

UNITED STATES DEPARTMENT OF STATE

July-August 2000

State

Magazine



Vietnam
Looking to the Future

In our next issue: Embassies in Rome and The Vatican



State

Magazine

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Photo by Michael Gross

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A young Vietnamese girl symbolizes country's future.

Photo by James Waller



FROM THE SECRETARY

SECRETARY MADELEINE ALBRIGHT

In Praise of Public Service

In this special issue, it is my pleasure to help recognize the contributions of our colleagues. In his annual message to the Foreign Service this year, President Clinton said today's "complex and fast-paced world demands greater excellence in public service than ever before. No one is better prepared or better qualified to address the challenges of the 21st century than you who staff our diplomatic missions overseas and the offices of our Department of State at home." In amplifying the President's message, I want to extend his praise to the entire body of public servants—some 50,000 staff around the world—who contribute to our work as a team.

At the height of the Cold War, Dean Acheson told a gathering of Department employees that "yours is not an easy task, nor one that is much appreciated." He went on to say that although our work ultimately affects the lives of every citizen of this country, we are dealing with what he called "an alien field of knowledge," one that is not easy for every citizen to understand.

Unfortunately, Secretary Acheson was right. Advances in transportation, trade, telecommunications, and technology have made Americans more aware of the world beyond our shores. But the vital work that we do, in protecting and promoting the nation's interests and values, often goes unrecognized. That's why we are doing more now than ever before to reach out to the American public—through television and radio programs; award-winning web sites on the Internet; mobile exhibits of our diplomatic history; and town hall meetings in every part of the country.

Moreover, whenever I speak publicly in the United States, my core message is that diplomacy is America's first line of defense. Our efforts to build peace, halt proliferation, strengthen democracy, promote human rights and encourage far-reaching economic reforms help all Americans to live more secure and prosperous lives. What we do matters; we must never forget that; nor fail to remind our fellow citizens of the importance to them of all that we do.

As we read this issue and learn about the extraordinary achievements of our colleagues, we will be reminded that the prospect of recognition is not what brings most of us to this work. For most of us, public service is a way to give back to the nation that has given us the opportunity to live freely and to make the most of our energy and skills. We are conscious, moreover, of the honor and responsibility involved in carrying forward an extraordinarily proud diplomatic tradition.

From the Treaty of Paris to the Southeast Europe Stability Pact, the story of U.S. diplomacy is the story of hard work pragmatically conducted on behalf of American interests and enduring values.

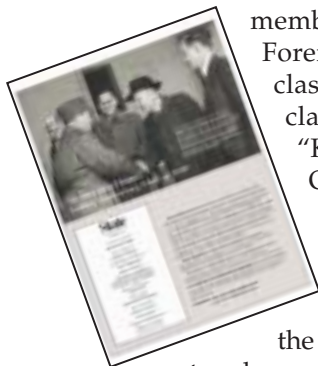
As I've traveled the world these past three and a half years, it has been my great privilege to work alongside dedicated professionals who serve the nation with extraordinary skill and distinction, despite the hardships they endure. I am referring to the Foreign Service officers who labor around the clock, often in hazardous circumstances, making contacts, gathering data, explaining U.S. policy, preparing cables and performing the dozens of other duties that are part of 21st century diplomatic work. I am thinking of Foreign Service Nationals who brave embassy protests and riots to make indispensable contributions to our work. And I am including all of the personnel who participate in the management of our foreign affairs, especially those working in cramped conditions, with out-dated technology, and waiting for long-term improvements to take effect.

In recognizing today's contributions, let us also remember yesterday's sacrifice. Let us honor our colleagues who have given their lives in service to our country. And let us vow to honor their legacy through our own commitment to do the finest job we can each and every day.

In closing, please accept my gratitude for all your work toward that goal; for every ounce of your effort, every gesture of friendship, every demonstration of teamwork and every job done right. You have contributed to our collective success, to the nation that you serve, and because of the work that brings us together, to the hopes of our world. ■

Another Group

In your May issue, you ran an interesting photo on the inside cover of Earl Lubensky, a member of the Foreign Service class of 1950—a class trained as “Kreis Resident Officers”—introducing the burgermeister of Fritztar, Germany, to the local U.S. military base commander. You note that the class observed its 50th anniversary on May 5, Foreign Service Day.



There was another group of resident officers trained that year and also members of the class of 1950. There were 32 in our class. We were sworn in as Foreign Service officers in November 1950. Upon our arrival in Germany, many of us, in fact, served our first tour as what was called “KROs.” Some of us were detached to serve as visa issuing officers to meet emergency requirements in overcrowded refugee camps.

I was among that group, serving in the consulate general in Hamburg but issuing visas under the Displaced Persons Program, sometimes around the clock, in a former German military camp at Wentorf outside Tehran.

Bruce Laingen

President

*The American Academy of Diplomacy
Washington, D.C.*

Hats Off

Just a note to say how much my colleagues and I like the new look of the magazine. The color photos, layout and articles are superb. Hats off to you all. We find ourselves in awe

month after month. Thank you for a great *State Magazine*.

Mary Jackson

Bureau of Administration

There Were Women, Too



I was pleased to see in the February/March issue the article about the Peace Corps-Foreign Service connection. Many of us owe our interest in foreign affairs and

careers in the Foreign Service to our Peace Corps experience. I was disappointed, however, that the article focused entirely on men. There are also quite a number of women in the Foreign Service who are “Returned PCVs,” including Ambassador Ellen Shippy in Malawi and me.

Katherine H. Peterson

Ambassador

U.S. Embassy, Maseru

Editor's Note: In the May issue, we published a letter from Margaret Beshore Boonstra of Gainesville, Fla., a retired Foreign Service officer who was loaned by State to the Peace Corps, which she described as “wild and wonderful.”

From the Editor

When you think about it, the Department of State is like a large corporation, whose 50,000 employees rank it right up there in size with that household name, American Express. Its employees are scattered worldwide and its portfolio is about as diverse as one can get—from arms control and nuclear nonproliferation to refugees and free elections.

In this special issue, we highlight those employees stateside and overseas who have contributed significantly to their corporation’s bottom line—from improving trade and information systems to evacuating employees from war-torn countries. Obviously, in a corporation as large as State, selecting those outstanding performers is a demanding, if not daunting, task.

We are especially proud of our Foreign Service National employees, the largest segment of the “corporation,” whose remarkable contributions are highlighted in this issue.

As with any corporation, top officials come and go. And so it is at State. Ambassador Edward W. “Skip” Gnehm Jr., the former director general, reports soon to Australia as U.S. Ambassador to be succeeded by Ambassador Marc Grossman, former assistant secretary of State for European Affairs, who was sworn in June 19 as the new director general of the Foreign Service and director of Human Resources. Their appointments appear inside this issue along with many others.

Our post this month is Ho Chi Minh City (formerly Saigon), a bustling urban center full of young and vibrant Vietnamese who are looking to a brighter future and where consulate general staff considers itself fortunate to serve.

On a lighter note, we visit with two passport employees in Charleston, S.C., Lester and Maryann Paine, who take their love of water literally.

We hope your summer is going well—whether on land or water.



Gil Sperling, left, and Brennan Breed stand below several of the new signs at the Foreign Service Institute's consular training division visa waiting room.

Princeton Master's Degree in Public Policy

The Department of State will again participate in the John L. Weinberg Fellowship Program for one year of academic study leading to a master's degree in public policy at Princeton University's Woodrow Wilson School of Public and International Affairs. Princeton will offer approximately five fellowships to State employees for the 2001-02 academic year. A Department-wide panel will review applications for this prestigious program. Candidates deemed most qualified will be referred to Princeton University for final selection. Complete application packages are due in the Department by Sept. 15. Interested Civil Service employees may call Jo Ann Chastulik at (202) 663-2136 or Laura Sells at (202) 663-2144. Foreign Service employees may contact Greg Delawie at (202) 647-4334 or Dottie Uhrich at (202) 647-1502 for additional information.

Signs of the Times

A new system of signs was unveiled June 16 at the Foreign Service Institute's consular training division visa waiting room. The signs, soon to be found at every embassy, feature directions in English and host country languages with easy-to-identify icons directing visitors to different consular services. The signs reach beyond cultural and language differences to communicate with visitors who cannot read.

Metrochek Update

To prepare for the distribution of transportation fringe benefits to Washington-area federal employees, the Washington Metropolitan Area Transit Authority will introduce the SmarTrip card. This new generation of farecards is permanent, rechargeable, and embedded with a special computer chip that tracks the value on the card. Using the SmarTrip card is as simple as touching it to the target panels located at Metrorail station faregates. If lost or stolen, SmarTrip cards can be replaced for a \$5 fee. Enrollment forms for the SmarTrip card will be available to employees at the end of July. For more information, visit the WMATA web site at www.wmata.com.

In addition to individuals who use mass transit, vanpools registered with WMATA are also eligible for transportation fringe benefits. Department employees will soon be receiving information on how to enroll in the new transportation benefit program.

New, Mandatory, Department-Wide Security Briefings

With the Administration's recent reemphasis on national security, the Bureau of Diplomatic Security has begun mandatory security refresher training for all Department employees. The two-hour briefings started in May and will be conducted over several months. Employees will be notified of the sessions through their bureau, and those unable to attend scheduled sessions will be required to attend makeup briefings.



Secretary Honors Donors to Diplomatic Reception Rooms

Secretary Madeleine K. Albright greeted more than 200 donors to the Diplomatic Reception Rooms at a recent reception. In her welcoming speech, the Secretary said that as she walked through the Jefferson Room, admiring the newly hung portrait of John Quincy Adams, she thought of all the visitors she's hosted in these rooms.

"There is no more pleasant or rewarding a part of my job because, thanks to you, these rooms give my guests a glimpse of the rich traditions of our republic's youth. They depict liberty's birth and America's rise from wilderness to greatness."

The most recent gifts included a set of 59 pieces of Chinese Export porcelain made for the American market and donated by Assistant Chief of Protocol for Accreditation Lawrence Dunham and his wife Deborah and a Mezzotint, "The Jolly Flatboatmen," by Thomas Doney after a painting by George Caleb Bingham; it was donated by John S. Leipsic.

Deborah Dunham and Lawrence Dunham, next to their gift of a set of 59 pieces of Chinese Export porcelain.



Photo by Mark Gulezian

Portrait of John Quincy Adams by George Peter Alexander Healy (1813-94) was the bequest of Mr. Charles Francis Adams of Dover, Mass. Mr. Healy painted John Quincy Adams several times, once about 1840 for Louis Phillippe, once in 1845 and again in 1858. As the last-mentioned portrait is now in the Corcoran Gallery of Art, Washington, D.C., it seems that this portrait is the Boston version of 1845.

Guests included David and Nancy Sax, family of Stanley P. Sax, who bequeathed an extremely rare John Townsend signed and labeled Newport, R.I., block and shell desk in The Gallery.

Gail F. Serfaty, director of the Diplomatic Reception Rooms, thanked the benefactors and announced financial gifts totaling \$587,000. She noted the generous gift from The Eugene B. Casey Foundation of \$100,000. She emphasized the continuing need for financial tax-deductible gifts for ongoing conservation and acquisition requirements. ■



Photo by Michael Gross

Post of the Month:

Ho Chi Minh City

Looking Forward

By Eric G. John

First-time visitors to Ho Chi Minh City are almost always surprised by the level of activity in Vietnam's commercial hub. Reunified under Hanoi 25 years ago, the former Saigon has nevertheless retained its capitalistic roots. Street markets are vibrant, and the venerable shopping areas of the past teem with Vietnamese and foreign shoppers.

Ho Chi Minh City's ties with the United States remain strong as well. Although the U.S. Consulate General was officially opened here with a staff of only seven in October 1997, the consular section in this rapidly grow-

ing post is already one of the largest in the world, processing more than 25,000 immigrant visas in 1999 alone. Strictly speaking, the consular district is Ho Chi Minh City only, but the consulate general covers the lower two thirds of Vietnam, from Hue south.

The present workforce of 35 Americans and about 190 Foreign Service National employees operates out of one of the Department's newest office buildings. Construction of the two-floor consulate general building was completed in July 1999. The building was dedicated by Senator Charles Hagel and Assistant Secretary for Consular Affairs Mary Ryan last August and commissioned by Secretary Albright in September. It boasts state-of-the-art consular interview facilities, and its own collection of artwork blends the best of the United States and Vietnam. It



The new U.S. Consulate General, which opened in August 1999.

Photo by James Waller



Consul General Charles Ray cuts ribbon opening the first Kentucky Fried Chicken restaurant in Vietnam.

is located on the property of the former U.S. Embassy in Saigon, adjacent to where the chancery once stood.

