators such as fish that feed on mosquito larvae and dragonflies.

You can reduce your mosquito exposure by:

- Making sure that windows and doors have screens (unless they are never opened).
- Replacing outdoor lights with yellow “bug” lights.
- Avoiding outdoor activity when mosquitos are most active: for malaria-carrying *Anopheles* mosquitos, peak times are morning and evening; from Asian tiger mosquitos, however, there’s no reprieve.
- Wearing clothing that covers as much skin as possible; wearing repellent: DEET-based repellents are the most effective.
- Using bednets and treating them with an insecticide, especially if mosquitos are entering your home.

You can make yourself less vulnerable to mosquitos and pesticides by:

- Consulting your medical care professional if you are in an area with endemic malaria, yellow fever or other mosquito-borne diseases for which a vaccine or other prophylaxis exists.
- Applying repellents only to exposed skin and clothing and following the label’s directions. Avoid the eyes and mouth. With sprays, apply first to the hands and then rub on the face. Do not allow children to apply repellents themselves and don’t apply repellents to children’s hands. Wash treated skin after returning indoors. Wash treated clothing before wearing again.
- Avoiding the spraying of aerosols in enclosed areas or near food; avoiding breathing sprays.
- Being attentive to announcements or signs of large-scale pesticide applications in your area.
- Seeking medical guidance on additional precautions if you have chemical sensitivities.
- Closing windows and doors and turning off air conditioners when spraying is under way in the immediate area. Do not let children play around any applicator activity. ■

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

# People Like You



Photo by Paul Koscak

Barbara Pollard shows a few of her creations.

## Expressions Add Zest to Daily Routine

Creativity should be Barbara Pollard's middle name. Art, fashion design and music are a few of her coveted pastimes. The endeavors give her plenty of opportunity, she says, for self-expression. "It kills the monotony of everyday life."

Ms. Pollard's prowess with fabric is well known among some of her Nonproliferation Bureau colleagues who have ordered her custom-designed gowns and dresses for proms and other formal events. She plans on starting a business teaching people to make their own clothes. "You can save so much," she says. "It can help a lot of people."

When she's not sewing, she's most likely singing. An accomplished gospel singer or "songster," as she describes herself, Ms. Pollard performed at the Old Post Office pavilion during the 1997 Cherry Blossom Parade as well as at the Department during black history month. She's recording a CD soon. Music is a life-long pursuit and runs in the family. Her father played trumpet, her mother, piano.

Ms. Pollard, a secretary with the Department for 29 years, also wields a deft pencil. She enjoys cartooning as well as Japanese-style art, particularly nature themes. "Drawing is soothing for the mind," she adds. ■

## A Walk on the Long Side

The former community liaison officer at the U.S. Embassy in Riga is attempting an epic 2,658-mile walk of the Pacific Crest Trail from Mexico to Canada this summer.

B.J. Martin, a retired Marine officer and husband of consular officer Karen Martin, has been saving his money and planning the walk for more than a year. As part of his plan, he wants to make this a 'walk-for-fun' but also a 'walk-for-funds' to assist a children's rehabilitation center in Latvia.

He has been featured in a local newspaper, and word is spreading rapidly of his walk. While enduring lonely deserts and treacherous mountain trails, he'll know that his "walk" will eventually help disabled Latvian children to walk.

He began walking in mid-April and by June had made it nearly halfway through the arduous desert region of Southern California, on a trail that many begin but few complete. ■



B.J. Martin in training.

Photo by Debbie Stout



Upcoming Calendar

- ◆ **Aug. 8** Pianist Li-Ly Chang
- ◆ **Aug. 22** Jazz artists Dona Carter and Charles McGee

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



Dona Carter is scheduled to perform with Charles McGee Aug. 22.

# From Chinese Opera to Kentucky Folk

By John Bentel



Meiyu Tsung demonstrates Chinese opera and dance.

The Arts Cultural Series and the Foreign Affairs Recreation Association recently offered a rich variety of performances.

Meiyu Tsung performed a number of Chinese opera and dance selections. While her opening numbers conveyed grace and serenity, her closing piece was filled with fighting, reminiscent of the recent movie *Crouching Tiger, Hidden Dragon*. Mrs. Tsung displayed passion,

energy and concentration throughout her performance.

