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State

Magazine



Town Hall Spotlights Security



In our next issue: Public Service Recognition Week

State

Magazine

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Photo courtesy of Art Tienken

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Photo by Samara Al-Mardi

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Secretary Albright focuses on security.

Photo by Michael Gross



FROM THE SECRETARY

SECRETARY MADELEINE ALBRIGHT

Digital Diplomacy in the Information Age

Every now and again, a memo crosses my desk that puts a smile on my face. In a recent worldwide survey of our missions, most ambassadors found that our public diplomacy has kept pace with the Information Age, taking advantage of innovations in technology and providing us with valuable new foreign policy tools.

As today's State Department grapples with the opportunities and uncertainties of an online world, we know that the Internet will play an important role in 21st century diplomacy. That is why we have moved aggressively into information technology, creating award-winning web sites, online databases, electronic journals and the Washington File.

We have also made great progress on our five-year plan to build a secure, global communications network. This will provide us with access to the information superhighway and allow us to network more effectively with other government agencies, international institutions, host governments, nongovernmental organizations and the general public.

As one force driving globalization, the Internet has given rise to exciting new opportunities. Just consider that when President Clinton took office, the World Wide Web barely existed. Today, America's single largest Internet provider delivers more mail each day than the U.S. Postal Service.

As a result, the Internet is helping us do things that were once scarcely imaginable. Today, a student in Asia can access the entire catalog of the Library of Congress or receive live video feeds from the Space Shuttle. An activist in Africa can link up with organizations protecting the environment or join a worldwide campaign to prevent HIV/AIDS.

Of course, the capacity to convey information rapidly creates new dangers as well. Pornography, propaganda and vicious lies may be transmitted more broadly. And cyber-crime is a rising threat. While we must wrestle with these challenges, the way forward is not to reject the new technology, censor legitimate information or try to restrict the Internet's growth. Instead, we should use our influence and power to guide the technological forces that are bringing us closer together.

Just as the world's scientists used American know-how to create the Internet, we must draw on our values and

the strength of our democratic institutions to shape the international environment in which technology operates. That means supporting policies that allow the new digital economy to flourish while protecting citizens' rights and freedoms. It means cooperating with foreign governments to pursue criminals who abuse the web.

We must also use the Internet to promote our core foreign policy objectives. And we are already deploying information technology to strengthen our security, to promote democracy and human rights and to expand our trade.

Here in Washington, the Nuclear Risk Reduction Center uses advanced technology to reduce the risks posed by weapons of mass destruction. The Bureau of Diplomatic Security uses the web for its Heroes Program, to offer rewards, disseminate information abroad and bring international terrorists and criminals before the bar of justice.

At our missions overseas, we are expanding e-commerce by facilitating business-to-business contacts. This is increasingly important to American prosperity in light of projections that by the year 2006 half of the American labor force will work in industries that produce or consume information technology products.

And yet, for all the wealth and attention the "dotcom" industry has generated, we cannot forget that while 95 percent of American schools are now online, half of the world's people have never made a phone call. Information is the new currency of the global economy and the key to information is education. That is why we are using the Internet to promote economic development for the poorest countries, to expand micro-credit programs, to support distance learning and to share web-based medicine.

Access to information also leads to personal and political empowerment, and the Internet has become a powerful new tool for promoting freedom. Our annual human rights report is now posted for the citizens of all nations to access. Our embassies are using the web to train journalists, educate voters and strengthen the institutions of civil society.

Simply put, information technology can and should enhance our diplomacy. We have a long way to go, but we are now taking confident steps in the right direction. We must always remember, however, that technology simply gives us new tools. While these tools may someday revolutionize the way we do business, what matters most is the quality and creativity of the people who use them. ■

On FSNs: Apoplexy and Applause



I write to inform you and your editorial staff that FSNs can read.

Those FSNs lucky enough to read, however, could only have been offended by the patronizing tone of Sarah Donaldson's article, "The Changing Role of FSNs," in your April issue.

What should have been a celebration of the success the Department is having filling previously Foreign Service officer positions with FSNs was instead spoiled by the implication of relief that the whole thing hadn't been a complete disaster.

To give you some idea of how an FSN might feel when reading this article, try substituting throughout the word American for FSN. These sorts of attitudes—that the Department is somehow taking a risk with this program, that the greatest expectation we can have of FSNs is mediocrity (and that anything beyond this is a bonus) is both insulting and flying in the face of reality.

Matthew Dumbrell
FSN Economic Specialist
U.S. Embassy, Canberra

I read with interest Sarah Donaldson's article on the changing roles of FSNs in the April issue. Having been an FSN in New Zealand for 28 years, I applaud the wisdom in State's recognition of FSNs who are holding jobs traditionally held by Foreign Service members.

I disagree, however, with those officers concerned about FSNs lacking network contacts within the Department and field. For 13 years I directed the USIS American Center in

Auckland and developed close working relationships with the media and leaders from academia, trade unions and government. FSNs have a built-in understanding of local social and business cultures and the opportunity to develop productive relationships on behalf of the U.S. government. As a result, they are able to pave the way for each successive Foreign Service officer who comes through as well as the ambassador and visiting U.S. officials.

I hope the Department doesn't limit opportunities for FSNs to technical, financial or personnel positions.

Vivienne A. Hutchison
Retired FSN, Sebastopol, Calif.

A Capital Offense

In your post feature on Abuja in the April issue, you referred to

Sydney as being the political capital of Australia prior to Canberra. In fact, Melbourne was the original Australian capital prior to the move to Canberra in the 1920s.

Brian Taylor
Bureau of Diplomatic Security

Share the Glamour

I'm glad to hear the Department is hiring 32 more diplomatic couriers, as reported in your February/March issue. Maybe they could be parceled out to posts to meet and assist their colleagues in their glamorous and exciting work and information management specialists could devote more time to their own jobs.

Michael Gallaher
Information Management Specialist
Cairo, Egypt

From the Editor

Readers are a publication's greatest assets. *State Magazine's* are no exception.

To reach and retain readers, publications must change. *State Magazine* is no exception.

Recently, *State Magazine* has changed dramatically from black and white to full color and expanded its coverage from a focus on the Foreign Service to include coverage of Foreign Service and Civil Service employees, Foreign Service National employees and retirees. In all, we're talking about some 50,000 potential readers. That's quite an audience to reach.

A two-person editorial staff needs your help to cover a Department as far-flung and as far-reaching as the State Department. To extend our reach, we rely heavily on our readers, both overseas and in Washington, for articles. We are glad to work with readers who wish to write for the magazine. Some general guidelines are already available upon request and on our web site listed on the inside front cover.

We especially encourage and welcome articles both by and about our Foreign Service National employees, who outnumber all of our other employees. And we welcome reflections on life after State from our retirees, who number in the thousands.

Our audiences may always exceed our reach but they will never exceed our goal.

We All Have a Stake in Security, Secretary Tells Employees



Photo by Michael Gross

We all have a stake in safeguarding our nation's secrets, Secretary Madeleine K. Albright told a packed crowd of employees May 3 during a Town Hall meeting in the Dean Acheson Auditorium.

"It's not 'us' or 'them', only 'we'," said the Secretary, whose remarks came on the heels of a missing laptop computer containing sensitive information and the discovery of a secret listening device, or bug, on the seventh floor of Main State.

Touching first on resources and the difficulty of shaping the foreign policy environment of the 21st century with inadequate funding, the Secretary then moved on to the issue of the day: security.

Upon her arrival at State in January 1997, she made security a top priority and brought in David Carpenter,

the first career law enforcement officer ever to lead the Bureau of Diplomatic Security. Since then, she said, the Department has made real progress. As evidence, she cited the development of a global risk management plan, enhanced perimeter security, the hiring of more guards, the adoption of a rigorous escort policy and the launching of a new surveillance detection program at most posts.

The Secretary said she had recently asked Assistant Secretary Carpenter to conduct, with help from the defense and intelligence communities, a top-to-bottom review of the Department's security practices. (Mr. Carpenter is currently her senior adviser on security while the Department seeks congressional authority to establish an under secretary for Security, Counter-terrorism and Law Enforcement Affairs.) She told her audience that some of these reforms have met with resistance.

"Today, I want to make it clear that I am asking for, and expect, your full support."

A culture within the Department that resists paying full attention to security responsibilities is unacceptable, the Secretary said. Security cannot interfere with job performance because, she said, "security is a core component of the job of each and every person in this room and those listening outside" regardless of your job. "If you are not professional about security, you are a failure," she said.

Secretary Albright commented that much-publicized security violations have damaged the credibility and reputation of the Department and everyone who works at State. And, she added, they have raised questions within Congress and the public about our commitment to security. The Secretary said every personnel review should include an evaluation of how well security-related responsibilities are fulfilled and that every employee who handles or safeguards classified or sensitive information should attend an annual security briefing.

Where you serve should not influence the precautions you take, she observed, because "the imperatives of day-to-day security do not change—whether you live in Bethesda or Beijing."

She encouraged employees to follow written procedures by citing a personal observation. When she travels, the Secretary observed that the pilots follow a written manual before every take-off. "They don't want to go down, and we don't want to go down either."

"We have been put on notice," one employee concluded. It was a view shared by many attending the town hall meeting.

Before opening the floor for questions, Secretary Albright said, "We all have a stake in safeguarding the interests of our nation and in seeing that within our Department there exists a climate and culture which ensures that security is a top priority for every employee, every day."

Earlier, she had invoked Jefferson's admonition: "The price of liberty is eternal vigilance."

Five Key Elements of Security

1. Security is a core component of the job of each and every State Department employee. I don't care how skilled you are as a diplomat, how brilliant you may be in meetings or how creative you may be as an administrator; if you are not professional about security, you are a failure.

Every personnel review should include an evaluation of how well security-related responsibilities are fulfilled. And every employee who handles or safeguards classified or sensitive information must attend the Department's annual security briefings. Getting security right requires not just a short burst of attention. It demands a permanent commitment.

2. If you see a violation, do not look the other way. Correct it, report it and ensure it does not happen again. The vast majority of State Department employees already take their security duties very seriously. I can't emphasize this enough. It is the few who neglect or who are casual about their duties who create problems for all of us. So this is one area where we must each be our neighbor's keeper.

3. Forget that the Cold War ended. Spy novelists may be having trouble thinking up plots, but our nation still has enemies; our secrets still need protecting; and the threats we face are more varied and less predictable than ever.

4. Don't let where you serve affect the precautions you take. It may seem less necessary to go the extra mile for security here in the Department than in a sensitive overseas post, but it is not. The imperatives of day-to-day security do not change whether you live in Bethesda or Beijing.

5. Don't rely on memory alone. Develop and follow procedures. Airline pilots run through a written checklist of safety measures before each flight. We should do the same before going home.

Call for Open Forum Chairperson Nominees

The Department is seeking nominations for the position of Open Forum chairperson for the 2000–2001 term. All U.S. citizen employees of the Department of State and the Agency for International Development with secret clearances are eligible to serve in this full-time paid position.