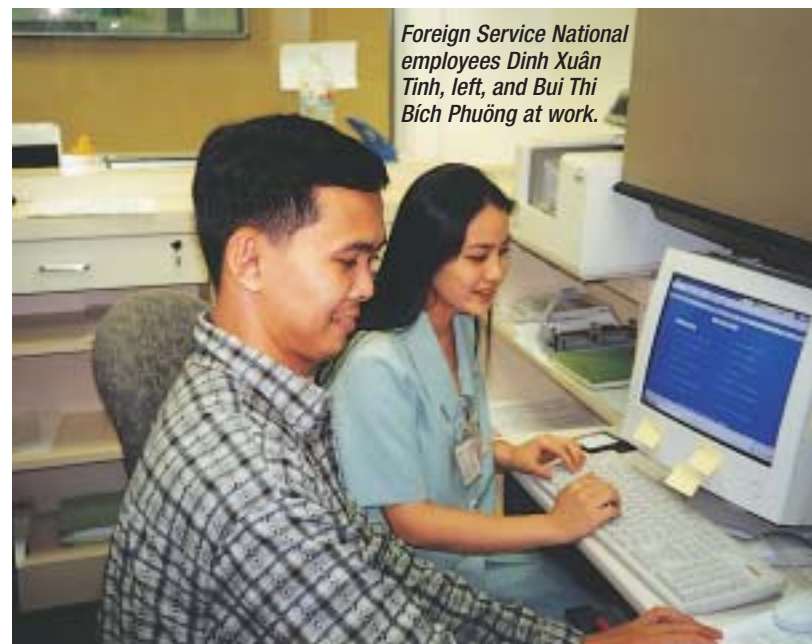
The old chancery was demolished, although the rooftop stairs leading to the embassy helipad were donated to the Gerald R. Ford Presidential Library and Museum. The only physical artifacts from the former embassy remaining at post are the original flagpole, set in a granite base that was salvaged from the exterior wall, and a coffee table in the executive suite made from a piece of that same granite.

Although American visitors frequently ask questions about the past, this is a post geared toward the future of the U.S.-Vietnam bilateral relationship. As the post celebrates the fifth anniversary of bilateral relations in July, consulate general staff—including representatives from State, the U.S. Foreign Commercial Service, the Immigration and Naturalization Service and the Foreign Agricultural Service—are dedicated to assisting Americans in Vietnam, supporting U.S. business interests, encouraging fair bilateral trade and facilitating the legal travel and immigration of Vietnamese to the United States. A talented, dedicated and incredibly energetic Vietnamese staff assists in carrying out these tasks. Indeed, jobs in the consulate general are sought so vigorously by the local community that the consulate receives more than 300 applications for each open position.

Living in Ho Chi Minh City is a daily challenge. Sanitation and communications infrastructures are poor and pedicab, bicycle, car and motorbike traffic defies description. Nevertheless, the city offers a rich culture to those willing to explore. Its markets abound with everything from exotic fruits and magnificent works of art to

stylish clothing and kitschy Elvis reproductions. The city boasts several five-star hotels, a fantastic selection of Vietnamese, Asian and continental restaurants and outstanding sports facilities, including three golf courses. Although many of its historical landmarks have been destroyed or lost over the years, many remain, including a number of ancient temples. Recently built museums celebrate the country's reunification. Two international schools cater to an active expatriate community.

In the early- to mid-1990s, the city enjoyed average annual economic growth rates greater than 10 percent, and for-



Foreign Service National employees Dinh Xuân Tinh, left, and Bui Thi Bích Phuong at work.

Consul General Charles Ray at the helipad atop the old U.S. Embassy before demolition began.



eign investors flocked to Ho Chi Minh City, expecting Vietnam to be the next Asian economic tiger. In the past two years, the economy has cooled and a number of foreign investors have left. Ho Chi Minh City's leaders remain optimistic, however, that continued economic reforms will re-ignite the local economy and investor interest.

Within a few hours of Ho Chi Minh City, over well-paved roads lie the beaches of Long Hai, Vung Tau and Phan Thiet, where landscapes are now dotted with world-class hotels. The Mekong Delta, the agricultural heartland of Vietnam, is filled with lush vegetation. Its fascinating network of rivers and canals offers boats and boatmen eager to transport visitors on "eco-tours" to reforested mangrove plantations, bird sanctuaries or islands covered with coconut, banana and papaya trees. The old imperial capital of Hue retains much of its rich past, despite the destruction it has endured

Vice consuls John Peters, left, and Kevin Olbrysh.



Return to Vietnam

By Charles A. Ray

As the Vietnam Airlines Airbus 300 began its descent into Tan Son Nhat Airport, the realization hit me that it was May 12, 1998, and, after 25 years and three months, I was returning to Vietnam.

I had just spent four days in Hanoi. But, since that was not the Vietnam familiar to me, the place seemed remote and unreal. Furthermore, those days were devoted to checking in at the embassy prior to taking up my assignment as the first U.S. Consul General in Ho Chi Minh City (formerly Saigon) since 1975, a process that left little time for reflection on the past.

But during the two-hour flight from Hanoi, memories came flooding back.

My previous experience in Vietnam (1968-69 and 1972-73) had been during turbulent years. I had lost many close friends during those tours, but over the intervening years, I had blocked the pain and loss. Now, I wondered whether returning to Vietnam was a good idea. Could I be objective in carrying out my assignment? Would I meet with acceptance or rejection?

The city's skyline had completely changed. Formerly, the city's tallest structures were the Caravelle Hotel, the six-story U.S. Embassy and the steeple on Notre Dame Cathedral near the center of the city. Now, soaring hotels, apartment buildings and office towers dwarfed those buildings.



The Rex Hotel in Ho Chi Minh City, where reporters congregated during the war.

over the years, including palaces within the walls of the Hue Citadel and the tombs of the Nguyen Dynasty emperors located in various spots on the city's outskirts. The mountain resort of Dalat is famous for its cooler and less humid climate and production of fruits, vegetables and flowers.

The consulate general staff considers itself fortunate to serve in Ho Chi Minh City. Although it is a city with a past of unique importance to Americans, the post's attraction goes much deeper. Americans, particularly those working at the consulate general, are treated with respect and embraced by most Vietnamese. This is a young city—

approximately 80 percent of its population was born after the war ended in 1975—that does not dwell on the past. Vietnamese citizens look forward to a brighter economic future and a more significant place in the world, and they view Americans, particularly those with the U.S. Consulate General, as an important link to that future. The staff welcomes that role and looks forward to realizing the great potential of this burgeoning bilateral relationship. ■

The author is deputy principal officer in the U.S. Consulate General in Ho Chi Minh City, Vietnam.

Some things, though, hadn't changed. The traffic flow still resembled a demolition derby. And the energy and warmth of the Vietnamese people were as pervasive as ever. From my first day, I was greeted with acceptance and genuine friendliness.

Old and young (Vietnam is an incredibly young country) were hard at work, making up for the lost years when Vietnam was cut off from the outside world. The past: for those under 30, a myth passed along by the old; for almost everyone else a dim memory. The focus in today's Vietnam seems to be on a brighter future.

We are now marking the fifth anniversary of formal relations between the United States and Vietnam. As I look back over the two years of my involvement, I am convinced more than ever that coming back was the right thing to do.



The author has tea atop the Rex Hotel with wartime broadcaster "Hanoi Hannah."

Office of the Month:

Charleston Passport Center



Guests arrive in the center atrium for the dedication ceremony.

Story and Photos
by Carl Goodman

Against a background of string music and quiet anticipation, the Department of State officially dedicated its new passport center in Charleston, S.C., expanding State's presence on the former Charleston Naval Base in this Southern port city rich with culture and history.

Together with a financial service center that opened in 1995, the new passport center increases the number of Department and contract employees on the former base to almost 200 and space occupied to more than 100,000 sq. ft. In 1994, the Department acquired almost nine acres of land and four buildings on the base totaling nearly 200,000 sq. ft.

The May 8 ceremony attracted numerous dignitaries, including U.S. Senator Ernest F. Hollins of South Carolina and Mary A. Ryan, assistant secretary of State for Consular Affairs.

In his remarks, Sen. Hollins welcomed the new center and its employees and described the State Department's presence as not only good for the economy but also for the community. State Department people are good citizens wherever they are. They are active in business, civic, charitable and professional organizations that enrich the overall community, the senator said.





The entrance to the new passport center.

In her remarks, Secretary Ryan noted that the Charleston center, along with its sister center in Portsmouth, N.H., makes it possible for the Department to better serve and meet the needs of the traveling public. A growing number of American citizens are traveling overseas, she said, and the new center will ensure that they are able to get their passports in a timely and efficient manner.

The Department of State strives to continually improve the passport production process by keeping up with the

latest technology and producing a passport that all American citizen travelers can be proud to carry, the career ambassador said.

The new Charleston Passport Center will eventually become the Bureau of Consular Affairs' largest passport issuance facility and employ about 300 persons. The center's large-scale passport processing capabilities will help relieve growing workload pressures at 15 passport agencies located throughout the United States. When fully operational, officials said, the Charleston center is



Above, Ambassador Mary Ryan, center, converses with Senator Ernest Hollins, left, as Director Tim Wiesnet listens. Below, the Rollings School of the Arts Advanced String Orchestra.

expected to produce up to 2 million of the more than 7 million U.S. passports issued annually.

Timothy Wiesnet, director of the new center, said he expected the 65,000-sq. ft. facility to issue about 175,000 passports by the end of September, employing a current staff of 19 State employees and 34 contractors.

The Charleston center will join the National Passport Center in Portsmouth, N.H., in processing most of the country's mail-in passport business. Like the Portsmouth facility, Charleston will not have a public acceptance counter and has not been designated to accept walk-in applications from passport customers.

The Charleston Passport Center will also join the National Passport Center and the New Orleans and Houston passport agencies in using state-of-the-art technology, including the new photodigitized passport. The new digital



Guests enjoy the reception following the ceremony.



Senator and Mrs. Hollins, center, tour facility with Director Tim Wiesnet, right.



Center employees applaud speakers.



imaging system is designed to improve the security of the U.S. passport by printing an image of the bearer and data directly in the passport book. The new process will help deter fraud and crime associated with the illegal use of U.S. passports, officials said.

The digitized passport also contains a number of advanced security features and will gradually replace the older passports as all passport field agencies are converted to the new system. Older style passports will remain valid until their expiration date and continue to be accepted by foreign immigration authorities. ■

The author is editor of State Magazine.

Life in the Slow Lane

By Carl Goodman

Two Charleston Passport Center employees from New England have adjusted well to their new southern home in the lowlands of South Carolina. Instead of buying a house, they brought theirs with them.

Lester and Maryann Paine make their home aboard the “Champagne Lady,” a 72-ft. inboard engine-powered boat moored at a marina on the Ashley River about two miles from the naval base where they work.

Known among their colleagues as “the boat people,” the Paines shipped their “house” by truck to Charleston in February after accepting jobs at the new Charleston Passport Center. Former contract employees at the National Passport Center in Portsmouth, N.H., they examine passport applications for possible fraud.

Before relocating to Charleston, the couple lived in a marina near Portsmouth on the Maine side of the Salmon Falls River. They’ve owned other smaller boats—some too small to live on but large enough to enjoy their weekends in.

Married for 39 years, the couple, who used to own an H&R Block tax franchise outside Dover, N.H., grew up near Boston, married shortly after finishing high school, began their family and love affair with water. They have two grown children and three grandchildren—all water enthusiasts, too.

“We love being on the water,” Maryann Paine said. “It lowers your blood pressure—listening to the sea gulls and watching the dolphins.” The Paines are among an estimated 50,000 Americans who live on boats.

While they can catch young crabs right off the boat without leaving the marina, they go out fishing for trout and tuna and plan to try shrimping. Meanwhile,



Courtesy photo



Photo by Carl Goodman

Lester and Maryann Paine relax on their boat, Champagne Lady, on the Ashley River near Charleston, S.C.

it’s not unusual for neighbors to share their catches.

“The people here are as friendly and helpful as they can be,” Lester Paine said, referring to his neighbors at the marina and to col-

leagues at the passport center who have offered them refuge in their own homes in the event of a hurricane. And the Charleston area has had several devastating hurricanes in the last decade.

There are other drawbacks besides turbulent weather to living on a boat, the couple admitted, including limited storage and constant maintenance. “It really forces you to cut down on clutter and to put things back in place,” Maryann said.

