Limited-Scope Inspection of Consulate General Curacao, Netherlands, Antilles

Consulate General Curacao

OIG's limited-scope inspection of Consulate General Curacao found an active post with wide responsibilities and an important military adjunct. The post managed a difficult national security mission with skill and with full support to other U.S. government entities. Interagency relationships were excellent. The post enjoyed a friendly working environment that could undergo strain in coming years.

Consulate General Curacao was not rightsized. Without the addition of locally employed staff resources to support the reporting functions and consular services, it will not be able to carry out tasks that urgently cry out for attention. Outstanding performance by an over-stretched entry-level officer and over-taxed locally employed staff could not offset this shortcoming. The consulate general offices, while well-equipped, were very cramped. The post lacked adequate space for current personnel and operations yet must increase staff.

The experiment in restoring nonimmigrant visa services to Consulate General Curacao, which began March 2007, achieved its aims of providing better service to host country nationals and determining the requirements of such service. The Bureau of Consular Affairs was correct in its September 2007 decision to continue but to reduce it, because the unexpected surge in applicants overwhelmed this small post.

Resource management had benefited significantly from the support of the Charleston Global Financial Services Center and especially the Florida Regional Center (FRC), whose frequent visits for training and evaluation had strongly supported financial and human resources management and general services. Given the almost entire year that post was without a management officer, support visits from the FRC and especially stints by the FRC regional human resources officer as acting management officer, were critically important to post operations.