The Open Forum speaker program explores new and alternative views, giving members of the foreign affairs community a forum for engaging in constructive dialogue on policy issues.

The Open Forum chairperson coordinates the speaker program and serves directly under the Secretary of State. In addition, the Open Forum monitors a confidential dissent channel that offers Foreign and Civil Service employees a venue for expressing dissenting opinions. The chairperson ensures that employees' careers are not jeopardized by their dissent.

Employees interested in seeking the position of chairperson should submit a memorandum or cable nominating themselves to: S/OE, Secretary's Open Forum, Room 3835 Main State, Attention: Ms. Corazon Sandoval Foley, by July 14. They should also enclose a statement of candidacy that should not exceed one page. These documents may be e-mailed to c.foley@state.gov or faxed to 202-647-4040. The chairperson will be chosen in a department-wide election and will begin serving in September 2000.

Memorial in Arlington Honors All Killed in 1998 Bombings

Undeterred by a steady May downpour, family members of those lost and survivors gathered at Arlington National Cemetery with colleagues from State and other federal agencies to dedicate a permanent memorial to all who gave their lives in the August 1998 terrorist bombings of the U.S. Embassies in Nairobi and Dar es Salaam.

Secretary of State Madeleine K. Albright, Assistant Secretary for African Affairs Susan Rice and Director General of the Foreign Service and Director of Personnel Edward "Skip" Gnehm were joined by the Tanzanian and Kenyan chargés d'affaires at the dedication ceremony. The Secretary unveiled the stone marker, and Chargé d'Affaires Alex Massinda of the Embassy of the United Republic of Tanzania and Chargé d'Affaires Mustafa Kang'e of the Embassy of the Republic of Kenya assisted in planting a tulip poplar as a living memorial.

"Through this memorial, we honor each victim," Secretary Albright said, "African and American, government official and student, soldier and civilian, parent and child. It is fitting that we do so in this hallowed place," she added, "where past heroes of freedom are remembered, and that we do so together. For the terrorists sought to divide us, but in truth they have only strengthened the partnership among our three nations."

The Secretary noted that a sculpture created from the shards of the destroyed embassy building now stands in Tanzania's National Art Museum and that a Peace Park has been established in Nairobi where the embassy once stood. "Today," she said, "we dedicate this memorial as a place where each can come alone or together, on special occasions or in private moments, to remember with sorrow and pride."



Photo by Anne Thomas

At Arlington National Cemetery, from left are: Judith Busera Madahana and daughter Chelsea; Livingstone Madahana, voucher examiner in the U.S. Embassy, Nairobi; Beverly Wiley, post management officer, Africa Bureau; and Michelle Stefanick, former financial management officer in Nairobi. Mr. Madahana, blinded in the bombing, is being treated at Walter Reed Army Medical Center, Washington, D.C.

Transportation Fringe Benefits

To encourage federal employees to use mass transit, the President issued an executive order in April mandating that federal agencies provide transportation fringe benefits of up to \$65 per month. The benefit will not be taxed.

Effective Oct. 1, federal agencies are required to provide "transit passes" (that is, Metrocheks) to eligible employees who use mass transportation to commute to and from work and whose duty station is within the National Capital Region.

No cash will be involved. The Department will purchase transit passes and will distribute them to eligible employees who apply for the benefit. The benefit is nontaxable and will not be reported on employees' Wage and Tax Statements.

Employees outside the National Capital Region will be eligible to apply for a "transportation fringe benefit" through voluntary pre-tax payroll deductions. Amounts deducted from employees' paychecks for commuting costs of mass transportation will be excluded from taxable wages up to \$65 per month. For more information, contact Corinne Thornton in the Office of Employee Relations, (202) 261-8172 or via unclassified e-mail.



Photo courtesy of Washington Metropolitan Area Transit Authority

DIRECT FROM THE D.G.

EDWARD W. "SKIP" GNEHM JR.



Moving On with Deep Appreciation

Summer is here and I know that many of our Foreign Service colleagues are already scheduling their packouts, making travel arrangements, wondering how they'll ship their pets and how the kids will adjust to their new schools. After three fascinating and challenging years as director general, I, too, will be joining this summer's seasonal migration.

I can honestly say that this assignment has been unlike anything I have done in my Foreign Service career. Yes, there has been that day now and then when I would gladly have exchanged portfolios with any of you, but then there were all those other days—days when I felt we were really making a positive difference in people's lives.

As I prepare to move on, I would like to express my deep appreciation to the Secretary for asking me to serve as director general. I also want to extend a very special thanks to the dedicated Foreign Service and Civil Service employees of the Bureau of Personnel who have supported my efforts to improve our system and who have proposed and implemented so many excellent suggestions of their own.

During my tour, I have been privileged to meet with many of you overseas and in Washington and to see firsthand the truly heroic jobs you are doing in representing America to the world. At every post visited, I've observed dedicated men and women accomplishing much and justly proud of what they are doing—despite limited resources and a burgeoning workload. And everywhere, I saw families sharing experiences and hardships and contributing in the workplace.

The courage and resourcefulness of those who experienced the bombings in Nairobi and Dar es Salaam was a striking tribute to all for which we stand. I wish that more Americans could appreciate as much as we do the efforts of those brave colleagues and the many others working diligently to establish peace in the Balkans, the Middle East and Africa, who staff bare-bones missions in the newly independent states and who leave their families behind to serve unaccompanied tours in Beirut, Algiers, Monrovia or Pristina.

We all have an obligation to make the State Department into the kind of organization we would like to see leading America's foreign policy into the 21st century. Last year's merger with ACDA and USIA was a significant step

toward reaching that goal. During my tenure I have listened carefully to your suggestions for making the Department a better place to work. I'm proud of what we have accomplished together, and I want to encourage all of you to take full advantage of the many opportunities our system offers for career advancement.

One of my goals has been to bring a sense of professionalism back to the ranks of the career Civil Service and Foreign Service and to give greater recognition to the contribu-

tions of our Foreign Service National employees. In cooperation with Ambassador Ruth Davis and her dedicated staff at the Foreign Service Institute, we have succeeded in making our personnel system more responsive to the training needs of our workforce. I am also proud of our new language incentive initiatives and the programs we have introduced to develop the next generation of the Senior Executive Service. The willingness of AFSA and AFGE to support our many pilot programs including the AEP exam, 360 degree reviews, MSI stretches and PD conversions has also demonstrated an openness to innovation and partnership that is impressive and heartening.

I don't think there is a better place to work than the Department of State if personal growth, discovery and adventure are to your liking. We must never forget that we are public servants, entrusted by the American people with the responsibility to represent their interests abroad, and we must never let the American people forget that our diplomats are America's first lines of defense.

The importance of our work is crystallized in this quote about WWI from John Keegan: "(It) was a tragic and unnecessary conflict. Unnecessary because the train of events that led to its outbreak might have been broken at any point during the five weeks of crisis that preceded the first clash of arms, had prudence or common goodwill found a voice." The voice he refers to is ours—the voice of diplomacy.

Countless conflicts have been prevented in the past and many in the future will be avoided because experienced diplomats with the language and area skills and the communications, security and logistical backup were able to appeal to the "prudence and common goodwill" of our friends and our adversaries. All of you, friends and colleagues, have my admiration and esteem. It has truly been a privilege serving you. ■

Bahrain

*The U.S. Embassy,
Manama, Bahrain.*



Land of Immortality

By Ian F. Dunn

Since its days as Dilmun back in 2300 BC, Bahrain has been an oasis on the Persian Gulf, attracting travelers to its enchanted shores for millennia with its peaceful way of life and plentiful fresh water. Sumerian poems in the Gilgamesh epic describe Dilmun as a land of immortals and an eternal paradise for sages and heroes. Approximately 172,000 burial mounds, some 5,000 years old, are scattered across the landscape in silent tribute to Dilmun, one of the oldest civilizations on the Gulf.

A small island-state tucked along Saudi Arabia's eastern coastline, Bahrain has been known for centuries for the friendly welcome its people extend to visitors from around the world. It is a devout Islamic country that has comfortably embraced a number of Western practices.

The bustling island community offers a study in contrasts: wooden dhows ply the Gulf waters against the backdrop of a large, modern port and U.S. Navy vessels; the muezzin's call to prayer echoes through a city boasting a world-class telecommunications infrastructure; and shoppers roam the quaint back alleys of the Manama or Muharraq souks not far from the modern, Westernized Seef Mall.

Because of its strategic location, Bahrain has been subject to foreign rule throughout its long history. In ancient times the island was part of the Phoenician trade empire. Later, it came under Assyrian influence. In more recent times the country was controlled by the Portuguese in the 16th century, by the Persians in the 17th and 18th centuries and by the British until Bahrain declared its independence, in 1971.

The Al Khalifa ruling family has governed Bahrain since 1783 when Ahmed the Conqueror drove out the remaining

Persian garrison on the islands. The current emir, Shaikh Hamad Al Khalifa, ascended to power upon the recent death of his father, Shaikh Isa Al Khalifa, who had ruled since 1961. In some respects, Bahrain is a family-run enterprise. The ruling family occupies many ministerial positions, led by the emir's son, the crown prince and his uncle, the prime minister. There is no legislature, but a consultative council considers and votes on some issues.

Bahrain evokes comparison with Singapore or Hong Kong. It is a small island-state that has developed a modern economy on the strength of its geo-strategic location, educated citizens and warm openness to foreigners. Bereft of significant natural resources and with a native population of only about 400,000, Bahrain's economy for centuries was based on its position as a regional trading post between the west and India. Travelers were drawn to the freshwater springs that gave Bahrain—Arabic for “two seas”—its name. Pearling, fishing, date farming and traditional crafts such as pottery and basket weaving were the primary economic staples. Prior to the discovery of oil, Bahrain was the richest country in the Gulf on the strength of its pearling industry, which was devastated by the large-scale introduction of cultivated pearls in the 1930s. Natural Bahraini pearls are still valued for their quality.

Bahrain's economic fortunes—and those of the world—changed on June 2, 1932, when the first oil discovered in the region was found in Bahrain. The discovery of the Bahrain Field by the Standard Oil Co. of California led to oil exploration in Saudi Arabia, Kuwait and Qatar. In the decades that followed, Bahrain's economy became more dependent on petroleum and its by-products. Bahrain's oil reserves are very small, however, and the country's prudent economic planners have diversified into the aluminum, banking and telecommunications sectors.

Bahrain is actually an archipelago of 33 islands—only three of which are inhabited—with a total land mass approximately 3.5 times that of Washington, D.C. The majority of the land is desert. The landscape is so harsh and desolate, in fact, that in the 1970s the government deemed it more feasible to accommodate the growing population by expanding onto reclaimed land at the northern end of the main island rather than taming lands to the south.

To the uninitiated, the weather can be literally breathtaking in the summer. The humidity level tends to be particularly high from July to September, driving the “discomfort index” to almost unbearable levels. Under these conditions, eyeglasses steam up instantly—a sure sign

that one should have stayed inside. Merely walking to the car can be an ordeal. The winters are relatively mild and quite enjoyable. What rain Bahrain does receive—about four inches annually—arrives in late winter.