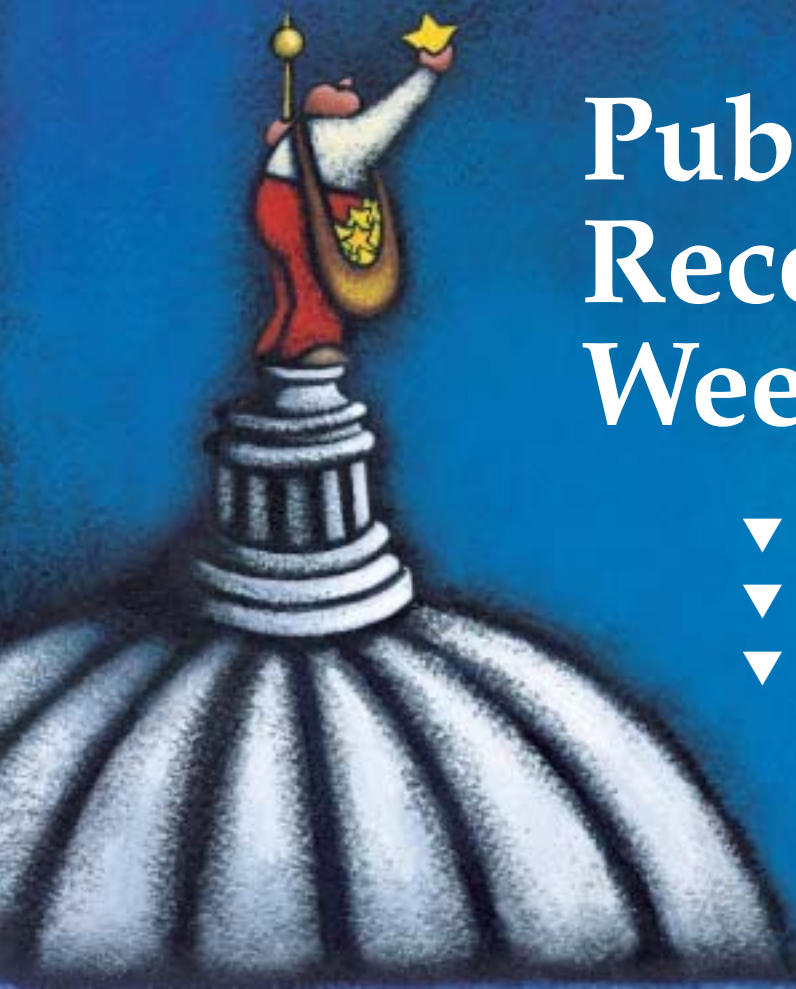
The Paines have had to make at least one major adjustment since moving from New England to the South. Their boat now has central air-conditioning. ■

The author is editor of State Magazine.



Public Service Recognition Week in Review

- ▼ State Department Awardees
- ▼ Foreign Service Day Highlights
- ▼ Foreign Service National Employees



State Honors Awardees

Photos by Shawn Moore

With fitting pomp and pageantry, an armed forces color guard presented the colors and the U.S. Marine Brass Quintet played the National Anthem to begin the annual Departmental Awards Ceremony for the Year 2000. The event took place in the Benjamin Franklin Room of the Department of State on May 4.

Edward W. "Skip" Gnehm Jr., director general of the Foreign Service and director of Personnel, welcomed recipients, their families and invited guests to the event. Under Secretary of State for Political Affairs Thomas R. Pickering presented Department-wide awards to 46 recipients or their representatives.



Under Secretary Pickering with Youth Award winners, from left, David Tansey; Rhiannon and James Rhea; Sarah, Rebekkah and Jesse Laeuchli.

Foreign Service Youth Awards

The Foreign Service Youth Foundation, with the support of the Association of American Foreign Service Women and coordinated by the Family Liaison Office, recognized Foreign Service teenagers who demonstrated outstanding leadership in community service or service to their peers.

Adrienne Ammerman, 17, was honored for her service to orphans and disabled children and for organizing creative fund raising to support local shelters for abused women and children in Hong Kong.

Thomas Fitzpatrick, 18, was honored for his work organizing community focus groups with his school chapter of Amnesty International and for his service to a Vienna, Austria, soup kitchen and refugee shelter.

Natalya Habis, 16, was cited for her involvement with Saturday School for children from Bengali slums and for teaching English at a village school.

Sandra Hart, 15, was recognized for serving on the all-City Student Forum on Race and Culture in Alexandria, Va.

Anneliese O'Brien, 16, was commended for her long-term commitment to tutoring students with learning disabilities at Miner Elementary School and for helping Alzheimer's patients at Sunrise Assisted Living in Arlington, Va.

Rhiannon Rhea, 14, was cited for her ground-breaking volunteer work at a Chinese orphanage in Chengdu, China.

Ben Dworken, 18, and Jennifer Joeyen-Waldorf, 18, supported the FSYP organization, Around the World in a Lifetime, through publication of its monthly newsletter, WINGS.

Jesse, Rebekkah and Sarah Laeuchli; James and Rhiannon Rhea; and Alena and David Tansey were given special group recognition for comforting and protecting younger children during the frightening anti-American demonstrations and rioting in Chengdu that followed the bombing of the Chinese Embassy in Belgrade in May 1999.

Foreign Service National of the Year Awards

The Department honored Foreign Service National employees selected from the six regional bureaus as Foreign Service National Employees of the Year. Dejan Perc, financial specialist from Belgrade, the Bureau of European Affairs awardee, was chosen Department-wide FSN of the Year. FSNs of the Year from the other regional bureaus were Angella E.A. Williams, protocol assistant from Sierra Leone, Bureau of African Affairs; Mary-Lou

PUBLIC SERVICE RECOGNITION WEEK

Forrest, travel and shipping assistant from New Zealand, Bureau of East Asian and Pacific Affairs; Magda S. Barsoum, cultural affairs specialist from Egypt, Bureau of Near Eastern Affairs; Mohammad Pervaiz Ansari, financial specialist from Pakistan, Bureau of South Asian Affairs; and Ermitas Perez, political specialist from Panama, Bureau of Western Hemisphere Affairs (see story on page 25).

Excellence in Labor Diplomacy Award



William A. Heidt of the U.S. Embassy in Phnom Penh received the Award for Excellence in Labor Diplomacy for sustained and forceful advocacy of internationally recognized worker rights in Cambodia. His innovative strategies and close cooperation with nascent Cambodian unions, government authorities, apparel manufacturers and the International Labor Organization led to a precedent-setting U.S.-Cambodian trade agreement with specific workers' rights provisions.

General Services Officer of the Year Award



Dorothy K. Sarro from the U.S. Office in Pristina received the General Services Officer of the Year Award for her strong leadership, diplomacy and tireless efforts during a most difficult period in Kosovo. Through Ms. Sarro's efforts, the U.S. office has become a model of excellence in support of U.S. foreign policy goals.

Chief Financial Officer's Award

Myrna M. Aragon in the Bureau of Finance and Management Policy received the Chief Financial Officer's Award for Distinction in Public Finance. The award recognizes Ms. Aragon's significant contributions to strengthening financial management.

Charles E. Cobb Jr. Award



This award recognizes the contributions of two persons to developing trade and promoting exports.

R. Nicholas Burns, U.S. Ambassador to Greece, received the Charles E. Cobb Jr. Award for Initiative and Success in Trade Development for his exceptional achievement in expanding

U.S. trade and investment opportunities with Greece.

Michael S. Owen of the U.S. Embassy in Colombo received his award for his



remarkable success in promoting U.S. trade and investment and advancing U.S. economic policy initiatives in Sri Lanka and the Maldives.

Warren Christopher Award



Linda Thomas-Greenfield of the U.S. Mission in Geneva received the Warren Christopher Award for Outstanding Achievement in Global Affairs in recognition of her outstanding contributions to U.S. humanitarian policy, including her extraordinary success in integrating humanitarian issues with overall U.S. interests.

The James Clement Dunn Award



Patrick H. Hegarty from the Bureau of Consular Affairs was awarded the James Clement Dunn Award for Excellence in recognition of his accomplishments as the Bureau's director of American citizens services and crisis management. Mr. Hegarty demonstrated outstanding leadership, professionalism, compassion and dedication to the well-being of the American citizens he served.

Director General's Award for Excellence in Personnel Management



Rita K. Daniels of the U.S. Embassy in Hanoi received the Director General's Award for Excellence in Personnel Management for her outstanding leadership in planning, organizing and managing the embassy's personnel program.

Director General's Award for Reporting and Analysis



Michael J. Fitzpatrick from the U.S. Embassy in Bogota received the Director General's Award for Reporting and Analysis for his exceptional reporting and analysis of Colombian affairs. Mr. Fitzpatrick's reporting focused on key issues in U.S.-Colombian relations, demonstrated great insight and analytical skills and was of extraordinary value to U.S. policy makers.

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Outstanding Deputy Chief of Mission Award



Richard A. Christenson of the U.S. Embassy in Seoul was awarded the Baker-Wilkins Award for Outstanding Deputy Chief of Mission in recognition of his outstanding performance as deputy chief of mission and chargé d'affaires in Seoul. He demonstrated an unusually impressive record of accomplishment as a leader and

motivator of a true interagency team; as an eloquent representative of American policy and culture; and as a committed, savvy advocate of U.S. interests. He tackled some of the most difficult and complicated issues facing the Foreign Service.

The Equal Employment Opportunity Group Award



Cecily J. Bostock, Gloria J. Junge and Herbert L. Treger from the U.S. Embassy in Kampala were awarded the Equal Employment Opportunity Group Award for their outstanding leadership and exceptional work in furthering the Department's equal opportunity and affirmative action goals at the embassy in Uganda. Their innovative approaches to recruitment, training, disability issues and improvement of morale helped to create a more positive work environment in the embassy.

Facilities Manager of the Year Award



Robert J. Kopchak from the U.S. Embassy in Colombo was named Facilities Manager of the Year for skillfully improving the reliability of the post's systems and equipment by using proper preventive maintenance technologies. Mr. Kopchak contributed significantly to improving the health, safety and quality of life of his Foreign

Service colleagues in Sri Lanka.

The Robert C. Frasure Memorial Award



Kenneth Yalowitz, U.S. Ambassador to Georgia, was honored as the Department employee who best exemplifies Ambassador Frasure's commitment to peace and the alleviation of human suffering caused by war or civil injustice. Ambassador Yalowitz was recognized for his extraordinary effectiveness and dedication in developing strategies

to prevent the spillover of violence in Chechnya into Georgia. His successful campaign to prevent the spread of war through diplomacy and prudent border defenses represents the highest ideals of the late Ambassador Robert C. Frasure and the U.S. Foreign Service.

The Leamon R. Hunt Award for Administrative Excellence



Patricia N. Moller from the Foreign Service Institute was awarded the Leamon R. Hunt Award for Administrative Excellence, recognizing her proven skill, judgment and dedication to her work in the U.S. Embassy in Belgrade. Ms. Moller personified true administrative excellence in organizing and carrying out three

authorized departures and the final suspension of mission operations during her tour. When praised for Belgrade's smooth evacuation, the ambassador said credit should go "first and foremost to Patricia Moller."

Innovation in the Use of Technology Award



Stuart C. Toleman, deputy assistant secretary for operations in the Bureau of Administration, received the Innovation in the Use of Technology Award for using technology to revolutionize the way the Department purchases supplies and services. Mr. Toleman's imaginative ideas saved the Department more than \$1 million. His innovations solved procurement problems domestically and overseas by eliminating onerous manual tasks associated with contracting. Mr. Toleman's actions have made the procurement system more responsive and productive.

Linguist of the Year Award



Alfred R. Magleby from the U.S. Embassy in Riyadh received the Linguist of the Year Award for advancing U.S. interests through his proficiency in the Japanese language while he was stationed in Tokyo. Mr. Magleby's mastery of Japanese was a pivotal instrument in accomplishing the mission's objectives in Tokyo. He not only

set a high standard for the successful acquisition and maintenance of a difficult language, but he used that language effectively on behalf of the United States.

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The Thomas Morrison Information Management Award



Dominick Logalbo from the U.S. Embassy in Georgetown received the Thomas Morrison Information Management Award for making significant improvements in information management operations in the embassy in Guyana. Mr. Logalbo established an Internet-accessible database that provides a “900”-style answering service for immigrant visa inquiries—the first

such system in the world. His system for handling visa inquiries will have global applicability in alleviating embassies’ overloaded telephone lines and facilitating the work of consular sections.

The Arnold L. Raphel Memorial Award



Kristie A. Kenney, Office of the Secretariat, was awarded the Arnold L. Raphel Memorial Award for her unwavering commitment to the professional development of members of both the Civil and Foreign Service. Ms. Kenney’s sincere interest in her colleagues, her inspired leadership and her dedication to equal opportunity have

made an enormous difference in the lives of numerous Department employees.

The Luther I. Replogle Award for Management Improvement



Bruce F. Morrison of the Foreign Service Institute received this award for his outstanding contributions and revolutionary advances in improving the management of the Department’s information technology training programs. His vision and direction have been key factors in this remarkable transformation.

The Herbert Salzman Award for Excellence in International Economic Performance



Patricia Haslach from the U.S. Embassy in Jakarta received the Herbert Salzman Award for Excellence in International Economic Performance for her exceptional success with business and policy advocacy in the Indonesian energy sector.

Security Professional of the Year Award



Robert E. Soule from the Bureau of Diplomatic Security was named Security Professional of the Year for his innovative approach to implementing a ground-breaking, multi-million-dollar program that makes it possible to perform technical security upgrades on a global scale.

Civil Service Secretary of the Year Award



Noel A. Bushelle of the Bureau of African Affairs received the Civil Service Secretary of the Year award for her extraordinary dedication and professional achievement in the bureau, reflecting the highest ideals and traditions of the Civil Service.

