



# Training Toolkit for Foreign Affairs Agency Employees and Eligible Family Members

**A Guide to Making the Most of Your Overseas Experience and Transitions**

TRANSITION CENTER ★ FOREIGN SERVICE INSTITUTE ★ U.S. DEPARTMENT OF STATE



# Contacts

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FSI Office of the Registrar Fax 703-302-7152	703-302-7144

For additional information, please visit the TC Intranet Web site <http://fsi.state.gov/fsi/tc> and TC Internet Web site <http://www.state.gov/m/fsi/tc>

### **To register for a class:**

FSI/TC courses are open to U.S. Government employees and Eligible Family Members planning for or returning from overseas postings. Classes are held at the Shultz Center, 4000 Arlington Boulevard, Arlington, VA, and fill quickly. Check the FSI course catalog on the Department's Open Net (<http://fsi.state.gov>) for space availability.

For tuition-based courses, non-State employees/family members submit an SF 182 (with fiscal data) through their Training Officer to the Office of the Registrar at FSI. State employees and Eligible Family Members submit a DS-755 through the employee's Career Development Officer. FSI Registrar must receive written notice of cancellation five workdays before the course begins.

For non-tuition workshops, all employees/family members, regardless of agency, register through the Training Division at the Transition Center or [FSITCTraining@state.gov](mailto:FSITCTraining@state.gov).

The deadline for all TC registrations is by 11:30 a.m. the day before the class. Be advised, some classes may be full by this date.

In consideration of others, please arrange your own childcare when you are attending FSI TC classes. Programs appropriate for children are indicated in the FSI catalog or on TC advertisements.

# *Letter from the Director of the Foreign Service Institute:*

## **Optimal Personal Preparation & Training**

As Director of the Foreign Service Institute, I am delighted to present this Training Toolkit for Foreign Affairs Agency Employees and Eligible Family Members. It offers an approachable and efficient means of determining the optimal personal preparation and training for a successful and enjoyable overseas tour or career transition. With recommendations for employees and family members at all stages, this publication can benefit every person in the foreign affairs community.

Given the demands of preparing for any overseas assignment, and an ever-expanding list of courses, workshops, and electronic resources, finding out what is available can become a time-consuming task. This toolkit points out which Transition Center services are most relevant to Foreign Service generalists and specialists, non-State foreign affairs employees, Civil Service employees on excursion tours, adult family members, and the young adults and children who help represent the U.S. overseas. Each toolkit further breaks out the choices, suggesting which offerings would prove most helpful at each stage.

We invite other agencies to use this guide to suggest activities we believe are important in the preparation of employees and family members, whether provided by the Foreign Service Institute, by an agency's internal resources, or some combination thereof. With difficult fiscal years ahead for our nation, our increased collaboration and cooperation will increase efficiencies across all of our organizations. This toolkit is one more tool to help each of our sister Departments and agencies across government increase strategic mission success by ensuring personnel and families have the necessary foreign affairs life skills to become diplomatically effective.

I would like all of our employees and family members to take advantage of the huge array of Foreign Service Institute training opportunities. As the complexities of our overseas missions increase, our skills must constantly grow. FSI and its Transition Center are committed to helping equip you to meet new challenges in today's rapidly changing world. We look forward to meeting you on campus or online at [www.state.gov/m/fsi/tc](http://www.state.gov/m/fsi/tc) (Internet) or <http://fsi.state.gov/fsi/tc> (Intranet).



Ruth Whiteside  
Director, Foreign Service Institute

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## Introduction

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**P**acking up and moving from your home country to a foreign land is serious business. The fact that many in the foreign affairs community do it frequently does not mean that the process is always familiar or even easy. It is important to remember that regardless of whether it is your own, your spouse's or a parent's profession you are following, you will need a structure supporting you. Just as planning is important for a successful professional life, so is planning for your personal and family life outside the job. Life skills training for those in the foreign affairs community is among the services the Transition Center (TC) offers you and your family.

The Training Toolkit for Foreign Affairs Agency Employees and Eligible Family Members suggests activities and courses for employees and family members during distinct stages of their foreign affairs community life: orientation, entry-level, mid-level, and senior-level. Separate pages target State Department Foreign Service Officers and Specialists, non-State foreign affairs employees, State Department Civil Service employees on excursion tours, State Department A-100 eligible family members, non-State foreign affairs family members, and children of foreign affairs employees.

All training begins with **Orientation**. For the State Department, this period typically covers the first weeks after joining the Foreign Service for employees and family members embarking on a new life within the foreign affairs community. Other foreign affairs agencies conduct their own orientation programs, which may include briefings from the TC and selected training at the Foreign Service Institute (FSI).

After the initial orientation period, the **Entry-Level** period begins when employees receive specific overseas assignments. This is the time for preparation for the overseas move. Employees and family members may take language training; employees may also enroll in tradecraft or professional courses. Spouses face the transition from life in the United States to life overseas, often leaving a stateside career, family, and friends. All may wish to begin financial planning based on their new realities.