Despite Bahrain's relatively small size, few expatriates complain of “island fever” because of the cultural and social activities available. The bustling discotheques and quality restaurants, famous throughout the region, attract visitors from neighboring countries. The Bahrain National Museum presents the country's history through a wonderful collection of artifacts and displays. The Bait Al Quran Museum holds an unrivaled collection of Quranic items and literature. Bahrain also offers the tourist and resident alike a wildlife park, a variety of historic forts, mosques, resort facilities and an array of shopping areas.

In spite of the heat, Bahrain offers a wonderful way of life for the American community of approximately 3,000, about half of whom are associated with the U.S. military. Most Americans live in housing compounds that include pools, tennis courts, recreation rooms and exercise facilities. Western-style shopping malls, grocery stores and cinemas coexist with traditional Arabic bazaars and farmers' markets. Roads are well maintained and marked in English. Traffic jams are rare.

Most dependent children attend the Department of Defense Dependent Schools, affiliated with the Bahrain School, which offers an American curriculum and the International Baccalaureate program. Fully two-thirds of the school's 900 students (and growing) in grades K-12 are non-Americans from about 45 countries. There are several Bahraini schools as well as British, French and Japanese international schools. Child care facilities are available.



Photo by Ian Dunn



The Bab al Bahrain, gateway to the Manama souk.

The Bahrainis themselves, however, are probably the country's greatest attraction. They are warm, friendly, humble and hospitable to strangers, characteristics cultivated over centuries as a regional trading post. They are also very generous with their time and possessions. It is not unusual for a rug or jewelry vendor to take a new customer out for lunch. Tea, coffee and sweets are routinely offered to visitors.

Bahrain's history as a way station between East and West has led to a diverse offering of cuisines. Local fare includes (a local type of grouper), a dessert called *umm ali* and the

Embassy Cultural Assistant Hanna Al-Saeed and Political/Protocol Assistant Ali Salman marry in Bahraini ceremony.



Photo courtesy of French Studios

ubiquitous, made from chicken, beef or lamb. Indian, Mediterranean and Chinese foods are widely available.

The United States has always enjoyed warm relations with Bahrain. The American Mission Hospital, founded in 1902, was the first modern medical facility in the region. The U.S. Navy recently celebrated the 50th anniversary of its presence in Bahrain. The U.S. Naval Central Command and the Fifth Fleet are headquartered in Bahrain, and the administrative support unit is undergoing a burst of construction to expand its facilities. The ambassador and his staff enjoy easy access to all levels of the government and excellent rapport with all segments of Bahraini society. ■

The author is economic officer in the U.S. Embassy, Manama, Bahrain.

Deputy Chief of Mission Joseph Mussomeli and his wife Sharon with Isaac and Alexis before the Manama skyline, modern and ancient.





Bureau of the Month:

*Prayers at Jerusalem's
Western Wall.*

Bureau of Near Eastern Affairs

Photo by David Staples

By Adam Ereli

From Marakesh to Mashad, across the southern shores of the Mediterranean to the oil-laden sands of Iraq and Iran, and from the Caspian Sea to the Gulf of Aden, the Middle East stretches across some of the most contested territory in the world. It is home to Arabs, Iranians, Israelis, Kurds, Berbers and dozens of smaller groups. It harbors some of the world's most valuable resources and its most intractable conflicts. It lies at the intersection of Europe, Africa and Asia, incorporating elements of all three. Still, it remains culturally unique.

Few areas of the world combine such political and strategic importance with the chronic instability of the Near East. For over four decades, successive U.S. Administrations have set a peaceful resolution of the Arab-Israeli conflict and secure access to the energy resources of the Persian Gulf among their top foreign policy objectives. Advancing vital U.S. political and economic interests in the Middle East is complicated by a legacy of ethnic conflicts, border disputes, economic dislocations, ecological disruptions and human rights abuses—all of which have contributed to terrorism and violence.

It is within that context that the Bureau of Near Eastern Affairs manages an extensive portfolio of security, political, economic, commercial and nonproliferation initiatives in a region that relies heavily on U.S. diplomatic leadership. Exercising this leadership requires a delicate combination of crisis management, the shaping of policies and programs to deal with underlying core issues and reinforcing new tendencies in broadening political participation.

NEA is a leadership bureau. Bureau employees—both in the field and in Washington—are intimately engaged in the formulation and execution of U.S. foreign policy initiatives that include facilitating the Middle East peace process, countering the threat from Saddam Hussein, ensuring stability in the oil-rich Gulf, fighting terrorism, selling American products and promoting democratic values and religious tolerance.

NEA works closely with the President's Special Middle East Coordinator on the full range of issues included in the Middle East peace negotiations involving Israel, the Palestinians, Lebanon and Syria. The bureau leads the multilateral steering groups associated with the peace process, regional economic institutions and the Palestinian donor coordination process. NEA staff lead discussions of regional issues with Russian, European Union and Japanese partners, galvanizing support for

U.S.-Iraq policies with all United Nations Security Council members as well as with Arab friends. The bureau also takes the lead in interagency deliberations on Iran and Libya policies.

Furthering the Middle East peace process continues to dominate America's diplomatic agenda, just as it has for every U.S. Administration since President Truman's. The rationale for vigorous U.S. engagement in peace process diplomacy remains the same: the U.S. commitment to the security of the state of Israel and the recognition of the risks of broader regional instability if the process were to falter. With more than 20 years of Israeli peace with Egypt and more than five years of peace with Jordan to build on, U.S. emphasis continues to be on assisting the Israelis and Palestinians to implement existing agreements and conclude an agreement on permanent status issues. While the risk of a superpower conflict stemming from Arab-Israeli tensions may have receded, the underlying justification for U.S. engagement has not.

U.S. engagement in the Near East is also critical to limiting opportunities for the growth of radical regimes and further proliferation of weapons of mass destruction in an already heavily militarized region with a number of fragile governments. America seeks regional stability in the Persian Gulf as a vehicle for bolstering close partnerships

with the Gulf Cooperation Council states and safeguarding world access to the substantial energy resources from that area. NEA countries account for more than 75 percent of proven world oil reserves. Since Saddam Hussein's invasion of Kuwait in 1990, the bureau has coordinated closely with the Defense Department on an enhanced forward presence for U.S. military assets, and regional diplomacy is heavily oriented toward ensuring that those assets support our overall security priorities.



Ambassador Dennis Ross, special Middle East coordinator, is greeted by Israeli Minister for Regional Cooperation Shimon Peres in January 1999.

Photo courtesy of David Staples



U.S. Navy helicopter prepares to land at the U.S. Embassy in Beirut, Lebanon.

Photo by Adam Erell

Countering the threat that Iraq under Saddam Hussein poses to regional stability and to worldwide nonproliferation policies is a critical priority. NEA has managed this threat using diplomacy backed by the credible use of force, pending a change of regime in Baghdad. This includes mobilizing a wide array of diplomatic resources in Washington, the United Nations in New York and posts around the world to rally support for the U.S. containment and regime change effort. The Gulf States are not like NATO—every new deployment or coalition operation requires extensive diplomatic coordination at senior levels. Efforts also include closer engagement with Iraqis, both inside and outside the country, who seek Iraq's reintegration into the family of nations.

Achieving change in Iranian practices that violate international norms remains a key goal. The bureau seeks to convince Iran to alter its practices on terrorism and to abandon its search for weapons of mass destruction and the means of delivering them. At the same time, the bureau works to rally consensus among friends and allies to deny WMD capabilities or the financial resources that might enable Iran to buy these capabilities. NEA will continue its advocacy of government-to-government dialogue with Iran while facilitating people-to-people exchanges to foster an environment for such a dialogue.

NEA Peace Process and Regional Affairs office members enjoy a picnic and cherry blossoms at the Jefferson Memorial. From left are Eric Carlson, Lee Litzenberger, Jane Zimmerman, Robert Krantz and Randolph Fleitman.



Photo courtesy of Randolph Fleitman

Daniel Kurtzer, center, U.S. Ambassador to the Arab Republic of Egypt, and Mrs. Kurtzer visit a U.S. Agency for International Development education project in Port Said.



North Africa has suffered economic dislocation and political tension as its countries make the difficult transition toward more open, democratic governance. U.S. policies aim to bolster the efforts of moderate, constructive governments in Morocco and Tunisia and reinforce change in Algeria. The bureau has begun an initiative in North Africa that gives new coherence to this approach and in FY 2000 will inaugurate a cutting-edge program to support private sector trade—not a traditional aid program—that will enhance investment opportunities and build civil institutions. The importance of this effort to long-term stability and U.S. business far exceeds its costs.

The bureau's economic and democracy programs are mutually reinforcing as NEA faces the challenge of addressing critical global issues and proving that U.S. support for democracy is substantial. Ambassadors and officers in the field are also actively engaged in helping to sell American products, which creates American jobs. While the bureau seeks to enhance private sector development and a better investment climate to address root causes of societal instability, it is also developing civil society in a region that often lacks institutions for peaceful transition of leadership, freedom of expression or respect for women's rights. More broadly, the bureau has been encouraging the region to address environmental issues such as limited water resources and environmental degradation through the Middle East peace process multilateral working groups. NEA also supports a



Iraq Desk Officer David Schwartz, left, and Iraq Officer David Bame, second from right, with Kurdistan Democratic party militia, standing next to an Iraqi tank destroyed in battle against the Kurds of Northern Iraq.

comprehensive relationship with the regional societies and cultures through an array of exchange, cultural, information and other public diplomacy programs.

Change is coming to the Middle East in the area of leadership as well. In the last year and a half, a new generation has assumed the thrones in Jordan and Morocco. In Iran, more than 60 percent of the population is under the age of 24. The force of this demographic was clearly felt in the parliamentary elections of February, when the people voted overwhelmingly for policies of internal reform and greater openness to the outside world. NEA is keenly aware that these changes will have important implications for our policies and our relationships with the states of the region.

The legacy of strong, vigorous U.S. leadership in the Middle East has entailed substantial commitments of foreign assistance resources over the past several decades. With more than \$5 billion in annual security and economic assistance traditionally earmarked for Israel and Egypt, the region receives some 40 percent of America's worldwide foreign assistance budget. Less frequently mentioned is the fact that supporting all of our remaining Middle East foreign assistance absorbs a tiny percentage of the worldwide total—less than 3 percent. Furthermore, the U.S. diplomatic complement—in a region where ambassadors and their staffs remain the primary interlocutors across the full gamut of diplomatic and commercial issues—is the second smallest of any regional bureau.

NEA has a domestic staff of 132 talented Civil Service and Foreign Service employees working with 19 overseas posts. With relatively few people to accomplish so much, the bureau understandably devotes significant attention to developing its personnel. NEA staff has earned a well-deserved reputation for doing what it takes to get the job done. Whether putting together a ministerial meeting of the Multilateral Steering Group in Moscow or hosting the

recent round of Middle East peace talks in Shepherdstown, W.Va., NEA's people show leadership, energy and creativity in tackling the task at hand.