Office Management Specialist of the Year Award



Beverly J. Atkinson from the U.S. Embassy in Doha received the Office Management Specialist of the Year Award for her extraordinary dedication and professional achievement at the embassy, reflecting the highest ideals and traditions of the Foreign Service.

The Barbara M. Watson Award for Consular Excellence



Edward J. Ramotowski from the U.S. Embassy in Nassau was awarded the Barbara M. Watson Award for Consular Excellence for successfully meeting the challenges of a massive increase in visa applications and the onslaught of a major hurricane. Mr. Ramotowski demonstrated superb leadership and crisis management skills while increasing and improving the embassy’s visibility and services to the local American community.

2000 AFSA/AAFSW Merit Awards

The Honorable C. Edward Dillery, chairman, AFSA Committee on Education, introduced the awardees and presented their awards.

Co-sponsored by the American Foreign Service Association Scholarship Fund and the Associates of the American Foreign Service Worldwide, this year's Merit Award winners are listed below. The program recognizes the academic and artistic achievements of Foreign Service high school seniors. Winners receive \$1,500 awards and honorable mention winners receive \$400 awards.

Students compete on their grade point average, Scholastic Assessment Test scores, rank in class, essay, letters of recommendation, extracurricular activities and any special circumstances. Students can also submit an art entry under one of the following categories: visual arts, musical arts, drama, dance or creative writing.

Academic Merit Winners

Daniel Arellano
Aaron Barth
Hannah Fried
Amanda Heffernan
Keith Henneke
Louis-John Janowski
Daniel Keegan
Tamar Losleben
Todd Lyster
Nathaniel Myers
Jessica Somers
Jessica Tyson
Kristen Wayne
Olivia Wills
Monica Wilson

Academic Merit Honorable Mention Winners

Veronique Anderson
Anna Blabey
Benjamin Christensen
Benjamin Dworken
Christine Garrett
Cullen Newton
Kurt Rupprecht

Best Essay Winner

Laura Tarrant

Community Service Winner

Edward Messmer

Art Merit Winner

Shanta Cortez-Greig

Memorial Plaques Dedicated



Photo by Ann Thomas

Under Secretary Bonnie Cohen and AFSA President Marshall Adair preside at the plaque dedication ceremony.

Family and friends of those lost or injured in the August 1998 embassy bombings in East Africa gathered on Foreign Service Day with colleagues to dedicate two plaques to be permanently placed in the Department's Diplomatic Lobby. One plaque honors Foreign Service family members who have died abroad. The other recognizes Foreign Service National employees who have lost their lives under heroic or inspirational circumstances.

In his remarks, Marshall Adair, president of the American Foreign Service Association, said the two plaques "mark the first steps in the direction" of honoring all in the Foreign Service community who have made sacrifices in the service of the U.S. government abroad.

Mr. Adair introduced Under Secretary of State for Management Bonnie Cohen who delivered her own brief remarks and then read the President's Foreign Service Day message. An honor guard presented the colors and Mr. Adair joined Ms. Cohen in unveiling the plaques and presenting the memorial wreath.

Foreign Service Day Highlights

By Dave Krecke

The director general of the Foreign Service welcomed more than 300 participants from 14 different states and three foreign countries to the 35th Annual Foreign Service Day on May 5. The day's events—jointly sponsored by the Department's Bureau of Human Resources, the American Foreign Service Association, Diplomatic and Consular Officers, Retired, Associates of the American Foreign Service Worldwide and the United States Information Agency Alumni Association—began with a plenary session in the State Department's Loy Henderson Conference Room.

Edward W. "Skip" Gnehm Jr. delivered his "State of the Foreign Service," in an upbeat manner, dispelling rumors that the Department is losing Foreign Service officers in high numbers to the private sector and ensuring his audience that both retention and hiring rates were robust.

"We all know that we don't join the Foreign Service for the pay or benefits," Ambassador Gnehm said. He quoted a recent employee survey indicating that young men and women join because the work is exciting and inspiring.

Noting that the resignation rate in 1998 for all classes of officers was under 2 percent, he said, "I am proud of our very robust retention rate and its implication that our employees like where they are working." As for the magnitude of recent hiring increases, the director general said that last year the Department hired more than 300 junior officers and 600 specialists. This year, the goal is 280 generalists and 197 specialists. That would still leave a deficit of about 200 Foreign Service officers and specialists.

The Department is employing a number of pilot programs, such as the Alternate Exam Program and



Presenting the colors at the memorial plaque dedication in the Diplomatic Lobby.

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career incentives for top performers, to achieve its goal of erasing that deficit.

"Strengthening the professionalism of the Foreign Service and Civil Service has been the foundation of my initiatives," observed the director general of his three years in the post. Ambassador Gnehm has been confirmed as U.S. Ambassador to Australia and will begin his assignment this summer.

He said much of his effort also has been spent creating a workplace that makes it possible for employees to balance their personal and professional lives. He cited the growing number of tandem couples in the specialist and generalist corps as one example of the Department's "family-friendly" focus.

He applauded everyone who worked on the merger of the U.S. Information Agency into State last October, calling the effort an "unqualified success." The integration of the two agencies, he said, was one of the most sweeping in the history of the federal government.

The director general introduced Under Secretary of State for Political Affairs Thomas R. Pickering, who delivered the keynote address for the occasion.

The under secretary said he could think of no other work as stimulating intellectually or professionally as the Foreign Service. "In fact," he said, "if you don't learn something new every day in our business, you are probably not doing your job." He reassured retirees in the audience that the new generation of junior officers and specialists had the curiosity and the talent to carry on that tradition of service.



Director General of the Foreign Service Edward W. "Skip" Gnehm addresses Foreign Service Day participants.

Observing that Foreign Service life demands sacrifice from families, Ambassador Pickering said, "Any Foreign Service Day must honor them as much as it does its active and retired employees."

He called on attendees to continue to serve by recruiting new members of the Foreign Service and by helping friends and communities better understand current world events and the role of the Foreign Service.

Citing the budget resolution that cuts the Administration's request by 12 percent, the under secretary said he was concerned about the resource gap in the Foreign Service. "If we are going to meet the challenges of a globalized world," he said, "we must have a diplomacy worthy of our country and the American people."

Ambassador Pickering summarized leading foreign policy issues concerning East Asia, Russia and Colombia and described the impact globalization and new information technologies are having on the conduct of foreign relations.

He said he thought the merger of the U.S. Information Agency and State came at just the right time. "Success requires that we start thinking about both public diplomacy and congressional relations from the inception of a policy. Our former USIA colleagues can help us do this better," the under secretary said.

Ambassador Pickering commented on the challenge posed by the position of the United States as the world's predominant power. "The imperialist argument that plagued us in the Cold War is shelved," he observed, "in favor of a Goliath argument.

"We must do a better job of setting our priorities," he continued. "We are too often a 'hyper power,' constantly



Under Secretary of State for Political Affairs Thomas Pickering delivers Foreign Service Day's keynote address.

'urging' others to do a thousand things with little sense of priority." He said he was urging ambassadors everywhere to exercise their judgment on how and with whom to deliver their instructions.

Under Secretary Pickering concluded by thanking the Foreign Service retirees present in the words of President Clinton for "the unfailing skill, loyalty and distinction" with which they performed their duties.

Ms. Mette Beecroft, president of the Associates of the American Foreign Service Worldwide, noted that the year 2000 marks the 10th year of the presentation of the AAFSW/Secretary of State Awards for Outstanding Volunteerism. The awards recognize Foreign Service employees or family members from each of the six regions who have demonstrated through their volunteer work that one person can make a difference. Excerpts from the citations of the award winners follow:

Ola Criss is the personnel officer at the U.S. Embassy in Accra. She has a breathtaking record of achievement as a volunteer, engaging all ages of the Ghanaian population both in the capital and in the countryside. She has developed a "hands-on" approach to helping abandoned babies

and the neglected elderly, mentoring teen-aged Ghanaian girls and coaching a Ghanaian Little League baseball team. She has also helped erect shelters for the homeless.

David Beam is a consular officer at the U.S. Embassy in San Salvador. Combining passion and deep personal concern for the most forgotten members of society in El Salvador with imagination and creativity and making use of the resources in the broader American community, he brought a measure of joy to orphans and other disadvantaged communities. He has been especially successful in securing clean water for a rural community far from the capital, thereby improving the health of the community's residents.

Claudia Romeo was an office management specialist at the U.S. Embassy in Rabat. Her contribution as a volunteer was largely to support the Rabat American School. However, she often parlayed these activities such as the annual American Women's Association Bazaar or the PTA/Student Council Halloween party into fund-raising events that benefited charities in the Moroccan community. In doing so, she introduced students at the school to the benefits and satisfactions of community service.

Vest, Harrop Awarded DG's, Foreign Service Cups

Ambassador William C. Harrop received the Foreign Service Cup for bringing a "passion for achievement, for the diplomatic profession and for the Foreign Service family" to his roles as ambassador, AFSA activist, nonprofit executive and entrepreneurial businessman. Kenneth N. Rogers, president, Diplomatic and Consular Officers, Retired, presented the DACOR-sponsored award.

Mr. Harrop's 39-year Foreign Service career began in 1954 following service in the Marine Corps and graduate school. His early overseas assignments were in Palermo, Rome, Brussels and Lubumbashi, with assignments in Washington, D.C., interspersed. After serving as deputy chief of mission at the U.S. Embassy in Australia, he was ambassador to Guinea, Kenya and the Seychelles, Zaire and Israel. His Washington, D.C., assignments included deputy assistant secretary for Africa and inspector general of the Foreign Service.

During his tenure as the organization's chairman from 1972 to 1973, Mr. Harrop was, in the words of the cup's citation, "an early exponent of the proposition that AFSA could deploy the power of an exclusive representative to enhance the profession of diplomacy and the professionalism of its practitioners." It is a concept that continues to animate AFSA, and Bill Harrop still participates in the organization.

"For almost 50 years," the citation concludes, "Bill Harrop has been at the center of efforts to further the profession of diplomacy...his perseverance, achievements and continuing commitment are an example for us all."

Reading from the award's citation, Director General of the Foreign Service Edward W. "Skip" Gnehm Jr. presented the Director General's Cup to George S. Vest, "one of the most respected Foreign Service officers of the past 50 years."

Since retirement, Ambassador Vest has retained a vital interest in the Department's affairs and in his community and church. He served as an associate and counselor to the Akins Gump Strauss Hauer and Feld law firm and as a trustee of the Una Chapman Cox Foundation. He also volunteers as a teacher of disadvantaged youth in the District of Columbia's public schools.



Retired Ambassadors George Vest, left, and William Harrop hold their prestigious awards.

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Left, Claudia Romeo, David Beam and Ola Criss, among winners of the Awards for Outstanding Volunteerism.

Toby Glucksman is the special assistant to the U.S. Ambassador in Singapore. Since his arrival at post, he has played a leadership role in the conception, development and management of FriendshipWorks, an innovative volunteer initiative within the Singapore American community and its 1,200 corporations. FriendshipWorks reaches a broad cross section of Singapore's population and has been instrumental in fostering closer ties to the Muslim community in Singapore. Equally important, the program has exposed Singaporeans to the softer side of the American character, one often missed in films, music and news.

Jo Ellen Fuller is the community liaison officer at the U.S. Embassy in Dhaka. Although an active member of the Dhaka American Women's Club and the editor of the organization's newsletter, Ms. Fuller has also made a difference far from the capital in an impoverished village among a community of Hindu untouchables. This community is a desperate minority in Bangladesh. As a fund-raiser and key aide to Father Luigi Paggi, Ms. Fuller has brightened the lives of the Rishi people of the remote village of Chuknagar. She has also encouraged others, such as Habitat for Humanity, to help the villagers.

Lynne Germaine Montgomery is the wife of William D. Montgomery, U.S. Ambassador to Croatia. Overcoming the trauma of war and the unhappy memories of the exploitation of volunteers during the communist era, Ms. Montgomery has reshaped the concept of volunteerism in Croatia. She has focused her efforts on demining, improvements in the health-care sector

and the production of multicultural events as fund-raisers to support more than 20 charities aimed at aiding victims of war trauma. She has been particularly successful in securing the assistance of American and Croatian businessmen. Inspired by Ms. Montgomery, the wife of the newly elected prime minister of Croatia has joined forces with her to show the new government's concern for demining.

DACOR President Kenneth N. Rogers then presented the Foreign Service Cup to William C. Harrop and Director General Edward "Skip" Gnehm presented George S. Vest with the Director General's Cup (see box, page 20).

The event adjourned to the lobby of the Diplomatic Entrance of Main State, where memorial plaques were dedicated to Foreign Service National employees and Foreign Service family members who lost their lives in the service of the United States (see box).

Senator Chuck Hagel of Nebraska was the featured speaker at an 8th floor luncheon in the Benjamin Franklin Room. A member of the Senate Foreign Relations Committee and chairman of the Subcommittee on International Economic Policy, Export and Trade Promotion, Senator Hagel has been widely praised for his work in foreign affairs.