The **Mid-Level** period begins after at least one overseas assignment. The employee may take leadership, management, or advanced tradecraft courses during this time. Families and singles may be dealing with the culture shock of re-entry, returning to the U.S. job market, reconnecting with family and friends, and dealing with re-establishing a home in the United States. Or they may wish to continue financial and career planning.



In the **Senior-Level** period employees with several overseas tours are beginning to plan for life after the Foreign Service. Some spouses start new careers. Families may confront changing family dynamics, from eldercare issues to different needs of their children and extended families.

At whatever stage you find yourself, you will benefit from being proactive. The following pages suggest relevant activities geared toward your needs. As you review the toolkits, you may notice more activities identified in the matrix

for incoming spouses of State Department Entry-Level Officers than you will for employees of other agencies. This is due to the nature of pre-assignment training for Entry-Level Officers, who may spend more than a year in training at FSI before going out to post. That amount of time represents an opportunity for more detailed and exhaustive preparation than most have available to us. It is not uncommon for spouses of specialists and employees of other agencies to have only a few days of preparation in the Washington, DC, metropolitan area before departure overseas. With this in mind, follow the matrix most appropriate for you.



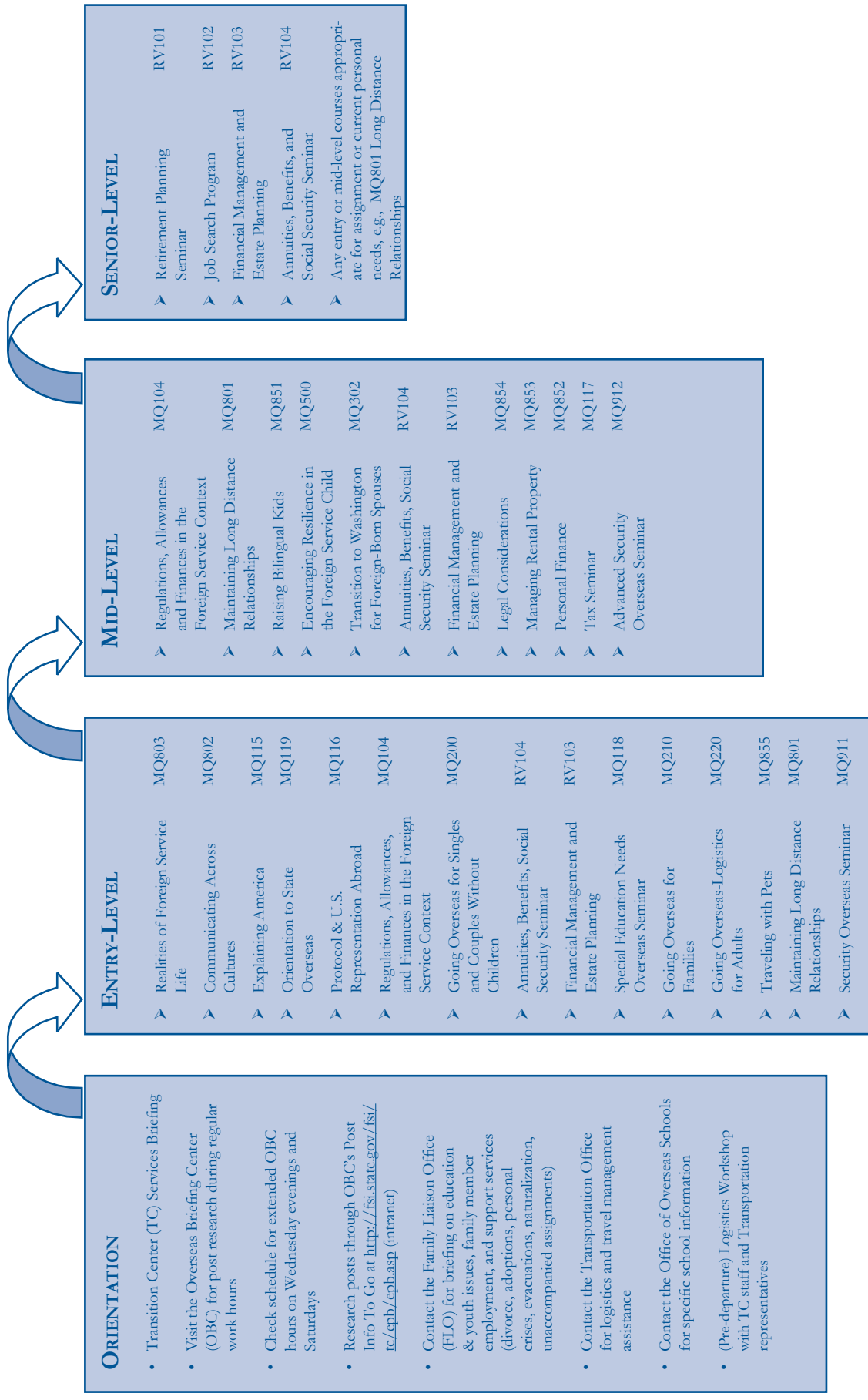


### PRE-ARRIVAL

Begin e-mail contact directly with the Transition Center's OBC & SPAS' Orientation Division

FSI Transition Center

## Training Toolkit for Foreign Affairs Agency Employees and Eligible Family Members Department of State Foreign Service Officers



State Department employees serving in Iraq or Afghanistan for 90 days or more are required to attend the High Stress Assignment Outbrief Program (MQ 950), sponsored by the Office of Medical Services and the Transition Center. Employees from other agencies or returning from other high-threat posts are also encouraged to attend. For more details, see <http://www.state.gov/m/fsi/tc/74065.htm>.