The challenges of working hard on important political issues are certainly not the only attractions drawing employees and their families to repeat assignments in NEA. Crucible of the three great monotheistic religions, the region fascinates people interested in experiencing its historic and cultural richness. NEA posts offer diverse opportunities for exploring, from the Roman ruins of Meknes, Morocco, and the centuries-old spice, rug and jewelry souks of Damascus, Syria, to the modern shopping centers of Dubai and the world-class scuba diving of Sharm El-Sheik, Egypt. For employees with children, several NEA posts such as Amman, Cairo, Rabat and Tel Aviv have outstanding American high schools whose graduates enter the best universities in the United States.

Many in the bureau invest two years in learning Arabic and remain in NEA for most of their careers. In addition to the traditional language-designated consular, economic, political and public diplomacy jobs, NEA offers some Arabic-designated administrative and office management specialist positions as well. Arabic study and other shared experiences in this exotic region contribute to the feeling of family in the "mother bureau." The bureau is making a special effort to attract Arab-Americans, Civil Service employees for hard-to-fill Foreign Service positions and other new recruits to increase diversity and bring varied viewpoints to its work. ■

The author is director of public affairs for the NEA Bureau. Margaret Schmidt, deputy director of NEA public affairs, and David Staples, public affairs specialist, also contributed to this article.



Charging Into the 21st Century

By Ralph Hamilton

Whether you're vacationing in Acapulco or Cancun, such a trip would likely require the magic of plastic, the credit card. Oddly enough these ubiquitous plastic plates represent *best practices* for consular operations throughout Mexico. Consular customers now can say "charge it" for their consular fees at the U.S. Embassy, at each of the nine consulates and at all 10 consular agencies.

What began as a pilot program in 1996 is now available at more than 40 locations throughout the world, half of them in Mexico. The Treasury Department approved Consular Affairs' test program to determine whether consular fees could be collected via credit card. The first point of sale terminal was installed in London. That successful pilot deployment was followed by installations in Frankfurt and Montreal. Progress was slow and technical difficulties and obstacles delayed widespread expansion of the program for several years.

It was not until June 1999 that the program got a shot in the arm. With the strong support of consular managers in Mexico City and the hard work of the Financial Management Center at the post, the embassy had its first terminal up and running in the passport section. That

was only the beginning. Once the first terminal was running smoothly, the mission installed approximately two more each month until, within a year, the program was extended not only to all the consulates in Mexico, but to the far-flung consular agencies. This last move was in some ways the most innovative. Consular management was convinced that extending the program to the consular agencies was a must. Lower collections at the consular agencies would be more than offset by better customer service to a clientele most likely traveling with little cash after heeding the call not to leave home without a credit card. At the same time, consular agents would benefit from less cash on hand.

Mexico's Financial Management Office has even installed a terminal at the embassy's cashier window to accept employee payment for those pesky telephone bills, overweight shipping costs and other miscellaneous bills.

Credit card payment has the tangible benefit of improved fee accountability and internal controls. Just as important, but definitely intangible, is the priceless smile on a customer's face when asked, "Will that be cash or charge?" ■

The author, financial management officer in Mexico City, will assume his new assignment as FMO in Dhaka in August.

The swearing-in ceremony for the 27 members of the Foreign Service Class of 1950.



Photo courtesy of Harry Odell

The Class of 1950

By Dave Krecke

Fifty Years of Friendship

The year 2000 may mean a new millennium for many Americans, but it's the golden anniversary for members of the Foreign Service's basic training class of 1950.

A close-knit group of 27 young men and their families, they were dispatched to West Germany as "Resident Officers" to spearhead the transition from U.S. military to civilian occupation. All had served in World War II as military officers in various branches and theaters of service. Two in the group—downed pilots captured by the Germans—had even endured lengthy stretches as prisoners of war. Theirs may be the only entering Foreign Service class in which all officers were sent to a single country on the same mission.

The group affectionately recalls the shipboard poker games that began on the voyage to Bremerhaven. Men slept below decks while their spouses and children stayed above. The game continues to this day whenever card-playing class members gather for reunions. And

gather they do, every New Year's Eve since the 1950s and for special occasions in between.

After a brief period of training in Frankfurt, the officers fanned out to assignments as representatives of the U.S. High Commission in communities throughout the American Sector, encouraging citizens of the war-torn nation to adopt democratic practices at the local level. They worked with schools and community organizations, showed re-education films, selected promising Germans for familiarization trips to the United States and set up town hall meetings where German citizens—for the first time in their lives—could question the decisions of government officials. The program's ambitious goal was to create a new German political system, one in which the state would be accountable to its citizens.

Always visible as the only Americans in most of their communities, the officers and their families were expected to serve as role models, teaching democracy through their own examples. So important was this aspect of the program that no bachelors were supposed to be sent to Germany. So, while married members of the class were playing poker on the troopship, a handful of their colleagues were getting married to fulfill what they understood to be the program's final requirement. These men flew with their new brides to Europe, joining the group in Frankfurt. For the happily married members of this cohort, the year 2000 is also the year they celebrate their golden wedding anniversaries.

In a class by themselves

Robert J. Barnard
Emerson M. Brown
Charles T. Butler
William A. Chapin
Jonathon "Jock" Dean
Robert W. Dean
Adolph "Spike" Dubs
Warrick E. Elrod
Richard T. Foose
Emmett B. Ford
John D. Gough
Thomas F. Hocter
Walter E. Jenkins
Francis Xavier Lambert

Earl Lubensky
Kenneth W. Martindale
Harry I. Odell
Robert L. Ouverson
Frederick H. Sacksteder
Stanley D. Schiff
Talcott W. Seelye
John P. Shaw
Matthew D. Smith
Thomas C. Stave
Lee T. Stull
Malcolm Thompson
Arthur T. Tienken



The class of 1950 and their families don life jackets in an emergency drill aboard the troopship Henry Gibbins en route to Bremerhaven.



Photos courtesy of Earl Lubensky

The Korean War broke out a few months after the group arrived in Germany. Fearing the Soviets might take advantage of the thinly deployed U.S. troops in the west by invading the allied sectors from the east, the United States dramatically increased its military presence there. Some in the group facilitated the arrival of these troops in their communities, locating quarters where GIs could be billeted and creating a welcome environment among local residents. Fortunately, there was no invasion.

Many remember Germany's high unemployment rate at the time, a condition worsened by the presence of thousands of ethnic-German refugees fleeing neighboring lands no longer in German territory. Tensions ran high as local residents, already suffering under austere postwar deprivation, were required to open their homes to refugee families. Using funds U.S. High Commissioner John McCloy had raised from wealthy American donors, several officers supported orphanages, youth centers and other worthy causes in their towns.

In 1990, the class celebrated its 40th anniversary in Dinkelsbühl in the southern German state of Bavaria. When the reunion was over, many returned with their wives for the first time to their previous stations. The towns they remembered as struggling, almost poverty-



A view of the war damage in Kassel, still evident in 1950 when this photo was taken.

Photo by Earl Lubensky

stricken places when they had seen them last had been transformed in the intervening years into thriving, prosperous communities with no evidence of war damage.

Mayors and local officials welcomed the visitors warmly. One class member, who had served in the town of Buchen in what is now the state of Baden-Württemberg, made a special effort to visit the orphanage run by a Catholic priest, his closest German friend.



European Youth Week in Fritzlar, the American Sector of Germany, an activity sponsored by a resident officer of the class of 1950 as part of the effort to bring European young people together in the postwar period.

Photo by Earl Lubensky



Photo by Stan Schiff

Art Tienken, left, Matt Smith and Bob Dean practice low-stakes, high-fun poker during their golden anniversary game.

Did this brief, two-year program have a major impact on the democratization of Germany? Different members of the class give different answers. Some confess that by the early 1950s the Germans were already well on their way to establishing a democratic state, largely on their own. Others say that one of the most important roles they played was identifying promising German democrats who would lead the country in the future.

Whatever the answer to that question, two things are abundantly clear. The United States gained from this savvy group—“present,” in Secretary of State Dean Acheson’s words, “at the creation”—representatives who distinguished themselves in

He learned that his friend had died years before but was heartened to meet the young priest who was carrying on his good work in that same children’s home, populated in 1990 by German, Turkish and North African-born children. On that nostalgic visit, his wife happened to meet the chancellor of the University of Munich, himself a native of Buchen. Her face lit up when the chancellor fondly remembered the “American family” that had lived in his hometown and the English conversation classes the resident officer and his wife had conducted when the chancellor was a gymnasium student.

government service in Germany and other regions of the world for more than a generation. And a full house will still beat three-of-a-kind in what surely is one of the world’s longest, continuously running poker games.

Happy Golden Anniversary, class of 1950! ■

(For a more detailed account of the work of the class of 1950, read classmate Talcott W. Seelye’s two-part article “Resident Officer in Germany” in the July and August 1953 issues of the *Foreign Service Journal*, available in the State Department Ralph Bunche Library.)



Photo by Dave Krecke

Director General of the Foreign Service Edward “Skip” Gnehm hosts the class of 1950 and their wives at the State Department on May 4.

LifeCare

New Resource Referral Service Debuts at State

By Sydnee Tyson

Remember the Ghostbusters' motto: "Who ya gonna call?" Fortunately, most of us don't have to worry about finding help for spectral infestation. We face other kinds of challenges and dilemmas in our daily work and family lives, though, and that is when we need to know who to call for help.

What do you do, for example, when your child care provider says she's moving? Where do you turn to find hot meals on wheels for a housebound, elderly aunt in Pittsburgh? What are your options as a parent when the quality of your children's schools are at issue?

The Department has now made available a new resource to all permanent American employees, Civil Service and Foreign Service, to help find solutions and services when they need help balancing their daily lives.

LifeCare.com, a leading provider of information, counseling and referral service on dependent care and other personal issues, has begun offering help on a 24-hour, 7-days-a-week basis to all eligible employees at State. Access to their service, called LifeCare, is easy and even available for those serving overseas. Employees seeking expert guidance on child care issues—finding a child care center in any U.S. locality; a summer camp for three weeks in July in Wisconsin or Arizona; or emergency backup care when the regular care provider is suddenly unavailable—can contact LifeCare by toll-free phone, by e-mail or via their web site, <http://www.life-care.net>.

LifeCare's experienced counselors will help employees understand what programs or services exist to help them meet their personal and professional obligations. The counselors can provide educational materials on a wide variety of issues, from prenatal planning to finding good schools to locating adequate care for an elderly parent.

The service's web site has information on various topics to help people manage their lives. The site offers a database on programs and providers in communities around the country, useful for those interested in doing their own research. If employees prefer, LifeCare will research care providers in the locality where they need the help (anywhere in the United States) and will refer them to centers that meet their individual needs, fit their pocketbooks and have current vacancies.

Workers at the Department of Justice who have been using this service for more than a year report that LifeCare is saving them 15 to 30 hours of telephone research for each problem solved.