Brazilian pianist Gloria Machado led the Piano Series Celebration with works by modern-day Argentine composers Astor Piazzola and Alberto Ginastera. A master of their music, she played sensitively and skillfully.



State's own Wayne Dorsey plays selections by the classical masters.

Photo by Michael Gross

State employee Wayne Dorsey performed a variety of piano music by classical composers. Mr. Dorsey's interest in the piano dates from a performance he saw Van Cliburn give on television not

long after the pianist from Texas won the Tchaikovsky competition in the former Soviet Union. Mr. Dorsey's opening number, Beethoven's *Sonata op. 2, no. 3*, offered a soothing contrast to Rachmaninoff's more passionate *Prelude no. 5, op. 23*. His final offering, Chopin's *Polonaise in Ab Major, op. 53*, sparkled.

Performers in the annual piano recital from the Department and Georgetown University ranged in age from 6 to 81. Logan Yanoff, 8, opened the concert with *Old McDonald* and *Ding Dong Bell*. His sister, Callan, 6, whose feet barely reached the pedals, followed with *Chimes*. Tenzing Tekan from Nepal offered two Kentucky mountain songs. Richard Livingston performed Strommen's *In a Minor Mood*. Jonathan J. Rhodes presented Schaum's *Lumberjack Song*. A special student-guest, former Senator Charles H. Percy, played and sang.



Former U.S. Sen. Charles Percy of Illinois performs during the annual piano recital.

On a more intermediate level, Dr. Koto Kimura, a cancer researcher, played *Sonata* by Chip Davis. Wesley Cross II performed Satie's *Gnossinne*. Stanli O. Montgomery followed with works by Bach, Schubert and Scott Joplin. Participating for her third year in the annual recital series, Maria Guadalupe Carias performed works by Chopin and Liszt. ■

The author is a computer specialist in the Executive Secretariat.

# Education & Training

Program	Sept	Oct	Length
<b>Language</b>			
<b>LANGUAGE</b>			
As Assigned			
<b>Area Studies</b>			
<b>Advanced</b> —During full-time Language Training—Weekly			3H
<b>Administrative Training</b>			
Customer Service Training PA143	6		2D
Financial Management Officer's Course (Overseas) PA211		9	7W
Working with ICASS PA214	18	9	4D
Principles of Appropriation Law PA215		9	4D
Accounting, Vouchering & Certification PA216		15	1W
Supervising a Cashier PA217		22	1W
General Services Operation PA221		1	10W
Basic Administrative Management PA224	24	29	1W
Human Resources Management Course PA231		9	7W
Advanced Human Resources Management Workshop PA234	17		2W
American Human Resources Management PA235		9	2W
Human Resources Management at Post PA236		29	2W
ICASS Executive Seminar PA245		24	1D
<b>Distance Learning</b>			
<b>Correspondence Courses:</b> How to Be a Certifying Officer PA291, How to Be a Contracting Officer Representative PA130, How to Write a Statement of Work PA134, Introduction to Simplified Acquisitions & Requisitions Overseas PA222, Management Controls Workbook PA164, Training for Overseas Cashier Supervisor PA294, Training for Overseas Voucher Examiners PA200			
<b>Computer-Based Training (CBT):</b> Purchase Card Self-Certification Training PA297, Overseas Cashier (CD-ROM Version) PA295, Basic NEPA Record Keeping (Overseas) PA226			
<b>Consular Training</b>			
Automation for Consular Managers PC116	17		5W
<b>Continuous Enrollment:</b> Basic Consular Course PC530, Orientation to Overseas Consular Functions PC105, Overseas Citizen Services PC535, Passport & Nationality PC536, Immigrant Visas PC537, Non-Immigrant Visas PC538, Consular Review & Automation PC540			
<b>Correspondence Courses:</b> Immigration Law and Visa Operation PC102, Nationality Law and Consular Procedures PC103, Overseas Citizens' Services PC104 (6 Days), Passport Examiners' Correspondence Course PC110, Introduction to Passport Adjudication PC118			
<b>Curriculum and Staff Development</b>			
Visual Aid Basics PD520	14		1D
<b>Economic &amp; Commercial Training</b>			
Economic and Commercial Studies PE250	10		36W
Environment, Science and Technology PG562	10		1W