In what has become a Foreign Service Day tradition, the afternoon program included a series of breakout sessions. Senior State Department officials reviewed current developments in regional and functional bureau affairs and responded to questions from participants.



Senator Chuck Hagel of Nebraska addresses luncheon guests on Foreign Service Day.

Foreign Service Nationals

Demonstrate Courage Under Pressure



FSNs of the Year gather in the Diplomatic Lobby: left, Ermitas Perez, Panama; Magda Barsoum, Egypt; Dejan Perc, Yugoslavia; Angella Williams, Sierra Leone; Mary-Lou Forrest, New Zealand; and Mohammad Pervaiz Ansari, Pakistan.

“Grace under pressure” was Ernest Hemingway’s definition of courage. It is a definition that links the performance of the six persons honored as Foreign Service National Employees of the Year 2000. Operating under tremendous pressure—in some cases under life-threatening conditions—these representatives from the six regional bureaus summoned the strength to get their jobs done and get them done gracefully.

Story and Photos by Dave Krecke

Dejan Perc, financial specialist in Belgrade and the Department-wide FSN of the Year, says the award came as a total surprise to him. After all, there were no American officers left in Belgrade to draft the nomination and submit it. In the next breath, Mr. Perc modestly insists it was a team effort requiring the help of his equally conscientious Foreign Service National colleagues. Clearly, someone was aware of the extraordinary performance of this brave employee who, during the NATO interventions and after the closure of the post, stayed on as the principal contact person between American officers in Budapest and FSNs in Belgrade.

Mr. Perc speaks colloquial, almost effortless American English, which he acquired living in Bethesda, Md., for two years as a teenager. He attended Leland Middle

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School (renamed Westland) while his stepfather served as a military attaché in the Yugoslav Embassy in Washington. When he returned to Belgrade, that fluency gave him an edge over other cab drivers in showing well-heeled tourists around town. Later, Mr. Perc drove for a business firm and, in 1985, landed a position driving for the defense attaché's office at the U.S. Embassy.

Throughout, his wife encouraged him to enroll in night school. After taking accounting and commercial classes, Mr. Perc successfully competed for a financial clerk position at the embassy in 1989. Two years later he was promoted to budget specialist. Belgrade was a busy mission in those days, with 100 American and more than 300 FSN employees.

But as relations between the United States and the Federal Republic of Yugoslavia (Serbia-Montenegro) regime soured, the mission downsized and there were fewer American positions. Mr. Perc, the senior FSN in the budget and fiscal office, became the de facto financial management officer for seven years, reporting directly to the administrative counselor. He faced the financial challenges of Yugoslavia's hyperinflation and the increased burden of supporting the observer mission in Kosovo. Numerous VIP visits during the period added to the financial workload as well.

The largest share of the responsibility for disbursing and tracking funds fell upon Mr. Perc. He worked 12- to 14-hour days, six- and seven-day weeks. He guided and inspired his staff, who also worked long, grueling hours. But no one worked harder than Mr. Perc.

The Milosevic regime's relations with the West became increasingly acrimonious throughout 1998-99. In October 1998, anticipating the possibility of bombing, American family members and nonessential staff were evacuated. The evacuation was lifted after three weeks and the families returned. The stress diminished. But in February 1999, American families and nonessential staff were once again evacuated to Budapest. Again, after three weeks, the evacuation was lifted and everyone returned to Belgrade.

The strain on the FSN staff during these unsettling months was immense. Throughout the period, Mr. Perc was a rock to his peers, calming their fears and working as hard as ever.

In late March 1999, the American families and nonessential staff departed for the third time. On the morning of March 23, the ambassador and the Marine security guard lowered the flag, drove to the airport with the remaining American staff, boarded a jet and flew away. The NATO bombing began that night.

Ambassador Richard Miles endorsed Mr. Perc's nomination with these words: "As a direct result of his efforts, the U.S. Government was able to fulfill its obligations and demonstrate commendable human concern to alleviate the conditions of life for our people in Belgrade."

On another continent but under equally beleaguered circumstances, Angella Williams, protocol assistant in the U.S. Embassy in Freetown, was "the crucial pivot," in the words of the post's nominating cable, "between embassy

Freetown's American staff, the post's FSNs, the government and many other segments of Sierra Leonean society."

Civil unrest has forced the evacuation of the embassy's American staff twice in the last three years. From May 1997 to February 1998, no American officer set foot in Sierra Leone. And between January and September 1999, American staff could make only day trips to Freetown. Except for the days of actual fighting in the city, however, FSN staff reported for duty throughout both of those periods. Despite problematic communications that made it impossible for the Department to provide day-to-day instructions, Ms. Williams was the de facto director of the embassy staff, taking charge and ensuring that basic embassy operations continued.

Her performance was more remarkable considering the death of her husband in late 1998 and the traumatizing January 1999 rebel attack on Freetown in which many staff, Ms. Williams included, lost friends, relatives and possessions. She opened her home to the embassy nurse, whose house had been burned. She marshaled her own strength and the staff's to "move past sorrow and trauma," the cable explains. "She consoled. But demanded that everyone work. And they did."

In October 1999, only a month after American officers had returned to Freetown, the embassy learned that Secretary Albright would be visiting the post. Ms. Williams handled all of the complex protocol matters for the visit, making appointments and coordinating security arrangements. Upon her arrival, the secretary requested a meeting with civil society leaders. In a matter of minutes, Ms. Williams put the meeting together, choosing the most suitable participants and contacting them (in person, in many cases). The secretary's visit was a notable success in large measure due to the diligent work of Ms. Williams.

Ms. Ermitas Perez, political specialist at the U.S. Embassy in Panama City, was the Western Hemisphere

Mohammad Pervaiz Ansari talks with Barbara DeJournette from the Office of Overseas Employment.



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Dejan Perc and his daughter Jovanna enjoy an unhurried moment during an otherwise heavily-scheduled week in Washington.

Bureau's choice for FSN of the Year for playing a critical role in the smooth turnover of the Panama Canal to the government of Panama. In his nominating cable, Ambassador Simon Ferro credited Ms. Perez with helping "to shape and carry out one of the most unique and complex U.S. endeavors in the world in 1999." Handling what the ambassador termed a "crushing workload," Ms. Perez drafted, organized and negotiated language for the transfer documents. She was also instrumental in organizing the two major

events in December—the international commemoration and the final turnover. Her advice on these sensitive issues was "unimpeachable," alerting the embassy to which matters should be conceded and which should be fought for.

Mohammad Pervaiz Ansari, this year's FSN of the Year from South Asia, is a financial specialist at the embassy in Islamabad with almost a quarter of a century of experience working with the U.S. government. The cable nominating Mr. Ansari recounts the tumultuous events of 1999, a year that saw the evacuation of all American family members and the majority of the American officers, a military coup and a terrorist rocket attack on the embassy itself. "Mr. Ansari's quiet leadership, his technical expertise and conscientious dedication to duty were key to keeping the embassy operating smoothly throughout these crises," the nominating cable states.

He played a central role in advising and assisting the budget management officer, the acting personnel officer and the administrative counselor in how to expedite and monitor the disbursement of \$150,000 in evacuation travel advances, orders and follow-on evacuation allowance payments. Mr. Ansari completed these arrangements within 36 hours of

receiving the evacuation order.

When the budget management officer unexpectedly curtailed, Mr. Ansari jumped in without missing a beat and served as de facto BMO for four critical months. During that period, he responded to U.S. and Pakistani government concerns in the wake of the rocket attack by effectively using special funds to beef up mission security.

His professionalism has inspired so much confidence in Mr. Ansari's abilities that agencies outside the U.S. government seek his advice in financial management matters. He convinced senior Pakistani government officials to accept wire transfer payments rather than cash for electricity and telephone billings, a move that saves the U.S. government money by avoiding late charges and penalties even as it reduces the risk of dealing in thousands of dollars in cash.

Cultural Affairs Specialist Magda Sabet Barsoum was the nominee for FSN of the Year from the U.S. Embassy in Egypt. A 25-year veteran of U.S. government service, she advanced the mission's goals, according to the nominating cable, "by strengthening Egypt's civil society, integrating its upcoming generation with the global information system and promoting professional cooperation between Egyptians and Israelis."

Ms. Barsoum persuaded the Egyptian judiciary to explore reforms in the civil and criminal systems of justice. Consequently, the ministry of justice introduced legislation that allows judges to use alternative dispute resolution mechanisms to resolve civil as well as criminal cases. The program, which Ms. Barsoum organized, in-



Angella Williams, left, and Ermitas Perez chat during a breakfast sponsored by the Office of Overseas Employment.



Representing more than 25,000 colleagues abroad, FSNs of the Year attend the dedication of a memorial plaque honoring FSNs who have "lost their lives under heroic or inspirational circumstances."

Photo by Ann Thomas

volved exchanges between senior American and Egyptian jurists and was termed a "world model" by a team from the office of the inspector general.

"Both Vice President Gore and First Lady Hillary Clinton," the cable says, "praised one of Ms. Barsoum's most significant projects: the Global School Internet Program, which links a growing number of Egyptian secondary school students concerned with the environment to a worldwide Internet community of their contemporaries." The program furthers environmental goals and strengthens democratic awareness by engaging Egyptian youth.

"She brought Israelis and Egyptians together," the cable adds, "in a series of regional conferences which have created enduring professional and personal ties." A project Ms. Barsoum organized on ecotourism and another on an anti-drug program continue to bring Israeli and Egyptian participants together long after direct embassy sponsorship has ended.

In her free time, Ms. Barsoum established an Egyptian chapter of PRIDE, an organization dedicated to keeping young people drug-free. Ms. Barsoum persuaded Mrs. Mubarak, Egypt's first lady, to be the honorary president of the organization and to speak at PRIDE's annual conference.

The U.S. Embassy in Wellington nominated Mary-Lou Forrest, travel and shipping assistant, as FSN of the Year for her extraordinary contribution to the mission during a period of unprecedented activity. And the East Asia Bureau selected her as its FSN for the year 2000.

In September 1999, Auckland was the site of the Asia Pacific Economic Cooperation Conference, involving

President Clinton, Secretary Albright and four other cabinet-level officials. After the APEC gathering, the President visited Queenstown and Christchurch on New Zealand's South Island, all distant from the embassy. Ms. Forrest was key to getting the three logistical support offices up and running, handling everything from drafting job descriptions, designing a staffing plan and interviewing and training new hires, to acquiring office space and coordinating transportation, hotel and conference facilities for the 1,000-plus delegation from Washington, D.C. "She did the work of two or three experienced FSOs with a style and facility that impressed all with whom she worked," said the former administrative counselor, who returned to New Zealand to manage the operation.

The embassy in Wellington, a small post with fewer than 20 Americans, has been staggered to have congressional delegations and cabinet-level visits increase six-fold, from an average of three in 1995 and 1996 to more than 18 in 1999. Mary-Lou Forrest has been the planner and logistical organizer for all of these visits, to unanimous acclaim. "Her extraordinary efforts, unflagging energy and unparalleled professionalism," says the nominating cable, "make her our FSN of the Year."

It doesn't take an Ernest Hemingway to recognize the courage in the performance of these six Foreign Service National employees and the thousands like them around the world. A grateful Department of State showed its appreciation for those performances and for the unheralded ones as well in the Department-wide awards ceremony. ■

The author is a WAE employee currently assigned to State Magazine.

Jakarta Boasts a Salzman Section

The Salzman Section—so the U.S. Embassy in Jakarta has renamed its economic section. Ambassador Robert S. Gelbard (third from left) celebrates announcement of this year's winner of the Herbert Salzman Award for Excellence in Economic Performance with Finance and Development Officer Brian D. McFeeters (1999 winner); Resources Officer Patricia M. Haslach (2000 winner); Economic Counselor Judith R. Fergin; Environment, Science and Technology Officer Robin K. McClellan (1995 winner) and Deputy Chief of Mission Michael P. Owens. Not pictured is Surabaya Consul General Robert Pollard (1996 Salzman runner-up and 1997 winner of the Director General's Award for Reporting and Analysis).





Sculptor Thodoros Papayiannis, left, with Ambassador Burns and his wife, Elizabeth Allen Baylies, stand in front of a model of the George C. Marshall statue in the artist's studio in Athens.

NEW LOOK TRANSFORMS ATHENS EMBASSY

A HISTORIC LANDMARK RENEWED AND IMPROVED BY MARSHALL STATUE, HISTORY EXHIBIT

By Todd Pierce

The white marble columns gracing the American Embassy in Athens now gleam as they did in 1961. The fountains play again and new landscaping means the building looks more like what the renowned architect Walter Gropius intended when he designed it as a modern-day tribute to ancient Athens.

The embassy has also commissioned a statue of Secretary of State George C. Marshall, whose historic aid program helped turn the Greek Civil War away from communism and bring prosperity to Greece. Marshall is one of the major figures in the embassy's history project, a privately funded permanent exhibit in the chancery lobby that traces the history of the Greek-American relationship from 1821 to the present.