This employee assistance program will not replace the Department's Employee Consultation Service, the Family Liaison Office, the Overseas Briefing Center or the Office of Overseas Schools. These offices will continue to support employees assigned overseas and those working in the Department. LifeCare is, however, a new way to get information quickly. LifeCare can be a resource for information on international adoption, testing and assessment of special needs children, tutoring and enrichment programs, academic planning strategies for college-bound students, nursing homes, long-term care insurance, support groups in an employee's home community, legal and financial concerns of the elderly and much more.

Using LifeCare will be up to each employee. It will be voluntary and confidential. While the Department will track the total number of calls and the topics of greatest concern to employees, there will be no reports to the Department of individual requests for help.

All prospective users need to understand how the company protects the data it collects whenever someone asks for assistance. LifeCare obligates all of its counselors to follow the same ethical rules governing confidentiality that health care providers follow when they learn sensitive private information about individuals. In some cases, the counselors may refer a client to a State Department



office for direct assistance, but the decision to contact the Department resource rests with the individual. While it is important for counselors to know a client's history of contact with LifeCare, this information may not be shared. The company, which has many years of experience with other federal agencies, complies with all Privacy Act requirements for the protection of records. It does not share any individual's information with the Department and will destroy all data collected on Department employees once the contract ends.

Employees who choose to use the service should keep in mind that there are always some security aspects to the methods of communication with LifeCare. Phone calls are fast and easy to make, though possibly more expensive and easily monitored abroad. E-mail is also easy and generally accessible from any computer at work or at home that has Internet access.

E-mail should never be regarded as private communication, however, and employees should remember that Department systems administrators can and do review e-mail messages. Abroad, outsiders also may monitor e-mail from private computers. Computer experts in the Department say a good rule of thumb is to avoid putting anything in an e-mail that you would not want to see on the front page of the newspaper. Accessing LifeCare services via their web site is easy from the United States (by following the directions in the box at right) but may not be as easy from an overseas location, depending on the country's infrastructure. While the web site offers some integrated security features, it should not be regarded as completely protected.

In all cases, employees will have to make individual choices based on their needs and requirements. The Department recommends that employees who wish to use LifeCare overseas first consult with the regional security officer for advice on the relative security of the three methods of communication.

This new resource referral service is being announced individually to each eligible employee in a special mailing that explains how to contact LifeCare. Permanent employees of the Department, full-time or part-time, who do not receive a letter announcing the service by the end of July should e-mail Dependent Care Coordinator Sydnee Tyson in the Bureau of Personnel, Office of Employee Relations tysonsl@state.gov. The service is not available to part-time/intermittent/temporary workers, to contractors or to Foreign Service National employees at this time. The pilot program will run from May 2000 to September 2001 to help the Department determine whether it can deliver what it promises.

Now we know who we're gonna call: LifeCare. ■

The author is the dependent care coordinator in the Work/Life Programs division of the Office of Employee Relations.

Using LifeCare Services



There are three ways an eligible employee can access LifeCare services:

▼ **Telephone:** •(800) 873-4636 •(800) 873-1322 (TDD)

LifeCare specialists are available 24 hours a day to assist you. When you call, you will be asked to identify yourself as a State Department employee by providing your name and the month and day of your birth.

▼ **e-mail:** lifecarespecialist@dcllifecare.com

A LifeCare specialist will respond to your question on the next business day.

▼ **LifeCare Net:** Online version of LifeCare services

From Work:

1. On a Rich Internet Access (RIA) network terminal, enter the URL: <http://www.life-care.net>
2. Follow the login instructions as indicated

Outside Work:

1. Enter the URL: <http://www.life-care.net>
2. A pop-up window will appear. Enter the Username and Password as indicated below.
username: "state" (all lowercase)
password: "department" (all lowercase)
(Note: The username and password are case sensitive.)
3. Click "OK" and follow the login instructions as indicated.

If you are having trouble accessing or using the site, please call the LifeCare.Net help desk at (888) 604-9565.



Author, right, confers with LifeCare representative.

Photo by Carl Goodman

Asbestos Exists

but it's under control

By Rudy Marrasso

Thanks to the Department's state-of-the-art asbestos control program, the risk of asbestos exposure and possible adverse health effects among State employees and their family members in domestic and overseas properties is minimal.

The mere mention of the word asbestos conjures up images of cancer-causing fibers invisible to the naked eye. Do some Department properties and residences contain asbestos? Is somebody surveying these properties to ensure your safety? Are potential exposure risk conditions under control? The answer to all of these questions is yes.

The program dedicated to asbestos control is the Asbestos Risk Management Program or ARMP. In 1982, State began developing a strategy to assess the possible danger of asbestos to employees and their family members. There was no federal mandate to implement such a program, but the assistant secretary for Administration, nevertheless, considered it a serious issue requiring a comprehensive control program. Department officials, with help from the Environmental Protection Agency, the Johns Hopkins School of Public Health and the Defense Department, designed an inspection and abatement approach for properties where asbestos was most expected to exist. As asbestos control technologies advanced in the ensuing years, the Department adopted a policy that if materials containing asbestos are left in good condition, protected from damage and safely removed when necessary, the risk to personnel is minimal.

The essence of the Department's ARMP is to survey properties to determine if asbestos is present; if there is a risk for fiber release, to act immediately to remove or contain it. If there is no immediate fiber release risk, the plan suggests in-place management to ensure that the material is not disturbed unless absolutely necessary (as with renovations). If the asbestos must be disturbed, appropriate control measures must be taken to protect workers, employees and the environment from exposure. Asbestos must be removed before renovation work begins.

Asbestos can be found around boilers, furnaces, pipes and ductwork for heating systems. The only way to know whether asbestos is present is to have the material tested in a laboratory. The older the property, the more likely asbestos will be present. Asbestos can be found in vinyl floor coverings, acoustical ceiling tiles and exterior siding and roofing. From these findings, a property-specific asbestos management plan indicates what immediate remedial measures are necessary. The plan specifies the location of all asbestos to be managed in place and outlines an operation and maintenance program. Key elements of the plan include informing workers and building occupants of the location of the asbestos and explaining how to avoid disturbing the material. Constant surveillance ensures the material remains in good condition, and proper work practices minimize fiber release during activities that could disturb the asbestos. Custodial and maintenance staff who work around the material must be trained in asbestos care and management.

Because asbestos can be safely managed in place and improper removal creates a much greater hazard, the Department does not undertake removal of the material

Continued on page 24



A "negative pressure" room sealed in plastic sheeting to contain possible asbestos fibers.

Waiter, Waiter, Please Bring Us Some Ice!

By **Holidae Vig Jennings**

On an exhaustingly hot and humid day, I sat at a cafe in Budapest and ordered iced tea—"lots of ice, please." My drink arrived with one swirling half-melted ice cube atop my tea with sliced lemon.

"Ice?" I politely appealed to my waiter. I received a look of bewilderment. "We have no service of ice, madam," the waiter sheepishly reported. The warm liquid slid down my parched throat as I leisurely gazed at the tourists strolling down this walking street in Budapest. I ordered a second round and wondered, "What is this obsession I have with ice?"

It is an American obsession, ours and ours alone: Americans want ice.

Crushed, blocked, cubed, shaved or slushed, we have ice. We buy ice by the bag or block, 24 hours a day. Ice is dispensed automatically from our refrigerator doors, crushed or cubed. Hotels and motels have an unlimited supply of ice. From their public ice machines, we fill the hotel-provided buckets—and sometimes our cooler chests (in case we need more later)—with ice. We determine the amount of ice we want at the self-serve counters at fast-food and buffet-style restaurants. We want ice



with our tea, our soda pop, our liquor and our water. We order ice to cool our coffee or our soup. Sometimes we just want ice—by itself—to chew, suck and swallow.

European hotels will eventually deliver a requested ice-filled bucket via room service, at room service prices. How can they charge for

frozen water that runs from the tap? How can it be a vacation in the heat of summer without ice? These obsessive thoughts about ice are exclusively North American. I've traveled to many of the world's "hot" spots: the Caribbean, Latin America, Europe and the former Soviet Union. Ice doesn't mean the same to the residents of those places.

On this trip to Budapest, thankfully, my husband and I were staying in an apartment six stories above the Danube. The river below shimmered the reflections of the surrounding city. The inspiring views of this restored masterpiece called Budapest summoned this visitor to explore, and when I returned to the apartment, I could make my own ice.

One day, my husband and I spent hours on what we call "the poor man's sight-seeing tour," a day on the

trams, buses and metro. We jumped from cable car to cable car admiring the city's rich history. Around 9 in the evening, the summer day had darkened and the streets were quiet.

Our last stop was for dinner, at an indoor-outdoor cafe around the corner from the apartment. This cafe

was as relaxing as the evening was warm. Friends and businessmen gathered around patio tables, stylishly decorated with candles and tall wrought iron centerpieces that seconded as napkin holders. The menu, written in Hungarian, German and (somewhat) English, was as inviting as the jazz sounds played by the guitarist in the back corner of the room—not a gypsy or a troubadour—just a musician of talent and passion.

My husband asked the waiter for “two iced teas and one extra cup of ice.” We won the first round, pouring our tea into the much smaller cup filled with ice. Mixing the warm tea again and again over the frozen cubes, the tea eventually chilled. Pouring the tea back into the larger glasses, we split the ice remains. We ordered a sample of menu offerings and asked for a second round of iced tea. Our waiter left with our order.

A few minutes later, a serious-looking headwaiter approached our table. “I’m sorry, sir. We don’t have ice.” Well, ice was being served from the bar but we could see that the small cubes were already melting as they dropped into each glass. One cube per drink appeared to be the standard fare, and we Americans could put a damper on the evening’s supply. We apologized for our request. We were sorry they didn’t understand our fixation with ice. When I looked back at the bar, the attractive, dark-haired woman bartender smiled her apology.

My husband had the solution: Walk around the corner to our apartment, gather some large American-size ice cubes from our freezer, put them in an American ziplock bag and bring them to our table.

In my husband’s absence, the headwaiter once again apologized as he delivered our slender glasses of tea. I reported that my husband was bringing ice from our nearby home. “OK.” His surprised tone sounded as if he were saying, “Are you crazy?” Back at the bar, the headwaiter reported my husband’s quest. With the sound of gentle laughter, the bartender glanced at me and we shared this amusing episode, all of us savoring the spirit of difference.

The ice arrived in a ziplock bag, clutched in my husband’s hand, unnoticed by the other patrons. The teas had waited. He slid the ice into the small empty glass centered on our table. Pouring, stirring and mixing, my husband produced our thirst-quenching iced teas. The leftover ice was good-naturedly kept in the bartender’s fridge.

The evening melted with wondrous tastes, smells and sounds of this so foreign place, enjoyed with the comforts of our American iced tea. When we left, our ice remained behind as a token to remember us by—a memory that surely lasted longer than our huge ice cubes in the ziplock bag.

Ice is as American as apple pie. Why can’t they understand that I’m anxious without my daily 32-ounce, 89-cent, crushed-ice dose of Americana? I’m an American in Europe in the summertime. ■

The author, a former Foreign Service officer now teaching high school English and journalism in California, wrote the article after spending the summer in Budapest with her husband, Robert C. Jennings, a Foreign Service officer currently posted in Frankfurt.