Program	Sept	Oct	Length
<b>Orientation Training</b>			
Orientation for Civil Service Employees PN105	11,26		3D
Washington Tradecraft PT203	17	15	1W
<b>Executive Program Training</b>			
EEO Diversity Awareness for Managers and Supervisors PT107	6,13,20	4,25	2D
Foreign Affairs Leadership Seminar PT119	16		11D
Advanced Management Skills PT210		22	5D
Creative Problem Solving PT212		29	2D
Starting Right: A Seminar for Program Directors PT213		3	3D
Managing Conflict Productively PT214		9	2D
Team Leadership Workshop PT215		15	2D
7 Habits of Highly Effective People PT216	12		3D
Running Effective Meetings Workshop PT217	10		2D
Leading a Diverse Workforce PT218	6		1D
<b>Management Development Training</b>			
Strategic Planning & Performance Measurement PD529		11	2D
Supervisory Studies Seminar PK245		22	1W
Team Building PT129	18		1D
Managing Change PT206		3	1D
Introduction to Management Skills PT207	10		1W
Managing State Projects PT208	17		1W
Managing Up: Working Effectively with Your Manager PT252		10	1D
Negotiation Skills for Managers PT253	6		2D
<b>Public Diplomacy Training</b>			
Public Diplomacy Tradecraft PY100		29	3W
Speech Writing & Presentation Skills PY102	7		1D
Role of the Spokesperson/How the Media Works PY103	5		1D
Dealing with the Electronic Media PY104	6		1D
Public Diplomacy Programs, Products and Services PY107		31	2D
Public Diplomacy Practice and Theory PY109		29	2D
Cultural Programming Overseas PY112	4		1D
Accessing Information Resources at Home & Overseas PY202		18	1D
Accessing Information Resources for Domestic Research Needs PY208		19	1D
Administering Public Diplomacy Grants & Cooperative Agreements PY220	10		3D
New Trends in Public Diplomacy PY230	10		3D
<b>Office Management Training</b>			
Civil Service Office Support Professionals Program PK206		15	17D



Program	Sept	Oct	Length
<b>Political Training</b>			
Arms Control and Non-Proliferation PP203		22	5D
Congressional Relations PP204		24	3D
International Negotiation: Art & Skills PP501	17		1W
Human Rights for Political Process PP507	25		1D
Global Issues PP510	24		3D
Population, Refugee & Migration Officers Orientation PP516	4		4D
<b>Security Overseas Seminar</b>			
SOS: Security Overseas Seminar MQ911	10	15	2D
ASOS: Advanced Security Overseas Seminar MQ912	18	23	1D
TDY Security Overseas Seminar MQ913	10	15	1D
<b>Transitions (OBC)</b>			
Protocol and U.S. Representation Abroad MQ116		20	1D
Welcome Back Workshop MQ300		13	1D
Transitions to Washington for Foreign-Born Spouses MQ302		13	0.5D
<b>Career Transition Center</b>			
Retirement Planning Seminar RV101	25		4D
Job Search Program RV102		1	8W
Financial and Estate Planning RV103	27		1D
Annuities & Benefits and Social Security RV104	26		1D
<b>Information Management Training</b>			
PC/Windows NT 4.0 PS201	10,25	1	2D
Introduction to the Internet PS218	7,24	2,24	1D
Word for Windows, Introduction PS232	6,18	3	2D
Word 97 or Windows, Intermediate PS233	17	10	2D
PowerPoint 97 Introduction PS240	5,24	1	2D
PowerPoint 97 Intermediate PS241	12	18	2D
Access 97 Introduction PS250	11	3	2D
Access 97 Intermediate PS251	10	16	2D
Excel 97 Introduction PS270	5,20	1	2D
Excel 97 Intermediate PS271	19	18	2D
Introduction to MS Project 2000 PS280		10	3D
CableXpress for End Users PS284	5,7,12, 13,17,21	10,22 26,27	1D
CableXpress Administration PS285	17		4D
MS Outlook PS298	13		1D
Supporting CA Applications for IM Specialists PS310	24		1W
Internet for Power Users PS318	10,25	12	1D
Introduction to MS Word 2000		25	2D
Introduction to MS PowerPoint PS340		23	2D
Introduction to MS Access 2000 PS350		25	2D
Introduction to MS EXCEL 2000 PS370		23	2D
Introduction to MS Outlook PS398		26	1D
Web Development Fundamentals PS418		29	4D
ALMA PC Windows NT 4.0 (Module I) PS501	17		1D
ALMA Work (Module II) PS502	18		1.5D
ALMA Outlook (Module III) PS503	19		0.5D
ALMA Excel 97 (Module IV) PS505	20		1D
ALMA PowerPoint 97 (Module V) PS506	21		1D