"The aesthetic improvements to the embassy show the pride we take in being Americans and in occupying this

historically significant building,” Ambassador Nicholas Burns said. “The same is true of the history project, which we have assembled to document the long-standing links between Greece and the United States,” he added. The ambassador noted that the U.S.-Greek relationship has both depth and endurance. “We wanted an exhibit that would show its complexity and extent, both the important role Greek-Americans have played in building the United States and the assistance the United States has given Greece, since the earliest days of both republics,” the ambassador observed. He conceived both ideas and is delighted that now, after many months of work, the view from his office is unhindered by scaffolding.

A THANK-YOU NOTE ACROSS TIME

In the late 1950s and early 1960s, the firm of Bauhaus architect and German immigrant Walter Gropius undertook the building of a new chancery in Athens that would stand as a metaphor for democracy. The architect envisioned the three-story-high modernist edifice as a sort of architectural thank-you note, sent across time from the modern democracy of America to the ancient Greeks. The building’s openness and spacious interior courtyard referred to the Agora, the ancient city’s commercial center, which was also the major forum for discussion of current events and politics. The marble used for the exterior facades was mined from Mount Pendelis, the same local source the ancient Athenians used to build the Parthenon and other temples atop the Acropolis.

When the chancery was dedicated in 1961, its neighborhood still possessed a slightly bucolic feel. Since then, however, the city’s phenomenal growth has placed the embassy in the center of an ever-expanding city. Traffic now roars by on Vassilissis Sophias Avenue, one of the city’s main arteries, at all hours of day and night. Large

billboards for Finnish cell phones and American cigarettes peer down from taller buildings nearby. Meanwhile, weak emissions controls and the “bowl” effect created by the ring of mountains that hem the city in on three sides have given Athens the worst air pollution of any European capital.

Before the renovation began, the pollution had darkened the embassy’s glistening white marble and dulled its originally brilliant reflective surface. Chemicals present in the city’s air and rain, which had earlier forced the Greek state to move the famous caryatids on the Acropolis indoors, also peeled the paint off many parts of the chancery, giving it a somewhat scruffy appearance. This impression was reinforced when an extended drought in the 1980s forced the draining of the reflecting pool at the embassy’s entrance and the fountain in the courtyard in front of the consular section. Visitors, embassy staff and even the mayor of Athens told Ambassador Burns when he arrived that the embassy needed a face-lift—fast.

The two-year renovation project is nearly completed. Cleaning the marble has been the most expensive part of the operation. But the most noticeable change has been the revival of the fountains. The end of the drought two years ago allowed the embassy to turn them back on. Significant work has gone into fixing the plumbing, laying new tile and installing appropriate lighting. The reflecting pool, which thousands of visitors pass every year, cools the air and provides a serene backdrop for the new plaque commemorating those mission members who have lost their lives in terrorist attacks in Greece.

CELEBRATING A LONG RELATIONSHIP

Two related projects, both funded from private contributions, accompanied the chancery’s refurbishment. Both projects beautify the embassy and provide context for the long friendship between the United States and Greece.

The first is the commissioning of a statue of George C. Marshall. The Marshall Plan brought millions of dollars to Greece in the late 1940s and early 1950s and restored basic services to a country ravaged by World War II and civil war. At Greece’s bleakest moment in the 20th century, it is no exaggeration to say that the Marshall Plan saved Greece and ensured its future growth and prosperity. The absence of any monument to Marshall in Greece had long been lamented by many in the Greek-American community. Ambassador Burns approached the largest association of Greek-Americans to fund a suitable memorial. After deciding to place the statue on the chancery’s lawn, facing outward to the city, the

A courtyard at the newly refurbished Athens embassy is the future site of the Marshall statue.



Embassy enlisted an advisory committee of Greek artists and art historians to judge a competition of noted Greek sculptors. In January, the committee selected the design submitted by Greek sculptor Thodoros Papayiannis, whose work will be unveiled in October.

In the same spirit of remembrance and of enriching the chancery's environment, this fall the embassy will unveil a permanent exhibition tracing the history of the U.S-Greece relationship. The vestibule, front waiting room and consular section will be transformed into exhibition spaces for everything from old photographs to ticket stubs from emigrants' journeys across the Atlantic to sacks of grain from the post-World War II relief effort. A professional curator will design and install the exhibition and ensure that the accompanying text (in Greek and English) captures the essence of the bilateral relationship.

With its renewed white marble and gleaming exterior, its new lighting, renovated fountains and gardens, the U.S. Embassy in Athens has assumed a more prominent and confident expression in the heart of Athens. Already, Athenians are commenting on how much they admire



The U.S. Embassy, Athens, with its white marble columns.

this contribution to a city of extraordinary architecture. In October, when the exhibition is mounted and the statue unveiled, the embassy will stand not only as a testament to high modernism, but as a metaphor for a vibrant relationship with a distinguished past and hopes for a brilliant future. ■

The author is the information officer in the U.S. Embassy, Athens.

New DG Unveils Bureau's New Name



Photo by Jenny Clark

Marc Grossman, the new director general of the Foreign Service and director of Human Resources, greets Faye Barnes, director of the Family Liaison Office, during a town hall meeting with bureau staff.

It's official. The Bureau of Personnel is now the Bureau of Human Resources.

Marc Grossman, the new director general of the Foreign Service and director of Human Resources, made the announcement to bureau employees June 19 following his swearing-in. Mr. Grossman said the Secretary of State had approved the recommended name change that morning.

The former assistant secretary of State for European Affairs said the bureau's new name reflected the Administration's renewed focus on personnel issues. The President on June 12 directed heads of agencies to fully integrate by Oct. 1 human resources management into their agencies' planning, budgeting and mission evaluation processes. Agencies must clearly state specific human resources management goals and objectives in their strategic and annual performance plans.

Mr. Grossman said he would build on and continue the initiatives of his predecessor.

Tales of Timbuktu: Mali's City of Mystery

Story and Photos
by Eric P. Whitaker

When we told people we were serving a Foreign Service tour in Mali, friends and relatives often thought we had said "Maui," "Bali" or "Malawi." To clarify, I would add that we lived in the country where Timbuktu was located. Unfortunately, this merely added to their confusion, as many thought this place, synonymous with remoteness, was a mythical locale. Although its glory days are in the distant past, the town of Timbuktu lives on, quietly straddling the frontier between the Sahel and the vast Sahara.

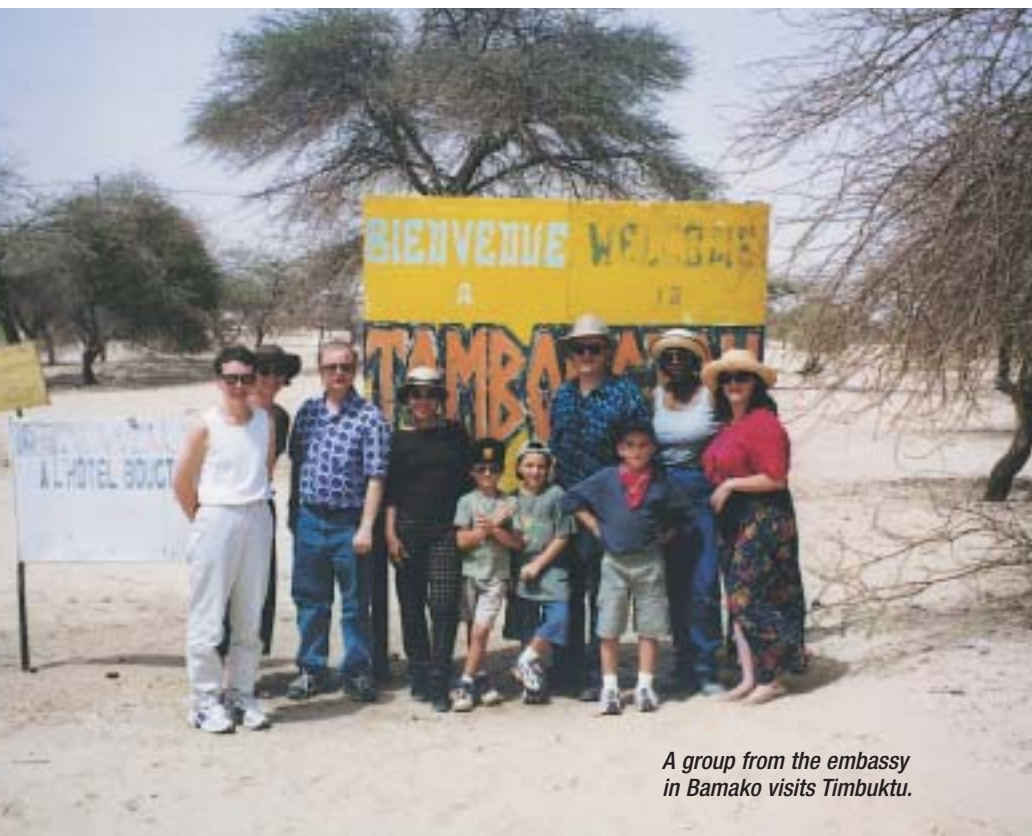
Tuareg pastoralists, the famous "Blue Men of the Desert," founded Timbuktu in the 12th century. Located in the geographic center of western Africa, roughly halfway between Cote d'Ivoire and Algeria, Timbuktu was one of the most important cities on the continent between the 14th and 16th centuries. Its name, "Tombouctou," means "well of Buktu," reflecting its role as a desert oasis.

Timbuktu was important for two principal reasons: it was a significant center of Koranic education and it was an important relay station for trans-Saharan trade in gold, salt, ivory, slaves, leather and cloth. Its location, just north of the northernmost bend of the Niger River, made it

easy for traders from the south to market their goods to Maurs, Tuaregs and other Berbers who came by camel caravan. Today, processions still bring salt down from Taoudenni, further north, where gigantic slabs weighing hundreds of pounds are literally sawed out of the desert floor, while smaller pieces are sold in markets throughout northern Mali.

So great was its reputation as a seat of Islamic training that Timbuktu developed diplomatic relations with Egypt, Morocco, Saudi Arabia, Spain and Turkey. As many as 20,000 students came from all over Africa and the Middle East to sit at the feet of Muslim scholars in the city's more than 180 Koranic schools. As a center for Koranic scholarship, in its day, Timbuktu rivaled Cairo, Fez and Mecca. The great libraries of this city, with a population of 100,000, held thousands of volumes of hand-written books, surpassing European libraries of the same era.

After centuries of grandeur, Berbers invaded Timbuktu in 1591, plunging the city into decline. At about the same time, Portuguese navigators were discovering reliable sea routes for trade with Africa, hastening that decline by undermining Timbuktu's role as an important trading crossroads. Yet it was not until after the French explorer Rene Caillie visited Timbuktu in 1828 that Europe had accurate information about this mysterious and previously inaccessible city. Although the Scottish explorer Gordon Laing reached this Saharan oasis first, he was murdered on the Sultan's orders en route to Segou. Caillie, disguised as a Maur and speaking fluent



*A group from the embassy
in Bamako visits Timbuktu.*

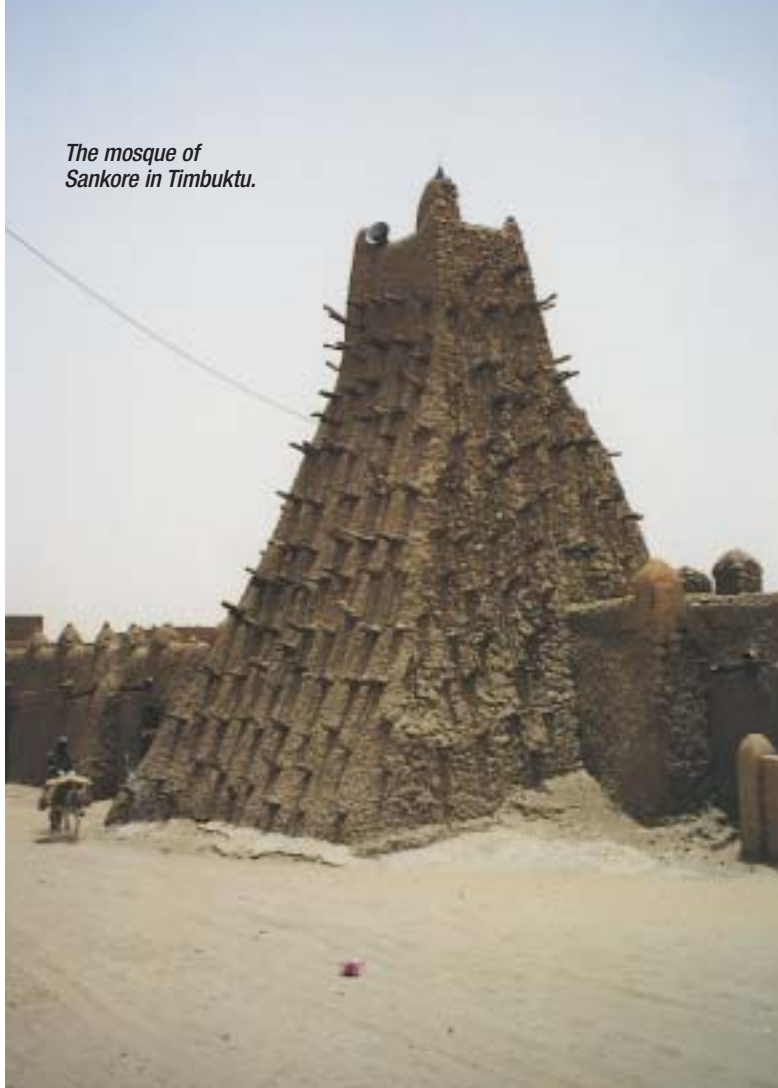
Arabic, stayed there for two weeks before returning to Europe, where he published a lengthy journal describing Timbuktu.

