



**United States Department of State
and the Broadcasting Board of Governors
Office of Inspector General**

Embassy Yerevan, Armenia



Embassy Yerevan effectively carries out U.S. priorities in Armenia as reflected in the Mission Strategic Plan. The embassy has productive relations with Armenia's leadership and in 2007 mounted a successful effort to persuade Armenian officials and the public to make progress toward meeting international election standards.

An officer four grades junior to the rank typical of an ambassador has been acting as chargé d'affaires (chargé) for 10 months due to the early departure of the last

Ambassador and complex problems surrounding the nomination of a new Ambassador. The chargé managed U.S.-Armenia relations remarkably well in these unusual circumstances. At times, however, he failed to conduct his interpersonal relations with embassy staff appropriately.

The Department of State has arranged for an interim chargé to lead the embassy in concert with the new deputy chief of mission after the departure of the incumbent chargé. The Department plans to provide a continuing senior-level chargé or acting DCM to help lead Embassy Yerevan during an appropriate portion of the period of transition to a new ambassador.

Embassy Yerevan leadership manages a complex U.S. assistance program with one of the highest per capita spending levels in the world. The embassy has an assistance coordination group, which would be even more effective with more formal information sharing mechanisms.

The consular section provides good customer service, but consular management could implement some work flow improvements to increase efficiency in preparation for the FY 2008 loss of one officer position.

Overall, the management section is providing excellent support to the embassy. The results of surveys of the section's clientele are extraordinarily positive. Much of the credit is due to the abilities and uniformly high level of expertise of the Armenian staff.

Background:

Armenia is a small, resource-poor, land-locked country situated in an active seismic zone at the crossroads of Europe and Asia. As a nation with 3,000 years of continuous existence and as the first country in the world to adopt Christianity as a state religion, Armenia is proud of its heritage and determined to sustain its unique culture. Its population of 3 million is 98 percent ethnically Armenian and is concentrated in Yerevan. The capital has a lively intellectual life and much greater wealth than the countryside and is now attracting back a few of the émigrés who left during the conflicts and economic freefall of the 1990s.



U.S. policy seeks to help Armenia become a stable partner, at peace with its neighbors, where principles of democracy are respected and the benefits of sustained economic growth are shared by all members of society. The United States also strives to sustain Armenia's contributions to global security, including counterterrorism and law enforcement, and to build support for U.S. policies among the Armenian public. Robust U.S. assistance programs, which now include significant funding from the Millennium Challenge Corporation, have had important successes, especially in strengthening Armenia's economy, but reforms aimed at promoting good governance and developing civil society have faced obstacles. The strong, politically engaged Armenian-American community has ensured extensive U.S. support for Armenia's development. In most areas, this support has advanced U.S. goals, but the Diaspora's disagreement with administration policy on how to describe Armenia's tragic history led the Senate to block confirmation of the Ambassador-designate to Armenia.

Office of Inspector General

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