Program	Sept	Oct	Length
<b>Professional Development Division</b>			
Introduction to Telephone Security YW141	17,29	1,15	1D
Basic Telephone and Key Systems YW142	17,29	1,15	1W
Introduction to Data Communications YW173	10	15	2W
Classified Local Area Network YW177		1	2W
SC-7 Satellite Operations and Maintenance YW192	24	29	3W
Wide-Band Digital Transmission Networking YW213	24	29	2W
SX-50-MITEL PBX SX-50 YW 219	24	15	1W
SX-2000-MITEL PBX SX-200 Digital YW220		1,22	1W
SX-2000-MITEL PBX XS-2000 YW221		12,29	1W
SX-20/200A-MITEL PBX SX-20/200 Analog YW222	3		1W
FAST Backup—Communications for Non-IRM Personnel YW231	17	15,22	1W
FAST TERP—TERP V for Non-IRM Personnel YW232	3,24	22,29	1W
CT's Commercial Satellite Terminals YW234	17	15	2W
System Administration for Microsoft SQL Server YW236		15	1W
Administering Microsoft Systems Management Server 2.0A YW237		1	1W
Supporting MS System Management Server 2.0 Advanced SMS YW238		9	1W
NT Advanced Administration YW240	17	29	1W
Advanced Networking YW241		15	2W
Radio YW244	3,17,24	15,22,29	1W
Advanced Windows 2000 YW245		1	3W
Wide Band N.E.T. YW250	24	29	2W
Advance Router Configuration ARC YW251			2W
BPS—Black Packet Switching YW334		22	1W
Meridian 61C YW497	3,24	22	2W
Advanced Nortel YW499	17	9	2W
Banyan LAN—Local Area Network YW640	17		2W
Desktop Systems YW642	3,10,17	1,15,29	2W
Black Router YW745	10	1	1W
Microsoft Exchange YW749		1	1W

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

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

Photo by Robert Kaiser



Students study languages at FSI.

## APPOINTMENTS



### **Under Secretary for Arms Control and International Security.**

John R. Bolton was confirmed as the new under secretary for Arms Control and International Security. Prior to his appointment, Mr. Bolton was senior vice president of the American Enterprise Institute, a Washington, D.C.-based think tank.

A former assistant secretary for International Organization Affairs, he has also served as assistant U.S. attorney general and assistant administrator for program and policy coordination and general council for the U.S. Agency for International Development. He and his wife, Gretchen, have one daughter.



### **U.S. Ambassador to Belgium.**

Stephen F. Brauer has been confirmed by the Senate to be the new U.S. Ambassador to Belgium. Since 1980, he has served as chief executive officer of Hunter Engineering Co. of St. Louis. He joined the firm in 1971 and became its chief operating officer in 1978. A Vietnam veteran, he served as a civilian aide to

the Secretary of the Army from 1991 to 1994. Mr. Brauer has also served on numerous civic boards, including those of the Boy Scouts of America, St. Louis Art Museum and the Missouri Botanical Garden. He was also the honorary consul of Belgium for eastern Missouri. Mr. Brauer and his wife, Camilla, have three children.



### **Assistant Secretary for Near Eastern Affairs.**

William J. Burns of Pennsylvania was confirmed by the Senate as the new assistant secretary for Near Eastern Affairs. Mr. Burns is a career member of the Senior Foreign Service, Class of Career Minister. He joined the Foreign Service in 1982 and most recently served as the assistant secretary for the Near Eastern Affairs Bureau. He has served overseas in Jordan and Moscow and at home as the senior director for Near Eastern and South Asian Affairs at the National Security Council, executive secretary of the State Department and special assistant to the Secretary of State. He and his wife, Elizabeth, have two daughters.