Asbestos *Continued from page 22*

unless it’s absolutely necessary—and then only under the strictest controls, as mandated by Department policy and federal law.

You may have seen sections of your workplace encased in plastic sheeting with ominous asbestos signs and wondered what was going on. The signs warn that the carefully controlled process to contain asbestos fibers is under way. While the plastic acts as a physical barrier, the enclosed area is under negative pressure through use of fan-filter systems to keep the fibers contained. Should a leak occur, this negative pressure ensures that the air will flow into (rather than out of) the enclosure, thus containing any fibers within the space. Inside the enclosure, the use of wet removal methods and other procedures greatly reduce airborne fibers and ensure the safety and health of the building’s occupants.

Injuries occur when one inhales the microscopic asbestos fibers in the air. The more you inhale, the greater the risk. Mesothelioma (chest lining tumor), lung cancer and asbestosis (an emphysema-like condition) are diseases caused by asbestos. But these diseases occur primarily in people exposed to greater concentrations of asbestos dust than the ordinary person would encounter in a lifetime. Airborne measurements of homes and commercial buildings with asbestos in them typically reveal fiber levels little different from those in urban outdoor air, which contains asbestos dust from auto brake linings, building demolitions and other sources.

Rest assured, there is an effective and efficient asbestos control program in place in the Department, managed by knowledgeable, concerned professionals vigilant in providing a safe and healthful work place. ■

The author is a consultant with the Office of Safety, Health and Environmental Management.

Thrift Savings Plan Open Season

The Thrift Savings Plan open season, May 15 to July 31, is your chance to start or change contributions to your TSP account. You can also change the way your future payroll contributions are invested in the three TSP funds: the Government Securities Investment (G) Fund; the Fixed Income Index Investment (F) Fund; or the Common Stock Index Investment (C) Fund.

For more information, visit the TSP home page at: <http://www.tsp.gov>.

The American Presence Post: A Commercial Enterprise

By Wayne Bush

Shortly after becoming ambassador to France in 1997, Felix Rohatyn sought to realign the embassy's resources to reflect changing social, political and economic realities.

The former New York investment banker identified regionalization and globalization as current forces in international affairs. Instead of working through national capitals, European regions are linking themselves directly to the global economy. The ambassador found these trends well under way in France. Seeking maximum commercial and economic advantage, major U.S. firms are increasingly bypassing Paris and heading directly for the provinces. For example, Toulouse, the heart of Europe's aerospace industry, hosts U.S. businesses supplying up to 30 percent of the components for Airbus aircraft.

France's second largest city, Lyon, has become a regional center for both high-tech and biotech, with more than 100 U.S. firms. Lyon anchors an economic region extending from Barcelona to Geneva north into Germany and south across the Alps to Turin in northern Italy. Moreover, the introduction of the single European currency (the Euro) in 2000, accompanied by the prospect of increasing cross-border capital flows and rising productivity throughout the Euro zone, promises to accelerate the process of globalization and integration in France and Europe.

"These days, we hear a great deal about the impact of globalization on business structure. We hear relatively little about the impact of globalization on our diplomatic structure," the ambassador told a recent gathering of U.S. and European business lead-

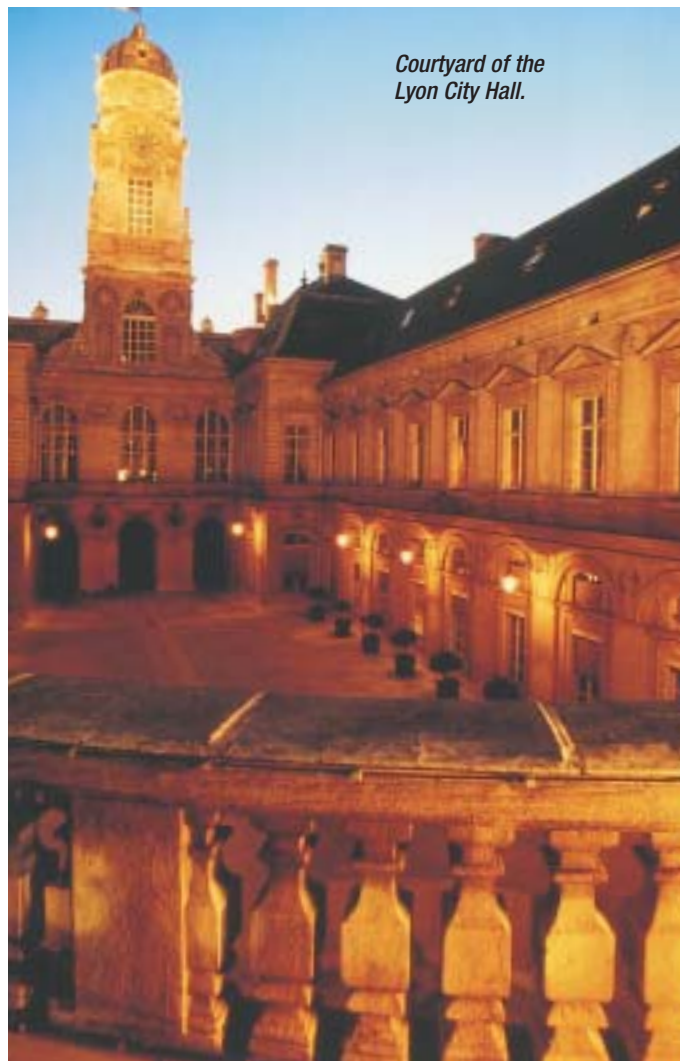
ers. "We are operating in a new Europe, with a structure essentially designed for the diplomatic, political and economic needs of the Cold War era. The classical 'big embassy' structure is today akin to concentrating on mainframe computers in the age of the Internet and the PC."

American companies have responded to globalization by setting out to increase their market share worldwide and have succeeded in creating a uniquely entrepreneurial culture in the vast majority of American enterprises. The ambassador challenged his staff to apply similar principles to increase the American presence throughout French regions with existing resources.

By putting Foreign Service officers in direct contact with regional leaders—especially the politically powerful French mayors—and media throughout the country, the United States would stand a better chance of getting its views across. It also would bring the U.S. Mission closer to its customers—U.S. citizens and businesses throughout the country.

The timing of the ambassador's challenge coincided with a Department initiative (one of the recommendations of the Overseas Presence Advisory Panel) to seek ways to reestablish a limited U.S. presence in areas where American interests are vital but narrow.

The France country team settled on Lyon as the site for the first of what would become known as American Presence Posts or APPs. APPs would focus tightly on public diplomacy and



*Courtyard of the
Lyon City Hall.*

Photo courtesy of U.S. Consulate, Lyon

outreach, promoting U.S. economic and commercial interests and providing limited U.S. citizens consular services, forgoing traditional political and economic reporting. The APP team quickly concluded that the key element would be simplicity. Making the new post affordable would mean eliminating costly classified and proprietary communications systems. The APP would rely instead on advances in communications technology—commercial e-mail, Internet access and video teleconferencing—to



Ken Cohen, left, chairman of San Diego-based Synbiotics Corp., shows the firm's new European headquarters to the mayor of Lyon, Mr. Barre, third from right; U.S. Consul Stuart Dwyer, rear; and local politicians and businessmen.

Photo courtesy of U.S. Consulate, Lyon

maximize effectiveness at a fraction of the cost of a traditional post.

The core APP staff would be an American officer and locally engaged program/office and consular assistants. A former U.S. Information Service Foreign Service National employee already stationed in Lyon would fill one of the positions. The post would occupy carefully chosen commercial office space upgraded to meet stringent State Department security standards. Administratively, the APP would

resemble a small commercial enterprise, procuring needed supplies and services locally with a purchase card. Larger administrative functions would be performed by the embassy.

Providing resources for the APP meant restructuring in Paris to offset costs and positions. For example, an economics officer position was moved from Paris to Lyon, and a speechwriter position in Paris was abolished to fund the new FSN positions in Lyon. Savings from a new telephone service contract, among

other reductions, were applied to recurring costs for utilities, phones and supplies for Lyon. Residential rent saved by moving the officer out of Paris was enough to pay for nearly all of the office and residential rent in Lyon, where costs are lower.

For 12 months, the embassy worked closely with the Department to shepherd the APP pilot project through the State and congressional approval process. When Secretary Albright inaugurated the Lyon APP in December 1998, she and the new post were welcomed with enthusiasm by Mayor Raymond Barre (the former prime minister of France), the people of Lyon and by American companies in the area. APP Lyon quickly began generating return on the Department's investment by helping to launch a biotechnology partnership between Lyon and San Diego, receiving prized media coverage of U.S. views on agriculture-related trade issues (a hot-button issue for French consumers) and providing convenient consular services to U.S. citizens.

Observers soon recognized the value of the experimental post. *Business Week* reported in December 1999 that the APP initiative is "winning praise even from traditional State Department critics such as Senator Jesse Helms." The initiative has strong backing from the



Paris Personnel Officer Mary Regan confers via video-teleconference with Rennes American Presence Post Chief Maureen Cormack and Consular/Cultural Assistant Marion Salvanet.

Photo courtesy of U.S Embassy, Paris

Administration and Congress, which have approved the creation of four more APPs in France. APPs have now been opened in Toulouse and Rennes, to be followed by Bordeaux and Lille by the end of the year.

In staffing the new APPs, the U.S. Embassy in Paris has drawn talent from throughout the foreign affairs agencies. A Foreign Commercial Service officer heads the APP in Toulouse, and a former USIS officer is assigned to Rennes, home to France's largest circulation daily, *Ouest France*. All agree that entrepreneurship is the fundamental ingredient of a successful American Presence Post. The sole

American officer must be motivated, creative, self-directed and constantly alert to opportunities to advance the post's objectives.

"Maybe the most important potential benefit of the APPs will be the opportunity to create a cadre of what might be called 'diplomatic entrepreneurs,'" Ambassador Rohatyn said. "These officers, at an early stage in their careers, will be dealing with the CEOs of American companies in their area; with mayors and prefects; with local organizations and clubs. They will be learning important management skills, dealing with issues of public diplomacy and

explaining the American position in interviews and speeches—all in a world where support for the United States is very often based on public opinion."

The Overseas Presence Advisory Panel endorsed the APP concept, stating, "The institutions that performed so admirably throughout the 20th century are ill-designed for the 21st. America will be ill-served unless its overseas posts are transformed to meet today's demands and those of the future." ■

The author is the administrative counselor in the U.S. Embassy in Paris.

Lyon: City on the Move

By Stuart Dwyer

Sitting at the confluence of the Rhone and Saone rivers, Lyon's strategic location was first appreciated by Caesar's lieutenant Mantius Plancus, who founded the colony of Lugdunum in 43 BC. Over two millennia the fortunes of the city have ebbed and flowed. Lyon's role as a commercial center took off in the 14th century with the help of a generation of bankers seeking shelter from the disputes riving the Italian city-states. By the 16th century Lyon had become the center of European banking, with exchange rates between

European currencies established at the city's commercial fairs. The period also saw construction of what some observers say is the finest collection of Renaissance architecture outside of Florence.