It stands, today, much smaller, as the capital of the northernmost region of Mali. The “city” is dotted by domed Tuareg tents and simple mud-brick dwellings, and the streets are often inundated with shifting sand. Wide, funnel-shaped wells, measuring more than 150 feet across, are built to prevent collapsing and endangering the few precious sources of water. Arched windows and large wooden doors studded with silver stars and half-moons reflect the influence of the long period of Moorish occupation.

Timbuktu assails the senses. Swirling sand, combined with the light-colored tones of the ground and buildings, generates a nearly blinding glare. I vividly remember a January visit during the harmattan—the seasonal wind that blows Saharan sands south—when I could see the blue of the sky only by looking directly above, through a window in the chalky blanket engulfing me. The air, while scorching by day, can be quite chilly during winter evenings. Nonetheless, it is a dry heat, much like that of the Arizona desert. Silence pervades the town, adding to its mystique. True grit is literally what it takes to sample Timbuktu’s whole wheat bread, as one crunches down on the staple and encounters ever-present sand.

Each year, the mystique of Timbuktu draws a handful of hearty tourists eager to experience the reality of this isolated outpost. To document their accomplishment, most

The mosque of Sankore in Timbuktu.



have their passports stamped at the police commissioner’s office or mail cards at the post office. Indeed, it is fascinating to visit the homes of early European explorers, tour the famous mosques of Sankore, Sidi Yahiya and Djinguereber and stop by the Ahmed Baba Center, which houses more than 14,000 texts—the remnant of the once-great libraries of Timbuktu.

Some, like our daughter Ginger, had the opportunity to camp out in the desert with the Tuaregs; others, like our son Jordan, were able to take camel rides and bargain for daggers and leather handicrafts.

As in days of yore, getting to Timbuktu can be difficult. Air Mali flies there three times each week and, season permitting, you can arrive by unpaved road or ferryboat down the Niger River.

Despite the changes wrought by time, Timbuktu remains an important site. Situated astride the junction of

the Sahel and the Sahara, it demonstrates the ongoing struggle against the relentless southward advance of the desert. Surrounded by a greenbelt of briar bushes designed to anchor sand dunes, Timbuktu has a “peace garden” where visitors can plant scrub pine saplings.

Timbuktu is also a place where sedentary peoples and pastoralists live together in harmony. In the spring of 1996, after years of strife between rebel Tuaregs and the government, the “Flame of Peace” ceremony marked the conclusion of a successful peace agreement. Widely attended, the event involved the burning of hundreds of rifles to signify an end to conflict.

Today, numerous non-government organizations have offices and projects in Timbuktu aimed at integrating Mali’s northern regions into the mainstream of the country’s economic and political life.

In a visit to Timbuktu in the spring of 1999, Under Secretary for Global Affairs Frank Loy met with a range of local officials to discuss environmental, peace-keeping, refugee, women’s economic empowerment and democratic governance issues. A key aspect of his visit was to study new approaches to worldwide problems through examples furnished by an ancient city. Perhaps many “global” questions can best be addressed by learning from local experiences such as those of Mali’s city of mystery, Timbuktu. ■

The author was political/economic officer at the U.S. Embassy in Bamako, Mali, until July 1999 and is now serving in Maputo, Mozambique.

To Save a Child

Embassy's Actions Save Boy's Life



Mohammed after his first surgery in Atlanta.

By Louis Mazel

Last January, political officer Nick Janszen traveled from the Ethiopian capital of Addis Ababa to Gode in the country's Somali region to monitor an embassy-funded democracy workshop on conflict management and assess drought conditions in and around the town. What started out as a routine trip turned into a remarkable rescue.

Touring the town with Mohamed Abdi Ahmed, the director of the Ogaden Welfare Society, the nongovernmental organization sponsoring the democracy project, the officer saw dead cattle, freshly dug graves and scores of huts housing hungry people from rural areas. Abdi Ahmed took him to Gode's poorly equipped local clinic where he saw Mohammed Weli Mohammed, a 10-year-old boy with a dirty bandana covering half of his face.

Mr. Janszen learned that the boy's parents and siblings had died en route to Gode. Mohammed, meanwhile, in a weakened condition and unable to defend himself, had been attacked by a roving hyena. Villagers chased the hyena away, but not before the animal had ripped off half of Mohammed's face, including his nose and one of his eyes. Officer Janszen was shocked by what he saw: from

the center of the boy's forehead to his left cheek, everything was gone.

Mr. Janszen returned to Addis Ababa the next day and recounted the tale to embassy officers at the country team meeting. Hearing of the boy's plight, consular associate Jackie Kenny immediately contacted Children's Cross, an Atlanta-based organization that brings children to the United States for emergency treatment unavailable in places like Ethiopia. After Ms. Kenny described the child's condition, Children's Cross Director Pam Rundle waived the organization's requirement for a medical assessment. A leading Atlanta surgeon, Dr. Joseph Williams, agreed to operate on the boy free of charge, and arrangements were made for the boy to be accepted at Children's Healthcare of Atlanta, Scottish Rite Children's Medical Center.

While the extremely dry climate had prevented infection of the open wound, Ms. Rundle was afraid that any further delay in moving the child could result in infection. By Friday of that same week, the consular associate had a formal letter from Children's Cross agreeing to accept Mohammed for treatment. The next hurdle was transporting the boy to Addis Ababa and getting him a passport, an exit visa and a ticket to the United States.

Ambassador Tibor Nagy and Jackie Kenny raised the issue with Sheik Mohammed Al-Amoudi, a wealthy Ethio-Saudi businessman who represents a number of U.S. firms in Ethiopia. Without hesitation, Mr. Al-Amoudi agreed to bring Mohammed to Addis Ababa on his private plane. The Ogaden Welfare Society was able to secure a ticket for Mohammed, however, on a scheduled domestic flight and the following Wednesday (Feb. 2) he arrived in the capital. Ms. Kenny worked with the local Children's Cross representative, Yonas Kebede, to obtain Mohammed's travel documents. Embassy staff made private contributions for passport, visa fees and clothing.

Since Mohammed refused to remove the bandana, a photograph was taken showing only half of his face. At first, Ethiopian immigration authorities balked and would not accept the unorthodox photos. Finally, they relented. Ambassador and Mrs. Nagy met with Mohammed when he came to the embassy for his visa interview, and Consul Sandra Shipshock proudly issued Mohammed his U.S. visa.

But Mohammed and his Ethiopian medical escort still needed tickets to the United States. Ethiopian Airlines donated Mohammed's ticket and Mr. Al-Amoudi provided the ticket for the escort.

Ms. Kenny contacted U.S. immigration officials and explained the child's sensitive medical condition, alerting them that the boy's face would be covered upon arrival in the United States. On Sunday, Feb. 6, Ms. Kenny, Consul Shipshock and Ogaden Welfare Society Director Abdi Ahmed accompanied Mohammed and the medical escort to the airport to ensure there were no problems with departure formalities.

Three days after his arrival in the United States, Mohammed underwent the first of what will be five or



Consul Sandra Shipshock, left, with Mohammed and consular associate Jackie Kenny in the consular section.



Ambassador Nagy and his wife, Jane, with Mohammed prior to the boy's departure for the United States.

six surgical operations during the next year to repair his severely damaged face. Surgeons took bone from parts of Mohammed's skull to rebuild his nose and eye socket. After spending one week in intensive care, the boy was placed with a host family in Atlanta that is now seeking to adopt him. No longer wearing a covering around his head, Mohammed has begun school in the Atlanta area.

The journey from Ethiopia's remote, drought-plagued Somali region to the lush Atlanta suburbs is a long one. Mohammed Weli Mohammed never would have made that journey without the selfless intervention of Nick Janszen and Jackie Kenny, caring and compassionate Department officers who accepted the challenge of transporting a severely wounded young boy from Ethiopia's harshest region to the booming capital of the American South. It is a story of hope and generosity and that can-do spirit that represents the Foreign Service at its best. ■

Louis Mazel is chief of the political and economic sections at the U.S. Embassy in Addis Ababa, Ethiopia.

APPOINTMENTS

U.S. Ambassador to Colombia. Anne Woods Patterson of Virginia was confirmed by the Senate as the new U.S. Ambassador to Colombia. Ms. Patterson is a career member of the Senior Foreign Service, Class of Minister-Counselor, and has been ambassador to El Salvador since 1997. Since joining the Foreign Service in 1973, Mrs. Patterson has held positions as principal deputy assistant secretary of State for Inter-American Affairs, deputy assistant secretary of State for Central American and Caribbean Affairs and office director of Andean Affairs. She has also served in Switzerland, Saudi Arabia and Ecuador. Ms. Patterson and her husband, David, have two children.

U.S. Ambassador to Paraguay. David N. Greenlee of Maryland is the new U.S. Ambassador to Paraguay. Mr. Greenlee is a career member of the Senior Foreign Service, Class of Minister-Counselor. He has previously held positions as deputy chief of mission in Spain, Chile and Bolivia. Mr. Greenlee also served as special coordinator for Haiti and U.S. delegate to the Israel-Lebanon Monitoring Group. He also served abroad in Israel and Peru. Before joining the Department of State, Mr. Greenlee was a Peace Corps volunteer in Bolivia and served in Vietnam as a first lieutenant in the U.S. Army. He and his wife, Clara, have four children.

U.S. Ambassador to El Salvador. Rose M. Likins of Virginia has been confirmed as the new U.S. Ambassador to El Salvador. Ms. Likins is a career member of the Senior Foreign Service, Class of Counselor. She is currently serving as a deputy executive secretary of the Department of State and previously was deputy chief of mission in Bulgaria. She also has served in Paraguay, Mexico and Washington, D.C., where she was director of the Operations Center. Ms. Likins and her husband, John, have two children.



U.S. Ambassador to Bolivia. V. Manuel Rocha of California was recently confirmed as U.S. Ambassador to Bolivia. Mr. Rocha is a career member of the Senior Foreign Service, Class of Counselor. His career has included assignments as director of Inter-American Affairs for the National Security Council and deputy chief of mission in the Dominican Republic. Mr. Rocha has also served in Italy, Honduras, Mexico, Cuba and Argentina. He and his wife, Karla, have two children.

U.S. Ambassador to Suriname. Daniel A. Johnson of Florida was confirmed by the Senate as U.S. Ambassador to Suriname. Mr. Johnson is a career member of the Senior Foreign Service, Class of Minister-Counselor. Mr. Johnson joined the Foreign Service in 1973 and has been posted in Haiti, Benin, Germany, Tunisia, Chile and Bolivia. He has also served in the Department's Bureau of Administration and the Bureau of Personnel. Mr. Johnson is currently the consul general at the American Consulate General in Monterrey, Mexico. He served as a captain in the U.S. Air Force. He and his wife, Julia, have four children.

U.S. Ambassador to the Kyrgyz Republic. John Martin O'Keefe of Virginia is the new U.S. Ambassador to the Kyrgyz Republic. Mr. O'Keefe is a career member of the Senior Foreign Service, Class of Minister-Counselor. He is currently the Department of State's special representative for the year 2000. He has held assignments in Russia, the former Yugoslavia, the Philippines, Norway and Washington, D.C., as deputy executive director of the Bureau of European Affairs. Before joining the Foreign Service, Mr. O'Keefe served in the U.S. Army. He and his wife, Mary, have three children.



U.S. Ambassador to Venezuela. Donna Jean Hrinak of Virginia was confirmed by the Senate as the new U.S. Ambassador to Venezuela. Ms. Hrinak is a career member of the Senior Foreign Service, Class of Minister-Counselor. She has been ambassador to Bolivia since December 1997 and was ambassador to Dominican Republic from 1994 to 1997. Ms. Hrinak has served as deputy assistant secretary for Caribbean and Mexican Affairs and as deputy chief of mission in Tegucigalpa. She has also served in Mexico, Poland, Colombia and Brazil. She and her husband, Luis Flores, have one child.

U.S. Ambassador to Lithuania. John F. Tefft of Virginia was recently confirmed as the new U.S. Ambassador to Lithuania. Mr. Tefft is a career member of the Senior Foreign Service, Class of Minister-Counselor. He has served abroad in Jerusalem, Budapest, Rome and as deputy chief of mission in Moscow. Mr. Tefft has also held a number of positions at the Department of State, including director of the Office of Northern European Affairs and

APPOINTMENTS

deputy director of the Office of Soviet Affairs. Before joining the Foreign Service in 1972, he served in the U.S. Army Reserve. Mr. Tefft and his wife, Mariella, have two children.