### **Assistant Secretary for Democracy, Human Rights and Labor.**

Lorne W. Craner was confirmed by the Senate as the new assistant secretary for Democracy, Human Rights and Labor. Since 1995 he has been president of the International Republican Institute and has also served as the director for Asian Affairs at the National Security Council, deputy assistant secretary for Legislative Affairs and foreign policy adviser for Senator John McCain of Arizona. He and his wife, Anne, have two children.



### **Director General of the Foreign Service and Director of Human Resources.**

Ruth A. Davis was confirmed by the Senate as the new director general of the Foreign Service and director of Human Resources. Ambassador Davis is a career member of the Senior Foreign Service, Class of Career Minister. She joined the Foreign

Service in 1969 and most recently served as the director of the Foreign Service Institute. She has also served overseas in Zaire, Kenya, Japan, Italy, Spain and as ambassador to Benin. She was consul general in Barcelona, where she played a significant role in organizing the 1992 Olympic games. In Washington she has served as the special adviser for International Affairs for the Washington, D.C., government and principal deputy assistant secretary for Consular Affairs.



### **Chief of Protocol.**

Donald B. Ensenat has been confirmed by the Senate as the new chief of Protocol. An attorney with an international and maritime law firm in New Orleans, Mr. Ensenat was formerly ambassador to Brunei, legislative assistant to the late Congressman Hale Boggs, assistant to the attorney general of Louisiana and a member

of the board of directors of the Overseas Private Investment Corp. He and his wife, Taylor, have two children.



### **Assistant Secretary for Intelligence and Research.**

Carl W. Ford was confirmed by the Senate to be the new assistant secretary for Intelligence and Research. Previously, he was president of an international strategic consulting firm specializing in Asia and the Middle East. Mr. Ford served two tours in Vietnam, as a U.S. Army air-



## APPOINTMENTS

borne infantry officer and as an intelligence officer. He has also served in the CIA as a Congressional Foreign Affairs Fellow, as Senator John Glenn's foreign policy and defense issues director and in the Department of Defense as the principal deputy assistant secretary for International Security. Mr. Ford and his wife, Sheila, have one child.



**Director of Policy Planning.** Richard N. Haass of New York was confirmed as the director of Policy Planning. Most recently he was the vice president and director of foreign policy studies at the Brookings Institute in Washington, D.C. Mr. Haass has served as director of the National Security Programs and Senior Fellow at the Council on

Foreign Relations as well as a special assistant to President George W. Bush and senior director for Near Eastern and South Asian Affairs for the National Security Council. He and his wife have two children.



**Assistant Secretary for European Affairs.** A. Elizabeth Jones has been confirmed by the Senate to be the new assistant secretary for European Affairs. Ms. Jones is a career member of the Senior Foreign Service, Class of Career Minister. Since November 2000 she has been the senior adviser for Caspian Basin Energy Diplomacy.

Ms. Jones has also served as the principal deputy assistant secretary for Near Eastern Affairs and ambassador to the Republic of Kazakhstan. She has two children and is married to Donald Ruschman.



**Assistant Secretary for African Affairs.** Walter H. Kansteiner III was confirmed by the Senate to be the new assistant secretary for African Affairs. Before his nomination, he advised corporations on a wide range of mergers, acquisitions and privatizations throughout Africa. Mr. Kansteiner also directed African affairs for the National

Security Council, acted as the Africa specialist on the Secretary of State's policy and planning staff and was a member of the Strategic Minerals Task Force for the Department of Defense.



**Assistant Secretary for East Asian and Pacific Affairs.** James A. Kelly of Hawaii was confirmed as the new assistant secretary for East Asian and Pacific Affairs. Most recently he served as the president of Pacific Forum CSIS, a Honolulu-based think tank. Prior to that Mr. Kelly served as president of EAP Associates, Inc., special assistant

for National Security Affairs to President Ronald Reagan, senior director for Asian Affairs at the National Security Council and deputy assistant secretary of Defense for International Security Affairs. He and his wife, Audrey, have two grown children.