Accounting for over 10 percent of French GDP, the Rhone-Alps region has established itself as a driving force across industry sectors. And its fledgling cross-border economic and political ties with northern Italy, Catalonia and Switzerland are helping to position it as an important pivot for doing business in southern Europe. U.S. businesses as diverse as Hewlett-Packard, Scotts lawn care, solar manufacturer Matrix and Sunbeam have made the region home for key European operations. With a dense fabric of small and medium-sized businesses, the climate offers strong potential for smaller U.S. firms as well. Little wonder that U.S. companies account for the bulk of foreign investment and some 40,000 jobs in the region. U.S. exports to Rhone-Alps amount to some \$2 billion annually.

But for all that glitters here, the culinary cognoscenti still know Lyon for its stars of the Michelin variety. Home to master chefs Paul Bocuse and Pierre Orsi and a short ride away from three-star restaurants Troisgros of Roanne and Blanc in Bourg-en-Bresse, Lyon probably has more fine restaurants per capita than anyplace on the planet. Accompanied by wines from the nearby Beaujolais—known locally as Lyon's third river—it's easy to understand why a tour in Lyon is easy to digest.



President Clinton greets the crowd at Place des Terreaux during the 1996 G-7 summit in Lyon.

Photo by Dominique Barrier

The author is consul in the U.S. Consulate, Lyon.

Upcoming Performances



Dancer Ludovic Jolivet

Photo by Paul Gordon Emerson

- ◆ **June 21:** The Manny Bobenreith Sextet
- ◆ **June 28:** The City Dance Ensemble with Ludovic Jolivet, East Auditorium
- ◆ **July 12:** Washington Tango Trio
- ◆ **July 26:** Czech Orchestra with conductor James Brooks and violinist Jorge Saade-Schaff

Note: Unless otherwise indicated, all performances are on Wednesdays at 12:30 p.m. in the Dean Acheson Auditorium. They are free to State employees.

Series Offers Mixed Fare of Classical and Popular Music

By John Bentel

The State of the Arts Cultural Series and the Foreign Affairs Recreation Association began the new year with classical guitarist Christopher Dunn, whose performance included pieces from the late 1500s to the 20th century. Mr. Dunn's playing of *Fantasie*, by John Dowland, and *Introduction and Caprice op.2*, by Giulio Regondi, exhibited great sensitivity. He closed his performance with compositions by Augustin Barrios Mangore and received a standing ovation.

To celebrate 10 years of noontime performances, former Senator Charles Percy of Illinois was special guest. Mr. Percy shared personal stories of how the violin brought his parents together and of his own love of music.

To showcase young talent, violinist Rebecca Azhdam, 10, took center stage and accompanied by her sister Bita played Paganini's *Sonata* passionately. In a show of Department talent, Frank Foster limbered up his voice and the audience with *Butterfly Kisses*, and Bill Carlson played a lively Joplin rag, *The Chrysanthemum*. The

audience tapped their feet and swayed to the rhythm of the beat.

To observe Black History Month, special guest Lolo Sarnoff, director and founder of Arts for the Aging, described her organization's work with the elderly—for whom music is both stimulating and enhancing. Silky-voiced Nancy Paris Hines, back by popular demand for her third appearance, sang a jazz selection and showcased three senior citizens in native African attire. She concluded her program by singing *I Came Here To Sing the Blues*, composed by friend John Heigh of Waldorf, Md.

The Alley Cats, a popular men's *a cappella* singing group from Yale University, opened their concert with *Sally in our Alley*, their theme song. The 17-man group, following a tradition begun in 1943, offered a high level of humor and energy to a captivated audience. Their repertoire ranged from barbershop and traditional ballads to show tunes and popular songs by Cole Porter, the King Singers, Duke Ellington and the Drifters. The audience demanded an encore and got it.

The author is a computer specialist in the Executive Secretariat.

People Like You

Helping Out at Miriam's Kitchen

Most mornings, Sherri Kraham shows up for work at the Iraq Desk in the Bureau of Near Eastern Affairs. But at least one Monday a month, she joins State Department and other volunteers preparing and serving breakfast from 6 to 8 a.m. at Miriam's Kitchen, a food program located in the Western Presbyterian Church at 2401 Virginia Ave., near Main State.

Powered entirely by volunteers, the program serves a warm breakfast to more than 180 homeless men and women each weekday morning year-round. Miriam's offers art and creative writing workshops and daily Alcoholics Anonymous meetings. There's also a library, a resume clinic, and tax, podiatry and legal assistance.

According to the most recent statistics, between 55 and 65 percent of Miriam's Kitchen clients sleep on the streets (as opposed to in shelters), and the majority struggle with either serious mental health issues, substance abuse or both. And, over the course of a year, around 16,000 District residents experience homelessness, one of the highest rates in the country.

To volunteer at Miriam's or to find out about other volunteer opportunities in the area, please contact Sherri Kraham at krahams@state.gov.



Photo by Dave Krecke

Serving breakfast at Miriam's Kitchen are David Zweifel, left, retired Foreign Service officer; Jean Hummon, wife of a retired FSO; Sherri Kraham, Iraq Desk officer; and Jim Kelley, executive director, Bureau of Population, Refugee and Migration Affairs.

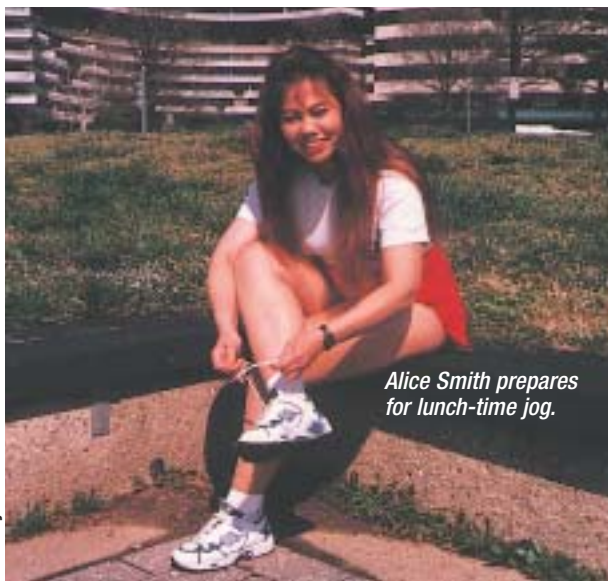


Photo by Carl Goodman

Alice Smith prepares for lunch-time jog.

On the Run Year In and Year Out

Washington, D.C. annual Cherry Blossom Festival is over, the cherry blossoms gone and the annual race run, but next year's ten-mile Cherry Blossom race is already on the mind of runner Alice Smith, a budget analyst with the Bureau of Diplomatic Security, who finished this year's race in just under two hours. She first participated in 1998. She started running at age 10 in her native Burma, where she also competed in badminton, tennis, volleyball and mountain hiking tournaments. Since coming to the United States, she has taken up long-distance running, and the annual ten-mile race for charity is the highlight of her yearlong training. To stay in shape, she runs two miles every other day near her Arlington, Va., home. What keeps her running? "There's a great feeling of satisfaction and confidence." That's what.

Education & Training

Program	July	Aug.	Length
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Language

Field Schools, L-950	7	44 W	
Arabic, Chinese, Japanese, Korean			
F.A.S.T. Language Classes, L-200	10	—	7 W
Albanian, Amharic, Arabic (Egyptian), Arabic, (Modern Standard), Armenian, Azerbaijani, Bengali, Bosnian, Bulgarian, Burmese, Chinese (Mandarin), Chinese (Cantonese), Croatian, Czech, Danish, Dutch/Flemish, Estonian, Finnish, Greek, Hebrew, Hindi, Hungarian, Indonesian, Japanese, Khmer, Korean, Lao, Latvian, Lithuanian, Malay, Mongolian, Nepali/Nepalese, Norwegian, Pilipino/Tagalog, Polish, Romanian, Russian, Serbian, Slovak, Swahili/Kiswahili, Swedish, Thai, Turkish, Ukrainian, Urdu, Uzbek, Vietnamese			
Refresher, L-201, Russian	10	—	6 W

Area Studies

Advanced —During full-time Language Trng.—Weekly			3 H
Intensive			
China AR 250	10		2 W
Africa, Sub-Sahara AR 210, East Asia AR 220, Europe AR 291, Inter-American Studies AR 239, Near East/North Africa AR 240, South Asia AR 260, Southeast Asia AR 270, Successor States-Soviet Union AR 281		21	2 W
Balkans Module AR 293, Caucasus/ Central Asia Module AR 282		24	2 D
Caspian Sea Energy Module AR 283		25	1 D
Europe Union Module AR 292		28	2 D

Administrative Training

Managing Customer Service PA 123	28	—	1 D
Property Mgt. for Custodial Officers PA 135	25	—	2 D
Customer Service PA 143	—	31	2 D
CFMS-System Overview & Orientation PA 150	—	15, 17	2 D
CFMS-Budget Execution PA 151	—	29	2 D
CFMS-Requisition Documents PA 153	—	21	2 D
CFMS-Miscellaneous Obligations PA 154	—	25	2 D
CFMS-Travel Orders PA 155	—	23	2 D
Contracting Officers Rep. Update PA 173	—	28	1 D
Contracting Officers Rep. (Pre-Award) PA 174	—	14	3 D
Contracting Officers Rep. (Post-Award) PA 175	—	17	2 D
Purchasing Card Tng. PA 197	—	17	1 D
Budget & Financial Mgt. PA 211	17	—	7 W
Working with ICASS PA 214	18	15	4 D
Appropriation Law PA 215	18	—	4 D
Accounting, Vouchering & Certificat. PA 216	24	—	1 W
Supervision A Cashier PA 217	31	—	1 W
General Services Operation PA 221	24	28	10 W
Basic Admin Mgt. PA 224	17	21	1 W
FSN Classification and Comp. PA 232	31	—	2 W
Post Personnel Mgt. PA 236	10	—	2 W
Overseas Admin. Mgt. PA 243	10	14	2 W
ICASS Executive Seminar PA 245	—	2, 30	1 D

Correspondence Courses: How to Be a Certifying Officer PA 291, How to Be a Contracting Officer Rep. PA 130, How to Write a Statement of Work PA 134, Intro. to Simplified Acquisitions & Req. Overseas PA 222, Mgt. Controls Workbook PA 164, Tng. for Overseas Cashier Supervisor PA 294, Tng. for Overseas Cashier PA 293, Tng. for Overseas Voucher Examiners PA 200, Overseas Cashier (CD-ROM Version) PA 295.