U.S. Ambassador to Papua New Guinea, the Republic of Solomon Islands and Vanuatu. Susan S. Jacobs of Virginia was confirmed by the Senate as the new U.S. Ambassador to Papua New Guinea, the Republic of Solomon Islands and Vanuatu. Ms. Jacobs is a career member of the Senior Foreign Service, Class of Counselor and currently is deputy assistant secretary of State in the State Department's Bureau of Legislative Affairs.

During her Foreign Service career Ms. Jacobs has served in Romania, El Salvador, India, Israel and Venezuela. In Washington, D.C., Ms. Jacobs was an office director in Citizens Emergency Services and director of U.N. Social and Humanitarian Programs in the Bureau of International Organization Affairs. She and her husband, Barry, have three children.

U.S. Ambassador to Turkey. W. Robert Pearson of Tennessee was confirmed by the Senate as the new U.S. Ambassador to Turkey. Mr. Pearson is a career member of the Senior Foreign Service, Class of Minister-Counselor. He has served as deputy chief of mission to France and as both deputy chief of mission and deputy assistant secretary general to NATO in Belgium. Earlier, Mr. Pearson held other overseas assignments in New Zealand and China. Prior to his career with the State, Mr. Pearson served in the U.S. Navy Judge Advocate General's Corps. He and his wife, Margaret, have one child.



U.S. Ambassador to Australia. Edward W. "Skip" Gnehm Jr. of Georgia was recently confirmed as the new U.S. Ambassador to Australia. Mr. Gnehm is a career member of the Senior Foreign Service, Class of Career Minister. He joined the Foreign Service in 1969 and was most recently director general of the Foreign Service and director of Personnel. Mr. Gnehm

served as ambassador to Kuwait from 1990 to 1994 and as deputy United States representative to the United Nations with the rank of ambassador from 1994 to 1997.

Mr. Gnehm also served as deputy assistant secretary for Near Eastern and South Asian Affairs and deputy assistant secretary of Defense for the Near East and South Asia. He served as deputy chief of mission in Jordan and in the Yemen Arab Republic. Mr. Gnehm also served in Syria, Nepal, Vietnam and Saudi Arabia. He and his wife, Margaret, have two children.



Director General of the Foreign Service. Marc Grossman of Virginia was recently confirmed as the new director general of the Foreign Service and director of Human Resources. Mr. Grossman is a career member of the Senior Foreign Service, Class of Career Minister. Mr. Grossman joined the Foreign Service in 1976. He has

served in Islamabad and at NATO. He was deputy chief of mission in Turkey, principal deputy assistant secretary of state for Political-Military Affairs, ambassador to Turkey and most recently, assistant secretary of State for European Affairs.



Assistant Secretary for Economic and Business Affairs. Earl

Anthony Wayne of Maryland is the new assistant secretary for Economic and Business Affairs. He is a career member of the Senior Foreign Service, Class of Minister-Counselor. Mr. Wayne most recently served as the principal deputy assistant secretary for

European Affairs. He has also held assignments as deputy assistant secretary for Europe, deputy chief of mission to the European Union, director for Western European Affairs at the National Security Council and director of regional affairs for counterterrorism. Mr. Wayne has served overseas in Morocco and France. He and his wife, Pamela, have two children.

Open Forum

Seeking New Ideas in a New Age

After more than three decades of providing a platform to debate controversial foreign policy issues, the Secretary's Open Forum is moving into the 21st century with new vigor and venues.

Created during the Vietnam conflict, the Open Forum seeks to provide the Secretary of State and the foreign affairs community with a venue for discussing alternative diplomatic strategies that serve America's national interest, according to Cora Foley, who chairs the forum.

Taking advantage of new technologies, the forum last July launched an Internet home page accessible to the public at <http://www.state.gov/www/dept/openforum/>. The web site has also been installed in the Intranet and Classnet systems that can be accessed by authorized State employees. Proceedings of the Open Forum Conversation Series are published on the Internet. The series is open to the press and provides members of the foreign affairs community with a platform to engage in constructive dialogue on international policy issues.

Whatever the channels for dissemination, the guiding philosophy of the Open Forum is framed in a May 1967 message from then Secretary of State Dean Rusk. Under

the heading "Wanted: A Continuing Flow of New Ideas," the Secretary said, in part, that the United States "can play its proper role in world affairs only when our foreign policy meets new problems with new policies. Innovations and creativity should be encouraged at all levels of the State Department and the Foreign Service."

Ms. Foley envisions additional electronic venues to engage Department employees both stateside and overseas in conversations on alternative views, and she has surveyed employees for their comments and suggestions about revitalizing the Open Forum. She is also reviving the *Open Forum Options Journal*, which has been dormant for 13 years, and has created a new public-private partnership with the World Affairs Council of Washington, D.C., in sponsoring the conversation series.

In addition to the Secretary's Open Forum, there's also the Dissent Channel, allowing Foreign Service and Civil Service employees to bring dissenting opinions before Department officials. The history of the Dissent Channel and procedures for filing dissent messages are published on the Open Forum web site.

More information about the Open Forum may be obtained from Ms. Foley by phone at (202) 647-0532 or via email at c.foley@state.gov. ■



Combined Federal Campaign Is Under Way

September marks the beginning of this year's Combined Federal Campaign, which supports more than 2,500 charitable organizations worldwide. While a monetary goal has not yet been set for the upcoming CFC, last year State Department employee contributions exceeded the Department's goal of \$1,500,000, earning the Department a Pacesetter Award. Contributions are expected to be even higher this year. The CFC is conducted each year at State from October to January. It is the only charitable campaign for which federal agencies are allowed to solicit employees.

People Like You



Fat Daddy in Yaounde, Cameroon. Top to bottom: Guthrie Gullion (drums/flute), Ati Simon (bass), Moumi Andre Jules (saxophone), Dolyris "Doh" (keyboards) and Ondoua Pie Guillaume (lead vocals/lead guitar).

Poetry in Motion

Poetry and diplomacy are professions and passions for Foreign Service officer Indran Amirthanayagam, who works in the visa section of the U.S. Embassy in Mexico. Since 1993, when he joined the former U.S. Information Agency, he has wanted to represent the America of dance, music and writing, of scholarship and philosophy, of debate about the future U.S. role in world affairs. More recently, as a State Department employee, he has sought to infuse political reporting and general services with his poetry.

He has shared his original Spanish poems with fellow writers, farmers and ordinary citizens in several towns in the heart of Oaxaca State during local events marked by political speeches, fireworks and brass bands. While on R&R to his birthplace in Colombo, Sri Lanka, he read his poems at the residence of the public affairs officer to an audience that included the U.S. Ambassador as well as academics, political figures and intellectuals. Later, he shared his immigrant poems with a similar audience in New Delhi at the India International Center.

The poet-diplomat is representing the U.S. mission with images of love and loss, faith and hope in the language of the host country. ■

They've Got Rhythm!

Managing computer systems is what Guthrie Gullion does during office hours at the U.S. Embassy in Yaounde, but what he enjoys doing most is organizing bands and performing for the community. He formed his most recent group, *Fat Daddy*, with five talented musicians from Cameroon and is learning all about African rhythms for a number of original compositions. Already the group has performed at the Marine Corps Ball, the ambassador's residence, the Marine House and the residence of the British High Commissioner.

Fat Daddy is one of many musical groups the drummer-flutist has formed over the years. In Moscow, it was the *EOB Band*. Later, in Niamey, it was the *Desert Band* followed by the *Glass Onion* in New Zealand. The music runs the gamut from country and rock to jazz and classical.

Wherever he serves, the information systems officer, who received his first drum set at age nine, is joining or forming groups with local musicians and using the universal language of music to bring people of different cultures together. ■



Poet-diplomat Indran Amirthanayagam shares his original poems both locally and abroad.

O B I T U A R I E S



Michael Austrian, 59, a retired Foreign Service officer, died on March 15 of lung cancer in Washington, D.C. Mr. Austrian joined the Foreign Service in 1967 and served in London, Ankara, Nicosia, Cairo, Islamabad and Washington, D.C. Prior to joining the Foreign Service, he served as a Peace Corps volunteer in Turkey and later as a Peace Corps recruiter

in Washington, D.C. Mr. Austrian retired in 1994 and then accompanied his wife, Sheila Austrian, on her postings to Canberra and Ottawa.

Philip H. Chadbourn Jr., 83, a retired Foreign Service officer, died March 29 in San Diego. He joined the Foreign Service in 1948 and was posted in India, West Germany, France, Burma and Vietnam. His last post was Marseilles, France, where he served as consul general until retiring in 1974. He then moved to Monaco and served several years as public relations director for Prince Rainier. During World War II, he jumped behind enemy lines in occupied France as a member of the Office of Strategic Services, forerunner of the Central Intelligence Agency.

Evelyn K. Hembra, 78, wife of retired Foreign Service officer Alton W. Hembra, died June 10, 1997, at Port St. Lucie, Fla. She accompanied her husband and family on Foreign Service assignments to El Salvador, Ecuador and Mexico.



Clyde Gardner Hess, 76, a retired Foreign Service officer, died Nov. 13, 1999, in Manchester, N.H. Mr. Hess joined the Foreign Service in 1955 and served in Baghdad, Khartoum, New Delhi, Karachi, Saigon, Seoul, Ottawa and Washington, D.C. After retiring in 1980, he was press counselor to the embassy of the Republic of Korea and later an independent

scholar studying and writing about the Puritans and religion in early America.

Mary E. Mellette, 85, a retired Foreign Service staff officer, died April 30 in Charlottesville, Va. She joined the Foreign Service in 1947 and was posted in Munich, Frankfurt, Tokyo, Taipei, Ankara, Bangkok, Madrid and Washington, D.C. She retired in 1970. Before joining the State Department, Ms. Mellette served from 1942 to 1946 as a lieutenant in the WAVES.



Philip Raine, 91, a retired Foreign Service officer, died Jan. 23 in Costa Rica. Between 1931 and 1942, Mr. Raine held administrative jobs in Montevideo, Rio de Janeiro and Guatemala City. During World War II, he served in the U.S. Army. After returning to the State Department, he served in public affairs in Washington, D.C., and Mexico City

and as deputy chief of mission in Rio de Janeiro and San Jose. In 1970 he retired to Costa Rica where he raised coffee.



Robert W. White, 80, a retired Foreign Service reserve officer, died of lung cancer April 2 in Alexandria, Va. He joined the Foreign Service in 1954 and spent more than 25 years as an electronics engineer in Paris, Havana, Bangkok, Tokyo, Prague, Frankfurt, Lebanon, Canberra, Panama City and Washington, D.C. After retiring in 1980, Mr. White

worked part-time in the Department for 10 years as a rehired annuitant-consultant.



James F. Wiley, a retired information management specialist, died of cancer Jan. 19 in St. Louis. Mr. Wiley joined the State Department in 1965 and served in Helsinki, Kigali, Kingston, Kinshasa, Tehran, Rome, Pretoria and Moscow. He retired in 1994. Prior to joining the Department, he served for seven years in the U.S. Air Force in Korea,

Japan, Germany and Scott AFB, Ill. His wife Beverly works in the Bureau of African Affairs.

Joseph Julius Wolf, 87, a retired Foreign Service officer, died April 7 of heart failure in Bethesda, Md. Mr. Wolf joined the State Department in 1946 as a member of the Civil Service, overseeing assistance programs for Greece, Turkey and Iran and later NATO political-military affairs. He joined the Foreign Service in 1957 and was assigned to Paris. He returned to Washington, D.C., as deputy assistant administrator of the U.S. Agency for International Development and later served as acting deputy assistant secretary for Legislative Affairs. After retiring in 1972, he served on the board of directors of the Atlantic Council.

DIPLOMATS IN LOVE

COURTSHIP...

WOODWARD, I CAN NEITHER CONFIRM NOR DENY ANY PROGRESS IN OUR BILATERALS...

OH, PRISCILLA, I LOVE IT WHEN YOU TALK ROBUSTLY!

PRISCILLA AND I SIGNED A MEMORANDUM OF UNDERSTANDING!

WELL, HIS TALKING POINTS JUST MADE ME SWOON!

BUT HE'S FROM A DIFFERENT CONE - NOT THAT THERE'S ANYTHING WRONG WITH THAT...

IF HE'S GOOD ENOUGH FOR THE BOARD OF EXAMINERS, HE'S GOOD ENOUGH FOR ME!

GOSH, INTERFUNCTIONAL LOVE!

COMMITMENT...

IS THERE ANYONE HERE WHO HAS NOT CLEARED ON THIS TANDEM RELATIONSHIP?

I THINK NUPTIAL AFFAIRS HAS SOME SUBSTANTIVE CHANGES!

HAPPILY EVER AFTER...

THIS IS ONLY A TWO YEAR ASSIGNMENT, RIGHT?

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