**Assistant Secretary for Legislative Affairs.** Paul V. Kelly has been confirmed by the Senate as the new assistant secretary for Legislative Affairs. A retired Marine Corps colonel, he served as president of the Marine Corps' Disability Evaluation Board, director of the Marine Corps War College, legislative assistant to the chairman of the Joint Chiefs of Staff and liaison to the Defense Appropriations Committee for Marine Corps matters. He and his wife, Linda, have one daughter.



**U.S. Ambassador to Jamaica.** Sue McCourt-Cobb was confirmed by the Senate as the U.S. Ambassador to the Bahamas. Previously she was the managing director and general counsel of a Florida-based private investment firm. She has served as the interim secretary (the chief executive officer) of the State of Florida

Department of the Lottery, chairman of the board of the Federal Reserve Bank of Miami and director of Goodwill Industries and the Zoological Society of Florida. She and her husband, Charles, have two sons and six grandchildren.

**Assistant Secretary for South Asian Affairs.** Christina B. Rocca was confirmed by the Senate to be the next assistant secretary for South Asian Affairs. Most recently she was foreign policy adviser to Senator Sam Brownback of Kansas. Mrs. Rocca also has been a Congressional Fellow at the American Political Science Association, an intelligence officer for the CIA and an administrative assistant for the American Banker's Association. She and her husband, Gordon, have two children.

# Transit Benefit Increases

**B**eginning January 2002, the monthly maximum transit benefit will increase from \$65 to \$100. Employees who wish to request an increase in benefits must complete form DS-3062 (available on e-forms via the Intranet) and fax it to HR/ER/EP at (202) 261-8182.

All requests for increased benefits must be received in HR/ER by close of business Oct. 4, 2001. Employees may request the increase if their actual commuting costs warrant it. Requests for more than necessary may result in disciplinary action.

Please call Corinne Thornton on (202) 261-8172 or Gale Smith on (202) 261-8162 or via unclassified e-mail if you have further questions. ■



# Credit Card Data Becoming An Easy Steal

By Bill Cook

Keep your eye on that credit card—literally.

That's especially true when paying for something. About 5 percent of all Americans—that's more than 14 million people—have had their credit cards pilfered and didn't even know it.

According to Secret Service statistics distributed by the State Department Federal Credit Union, the fastest growing ploy used by criminals, particularly organized groups overseas, is to copy card data by "skimming" it off a customer's card. Thieves buy magnetic strip readers

and alter them to record all the data on the credit card's magnetic strip. This information is then e-mailed to cohorts overseas where counterfeit cards are produced.

How does this happen? Typically, a card is swiped twice: once through the establishment's credit card reader and once through a hand-held organizer such as a Palm Pilot or similar gadget with a skimming device attached to it. Authorities say the highest incidents occur at restaurants where a dishonest worker will pull out the device from a pocket, swipe the card, and hide it before anyone's the wiser.

A nationwide study reported that 17 percent of Americans experience some kind of credit card, ATM or debit card fraud or loss.

The best protection against these high-tech crooks, according to a credit union statement, is awareness. Shred all credit card receipts and bank statements. Review your account statements carefully for unidentified charges. Never give out any account information over the phone, especially personal identification numbers.

Doing business on the Internet is risky, too. It's not difficult for a savvy hacker to break into unencrypted financial records. Consumers should ensure that any web site is secure before making transactions.

If you're a credit union member and suspect credit card fraud or abuse either abroad or stateside, call 1-800-296-8882. ■



*The author is a vice president with the State Department Federal Credit Union.*



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



*Herbert Daniel Brewster, 83, a retired Foreign Service officer, died April 29 in Baltimore of complications from pneumonia and prostate cancer. He joined the Foreign Service in 1940 and served in Beirut, Athens, Berlin and Naples. As country director for Greece, Mr. Brewster spoke out against the 1967 Greek "junta" and urged vigorous U.S. opposition to their oppressive policies.*



*Margaret L. Brown, 84, a retired Foreign Service officer, died March 20 in Tacoma, Wash., after a long illness. During her 37-year career, she served in Spain, Germany, Mexico, Sweden, Egypt, Italy, Afghanistan, Peru and Washington, D.C.*