Program	July	Aug.	Length
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Consular Training

Automation for Consular Mgrs. PC 116	10, 24	7, 21	1 W
Advanced Consular Course PC 532	24	—	3 W
Anti-Fraud Programs PC 541	17	—	1 W

Continuous Enrollment: Congen Rosslyn Consular PC 530, Consular Orient. PC 105, Overseas Citizen Services PC 535, Passport & Nationality PC 536, Immigrant Visas PC 537, Non-Immigrant Visas PC 538, Consular Review & Automation PC 540

Correspondence Courses: Immigration Law and Visa Operation PC 102, Nationality Law and Consular Procedures PC 103, Overseas Citizens' Services PC 104 (6 Days), Passport Examiners' Correspondence Course PC 110

Curriculum and Staff Development

Basic Facilit. & Delivery Workshop PD 513	—	2, 23	3 D
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Orientation Training

Intro. to Working in an Embassy PN 113	6	31	2 D
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Executive Programs Training

Deputy Chiefs of Mission PT 102	9	—	1 W
EEO/Div. Aware. for Mgrs. and Sup. PT 107	6, 13, 17 20, 27	3, 10, 17 24, 31	2 D
Coaching PT 211	—	1	1 D

Management Development Training

Employee Relations PK 246	—	10	2 D
Managing Change PT 206	—	3	1 D
Performance Mgt. Seminar PT 205	—	7	3 D
Supervisory Studies Seminar PK 245	—	14	1 W

Public Diplomacy Training

Public Diplomacy Tradecraft PY 100	10	—	3 W
Manag. Staff & Res. for Pub. Aff. Campgn. PY 101	20	—	1 D
Speechwriting and Present. Skills PY 102	26	—	1 D
Role of Spkspers./How Media Works PY 103	27	—	1 D
Dealing with Electronic Media PY 104	28	—	1 D
Admin. Pub. Dipl. Operations Overseas PY 105	18	—	2 D
Pub. Dipl. and Information Tech. PY 106	13	—	1 D
Pub. Dipl. Prog., Products and Services PY 107	14	—	2 D
Cultural Training PY 108	24	—	2 D
Public Diplomacy Theory and Practice PY 109	10	—	3 D
An Evolving America PY 110	21	—	1 D
Admin. Pub. Dip. Grants & Coop Agrmts. PY 202	31	—	1 D
FSN PD Information/Media PY 207	—	26	3 W

Office Management Training

FS Sec. Office Mgmt. Specialist PK 102	17	—	3 W
Senior Secretarial Seminar PK 111	19	—	3 D
Proofreading PK 143	6	—	2 D
Drafting Correspondence PK 159	24	—	1 W
Travel Regulations and Vouchers PK 205	—	1	2 D
Better Office English/Oral PK 226	10	—	2 W
Effective Speaking & Listening PK 240	—	7	2 W

Program	July	Aug.	Length
Prof. Sem. for FS Office Mgt. Specialist PK 302	—	7	2 W
Office Mgt. 2000 PK 330	—	21	2 W
Political Training			
INL Orientation PP 218	17	—	1 W
Labor Officer Skills PL 103	10	—	3 W
Labor Rights PL 104	14	—	1 D
Multilateral Diplomacy PP 211	—	2	3 D
Political Tradecraft PP 202	3	—	3 W
Political-Military Affairs PP 505	17	—	3 D

Economic & Commercial Training

Resource Reporting Officer Training PE 103	10	—	2 W
Economic Tradecraft PE 124	3	—	2 W
Commercial Tradecraft PE 125	17	—	1 W
Petroleum & Gas Industry PE 127	31	—	1 W
Aviation Policy & Negotiation PE 130	17	—	3 D
Trade Dispute PE 134	31	—	2 D
Trade & Project Finance PE 135	19	—	3 D
Coal & Power Technology PE 137	24	—	1 W
Political/Economic Tradecraft PG 140	24	—	3 W
Economic Issues PE 285	10	—	3 W
Senior Communication Course PE 290	6	—	2 D

Overseas Briefing Center

SOS: Security Overseas Seminar MQ 911	10, 24	7, 28	2 D
Adv. Security Overseas Seminar MQ 912	18	1, 15	1 D



Computer training at FSI.

Program	July	Aug.	Length
TDY Security Overseas Seminar MQ 913	10, 24	7, 28	1 D
Youth Security Overseas Seminar MQ 914	11, 18, 25	1, 8, 15, 29	1 D
Regulations/Allowances/Finances MQ 104	—	1	3 D
DCM/Principal Off., Role of Spouse MQ 110	17	—	3 D
Explaining America MQ 115	—	12	1 D
Young Diplomats Day MQ 250	10, 24	7	1 D
Communicating Across Cultures MQ 802	29	—	1 D
Realities of Foreign Service Life MQ 803	21	—	1 D
Promoting U.S. Wines MQ 856	19	—	1 D

Career Transition Center

Retirement Planning Seminar RV 101	24	—	1 W
Job Search Program RV 102	31	—	9 W
Financial & Estate Planning RV 103	26	—	1 W
Annuities and Benefits & Social Security RV 104	25	—	1 D

Information Management Training

Microsoft Project PS 180	10, 31	21	3 D
PC/Windows NT 4.0 Fundamentals PS 201	17, 31	15, 28	2 D
Access 97 Intro. PS 250	12, 17	2, 21	2 D
Access 97 Intermediate PS 251	26	9	2 D
Excel 97 Intro. PS 270	10, 19	9, 30	2 D
Excel 97 Intermediate PS 271	19, 27	—	2 D
Internet Concepts PS 218	11, 25	8, 25	1 D
Internet Concepts PS 318	13, 27	10	1 D
PowerPoint 97 Intro. PS 240	10, 17, 26	7, 28	2 D
PowerPoint 97 Intermediate PS 241	10	10	2 D
Word 97 for Windows, Intro. PS 232	19	2, 16, 30	2 D
Word 98 for Windows, Intermediate PS 233	24	23	2 D
CableXpress Client PS 284	10, 12, 17, 20	8, 16, 22, 30	1 D
	25, 27		
CableXpress Administration PS 285	24, 31	14, 28	4 D
Inform. Res. Mgt. Orien. for IM Specialist PS 380	12	—	3 D
CLOUT Administration PS 291	—	7	2 D
MS Outlook PS 298	14, 24	18	1 D
CA Systems for IMS PS 310	31	14, 28	1 W
IRM Specific Orientation PS 380	12	—	3 D
ALMA O'View—PC/Windows PS 501	10, 24	7, 21	1 D
ALMA O'View—Word PS 502	11, 25	8, 22	1.5 D
ALMA O'View—Client Network PS 503	12, 26	9, 23	0.5 D
ALMA O'View—Excel PS 505	13, 27	10, 24	1 D
ALMA O'View—PowerPoint PS 506	14, 28	11, 25	1 D

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.

PERSONNEL ACTIONS

Civil Service Retirements

Campbell, Daniel S., Information Management Customer Center
Davis, Laura G., Diplomatic Courier Services
De Lacy-Egan, Teresa, Health Care Services
Houck, Frank S., Multilateral Nuclear Affairs
Ke, Sinclair Hsueh Hang, Press Outreach
Osberg, Gloria T., Travel Advance Section
Phillips, William M., Facilities Security Division
Slager, James Robert, Design and Construction Division
Young, Phyllis A., Press Relations

Foreign Service Retirements

Bolton, W. A. Peter, Applications Branch
Davidson, William Craig, Miscellaneous (Noc)
Edwards, Anne Hepburn, Senior Level Division
Gonzalez, Antonio J., Miscellaneous (Noc)
Harrington-Aydin, Noel A., Vancouver, B.C.
Johnston Jr., Warren E., Multi-Media Production Division
Kimble, Melinda L., Dep. Asst. Sec. Intl. Finance & Development
Leibengood, Paul C., European Region

Manalo, Kathleen Helen, London
Maratos, Daniel C., Near East, South Asia Division
Mills Jr., William B., Havana
Paolini-Huff, Deborah M., Executive Director
Plotkin, Lawrence I., Eur. Public Diplomacy
Segal, Jack David, Natl. Security Council
Svengsouk, Thavanh, Dakar
Topka, Jeanne E., Ottawa, Ontario
Winter, Andrew Jan, Administrative Affairs, New York

O B I T U A R I E S



Howard V. Bennett, 87, a retired Foreign Service officer, died on Dec. 5 in Toms River, N.J. Mr. Bennett joined the Foreign Service in 1955 and served in Bonn, Pretoria, Accra and Washington, D.C. He retired in 1970. Mr. Bennett was a Navy veteran of World War II.



Jacob Canter, 88, a retired Foreign Service officer, died on Jan. 31 in Bethesda, Md. Mr. Canter joined the Foreign Service in 1946 and served in Managua, Bogota, Caracas, Havana, Mexico City, Madrid and Washington, D.C. Before World War II, he was an assistant professor of foreign languages at the U.S. Naval Academy.

He served as a lieutenant commander in the Navy during the war. From 1969 until his retirement in 1971, Mr. Canter occupied the Edward R. Murrow Chair as visiting professor of public diplomacy at Tufts University's Fletcher School of Law and Diplomacy.

Sigrid Grant, 61, a Foreign Service specialist, died on Jan. 10 in Berlin, Germany. Ms. Grant joined the Foreign Service in 1995 as a secretary and served in assignments in Seoul, Berlin and Washington, D.C. She accompanied her husband, retired Foreign Service officer Daniel Grant, on postings to Port-au-Prince, Paris and Jakarta.



Julius L. Katz, 73, a retired Foreign Service officer, died of cancer on Jan. 27 in Washington, D.C. Ambassador Katz joined the State Department in 1950. In 1968, he joined the Bureau of Economic and Business Affairs and later became assistant secretary. He retired in 1979 and was appointed deputy U.S. Trade Representative in 1989

where he served as chief negotiator of the North American Free Trade Agreement. He led U.S.-U.S.S.R trade negotiations and coordinated the Uruguay Round negotiations.



Harold G. McConeghey, 79, a retired Foreign Service officer, died of congestive heart failure on Nov. 11 in Alexandria, Va. Mr. McConeghey's first Foreign Service assignment was in Chungking, China, during World War II. He joined the U.S. Information Service in 1946 and served in Beijing, Taipei, Canberra, Manila, Rangoon and Washington,

D.C. He retired from his last assignment in Belgrade in 1976.



J. Marshall Pifer, 84, a retired Foreign Service officer, died on Dec. 2 in Reston, Va. Mr. Pifer served in Athens, Ankara, London and Washington, D.C. He served in the Army during World War II. Following his retirement from the Foreign Service, he was a real estate entrepreneur in Northern Virginia.



Neil M. Ruge, 86, a retired Foreign Service officer, died on March 14 in Chico, Calif. Mr. Ruge joined the Foreign Service in 1947 and served in Rome, Rabat, London, Cardiff, Bonn, Guatemala City and Washington, D.C., until his retirement in 1968. Mr. Ruge served in the Army in the European Theater during World War II, completing his active duty as a major in 1946.

William G. Smallwood, 65, a retired Foreign Service officer, died of pancreatic cancer on Feb. 26 in Lakewood, Wash. Mr. Smallwood served in Vienna, Kabul, Riyadh, Luxembourg, Warsaw, The Hague, Ankara, Rome and Washington, D.C. After retiring in 1984, he served for five years as a consultant for the Bureau of African Affairs.

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