*Garrett C. Burke, 68, died April 30 of lung cancer in Sarasota, Fla. He joined the Foreign Service in 1957 and served in mostly consular positions in London, Manchester, Munich, Lima, Bern, Tokyo, Oslo, Frankfurt, Athens and Washington, D.C. He retired in 1986. Mr. Burke served in the U.S. Army as an infantry officer before joining the Foreign Service.*

*Sarah L. Fagan, 71, a retired Foreign Service secretary, died May 9 of a heart attack in Alexandria, Va. She served in London, Rome, Tokyo and Washington, D.C. She joined the Foreign Service in 1952 and retired in 1983.*



*Russell Fessenden, 84, a retired Foreign Service officer, died March 4 at his home in Ashfield, Mass. Mr. Fessenden joined the Foreign Service in 1954. He served in Paris before being sent to Brussels as deputy chief of mission to the European Community. He also served as deputy chief of mission and Chargé-d'affaires in the Federal Republic of Germany. Mr. Fessenden was deputy assistant secretary of State for European Affairs when he retired in 1973. He served in the Army Signal Corps during World War II.*



*Walter Kushner, 68, a retired Foreign Service communications specialist, died April 8 in South Daytona, Fla., of complications from a stroke. He joined the Foreign Service in 1958 and was posted to Hong Kong, Sofia, Conakry, Saigon, Monrovia, Buenos Aires, Jakarta, Ankara, New Delhi and Cairo. He retired in 1988. Prior to joining the Foreign Service, Mr. Kushner served in the U.S. Air Force.*

*T. Howard Peters, 80, a retired Foreign Service officer, died April 29 in Port Ludlow, Wash. He served in Cairo, Baghdad and Tokyo, where he was director of the U.S. Trade Center. He retired from the Foreign Service in 1967. Mr. Peters was a retired colonel in the U.S. Army Reserve.*

*John Clinton Sauls, 79, a retired Foreign Service officer, died April 5 in Daytona Beach, Fla. During World War II, the State Department recruited Mr. Sauls from the U.S. Army because of his signal intelligence expertise. He served six terms as U.S. representative to the U.N. General Assembly Administrative and Budgetary Committee. He retired in 1976.*



*Lucille C. Simpson, 76, wife of retired Foreign Service officer Richard L. Simpson, died Dec. 24, 2000, in Holly Hill, Fla., of complications related to diabetes. She accompanied her husband on assignments to Bonn, New Delhi, Karachi, Cairo, Dhaka and Washington, D.C.*



*Robert Campbell Strong, 84, a retired Foreign Service officer, died Dec. 28, 1999, in Tucson, Ariz. He joined the Foreign Service in 1939 and served in Germany, Czechoslovakia, South Africa, Bulgaria, China, Syria and as ambassador to Iraq. In Washington Ambassador Strong served as director of the Office of Near Eastern Affairs. At the time of his retirement in 1968, he was Diplomat-in-Residence at the University of Oklahoma. The Urban League of Tucson, in which he was very active during retirement, named one of its preschools in his honor.*

# PERSONNEL ACTIONS

## Foreign Service Retirements

Casse, Geraldine M.	Healey, Daniel O.	Lukasavich, William P.	Tindall, Margaret A.
Chaddic, Joe H.	Hogan, Alice C.	Malczewski, Denise	Vogel, Paul J.
Concepcion, Robert	Ignatius, Mary Ann	Ott, Elaine L.	Walker Jr., Edward S.
Courtney, Caryl M.	Jacob, Dale W.	Patonai, Richard	Wax, Jean Catherine
Cunningham, James R.	Jennings, Rita D.	Raspolic, Elizabeth	Wesche, Stephen
Gaffney, Paul P.	Jones, Philip M.	Roman, Jacques	Gerald
Gilligan, Janet M.	Lester, Jerry W.	Sharpe, Patricia Lee	White, Paul W.
Habib, Shirley Pharis	Linchangco, Donna D.	Thomas, Kay M.	Wilder, Carol E.

## Civil Service Retirements

Bergamaschi, Dorothy E.	Raymond, Dorothy Dillon
Casiano, Leila E.	Rees, Mary Edna
Monroe, Frederick F.	Salah, Hafiza El Zeni
Moore, Clyde R.	Snead, Larry L.
Raver, Dennis M.	

## 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>.

## Appeal for Higher Grade Denied

**A** Department employee grieved the salary level assigned her when she converted from office management specialist to junior officer candidate. The employee asserted that because of her education and work experience she should have been converted at a grade 5, step 5 salary level rather than grade 6.

The employee based her appeal to the Foreign Service Grievance Board in part on the language of the standard operating procedure to set salary levels at the time of her conversion by the Office of Recruitment, Examination and Employment. The standard listed the requirements for a grade 5, step 5 salary level as "a Master's or law degree; or a combination of seven years of university education and full-time, professional experience in a field similar to or closely related to the work of the Foreign Service."

The employee had earned a bachelor of arts after attending a university for five years and then had worked abroad for three years as an executive assistant and office management specialist. In her appeal, she asserted that "the professional work that qualifies me for the grade 5, step 5 is from overseas service [at two U.S. Embassies]." She said that both of her employers were foreign affairs agencies and that she performed the work of the Foreign Service overseas.

The Department responded with a statement from HR/REE stating, in essence, that the employee's work experience since completing her college degree was as a secretary. While her experience as a Foreign Service secretary would be useful to her as a Foreign Service officer, the Department said her secretarial duties were unrelated to the general responsibilities of an officer. Therefore her secretarial experience was not creditable for a salary increase.

In its decision, the board accepted the Department's position and denied the employee's appeal.



# 1st Foreign Affairs Day Nears

**A**s the Secretary announced in May, Foreign Affairs Day (formerly known as Foreign Service Day) will be held Sept. 10 at the Department. The Secretary has widened the event's focus to include Department retirees from both the Foreign Service and Civil Service. The Secretary considers it a homecoming for all former employees.

Time-honored traditions will continue. For example, there will be presentations of the Director General's Cup, the Diplomatic and Consular Officers, Retired's Foreign Service Cup, and the Associates of the American Foreign Service Worldwide's Merit Awards. The Civil Service Cup will be presented. The American Foreign Service

Association will dedicate a new plaque honoring colleagues who gave their lives in the line of duty overseas.

A luncheon in the eighth-floor dining room will precede an afternoon program of seminars on current foreign policy issues facing the Department. AFSA will hold an open house for all attendees at its clubhouse near the Department in the afternoon. Others planning the event besides AFSA and DACOR are the American Federation of Government Employees and the United States Information Agency Alumni Association.

To register for Foreign Affairs Day, please complete and return the registration form below. For more information please call (202) 663-3600 or send an e-mail to [foreignaffairsday@state.gov](mailto:foreignaffairsday@state.gov).

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## 1st Annual Foreign Affairs Day Sept. 10, 2001

**The 1st annual Foreign Affairs Day will be celebrated Sept. 10, 2001. Retired Civil Service and Foreign Service employees are invited to participate. To register for the event, please complete and return the form below:**

Foreign Affairs Day  
HR/EX – Room H1103, SA-1  
U.S. Department of State  
Washington, DC 20037

For more information, please call (202) 663-3600 or send n e-mail to [foreignaffairsday@state.gov](mailto:foreignaffairsday@state.gov).

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

TELEPHONE NUMBER (\_\_\_\_) \_\_\_\_\_ E-MAIL \_\_\_\_\_



# ART OF THE STATE COMMUNICATION

MYRON, WHERE'S THE BUDGET REPORT?

IT CAME IN AS A CLASSIFIED CABLE AND I ALREADY SENT A RESPONSE!



WHERE'S YOUR RESPONSE?

WELL, THE CLASSIFIED SYSTEM WAS DOWN SO I SENT AN E-MAIL ON THE UNCLASSIFIED SYSTEM.



DID THAT GET THROUGH?

WELL, I WASN'T SURE SO I TRIED SENDING A SECURE FAX, THEN I SENT A CABLE.



WHAT DID YOUR RESPONSE ACTUALLY SAY?

MY RESPONSE WAS THAT THE ORIGINAL CABLE WAS GARBLED, SO PLEASE SEND ANOTHER CABLE!



MYRON, DO YOU EVER FEEL GARBLED?

I PREFER TO THINK OF MYSELF AS MULTIFUNCTIONAL, IN A DYSFUNCTIONAL KIND OF WAY...