The Foreign Service Institute offers distance learning courses on everything from acquisitions to writing, as well as a variety of language learning options. The FasTrac program provides over 3000 courses, including training on specific computer programs. For more information, see <http://fsi.state.gov/default.asp?contentID=295> (intranet).





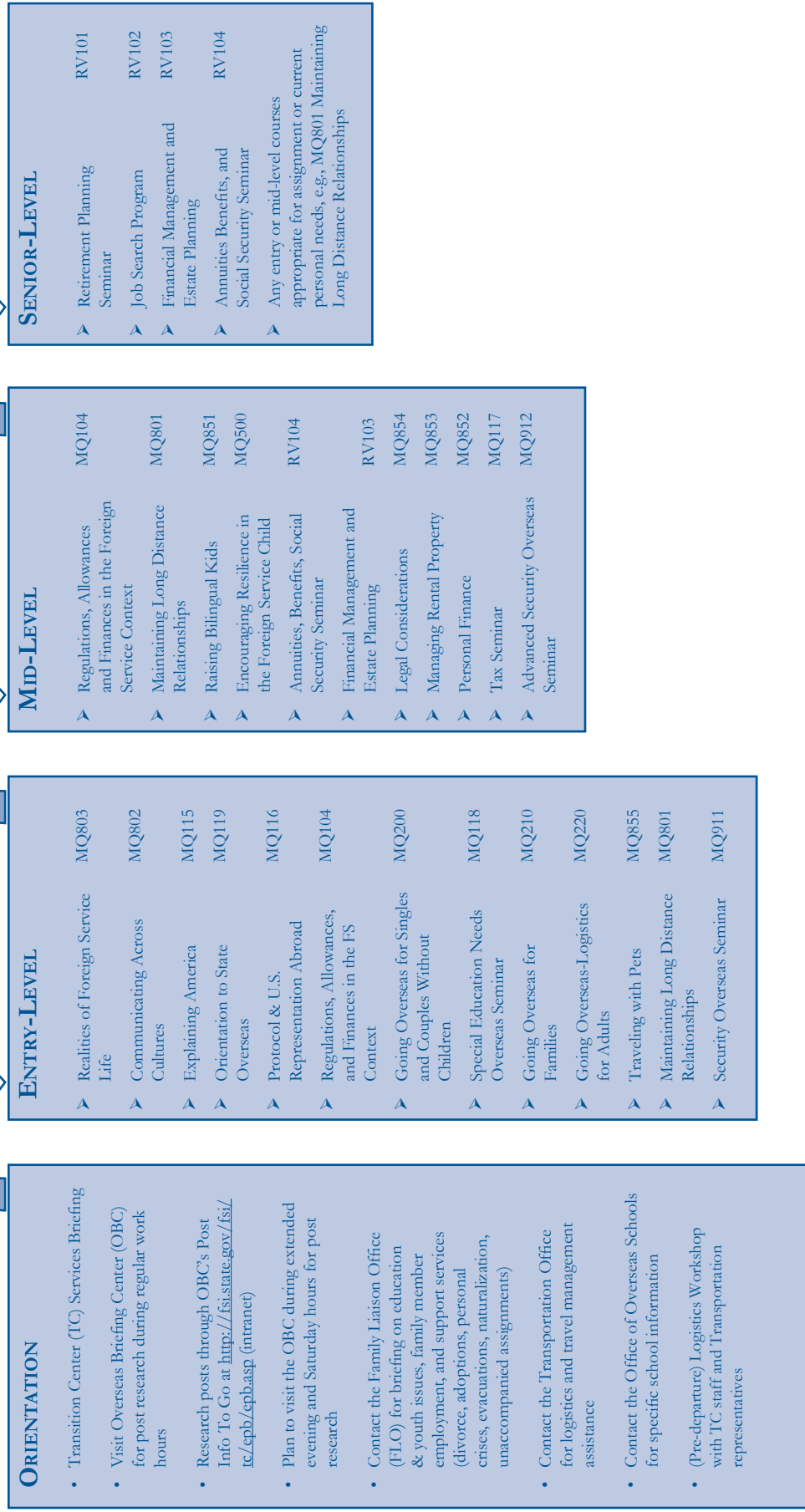
#### PRE-ARRIVAL

Begin e-mail contact directly with the Transition Center's OBC & SPAS' Orientation Division

### FSI Transition Center

## Training Toolkit for Foreign Affairs Agency Employees and Eligible Family Members

Department of State Specialists

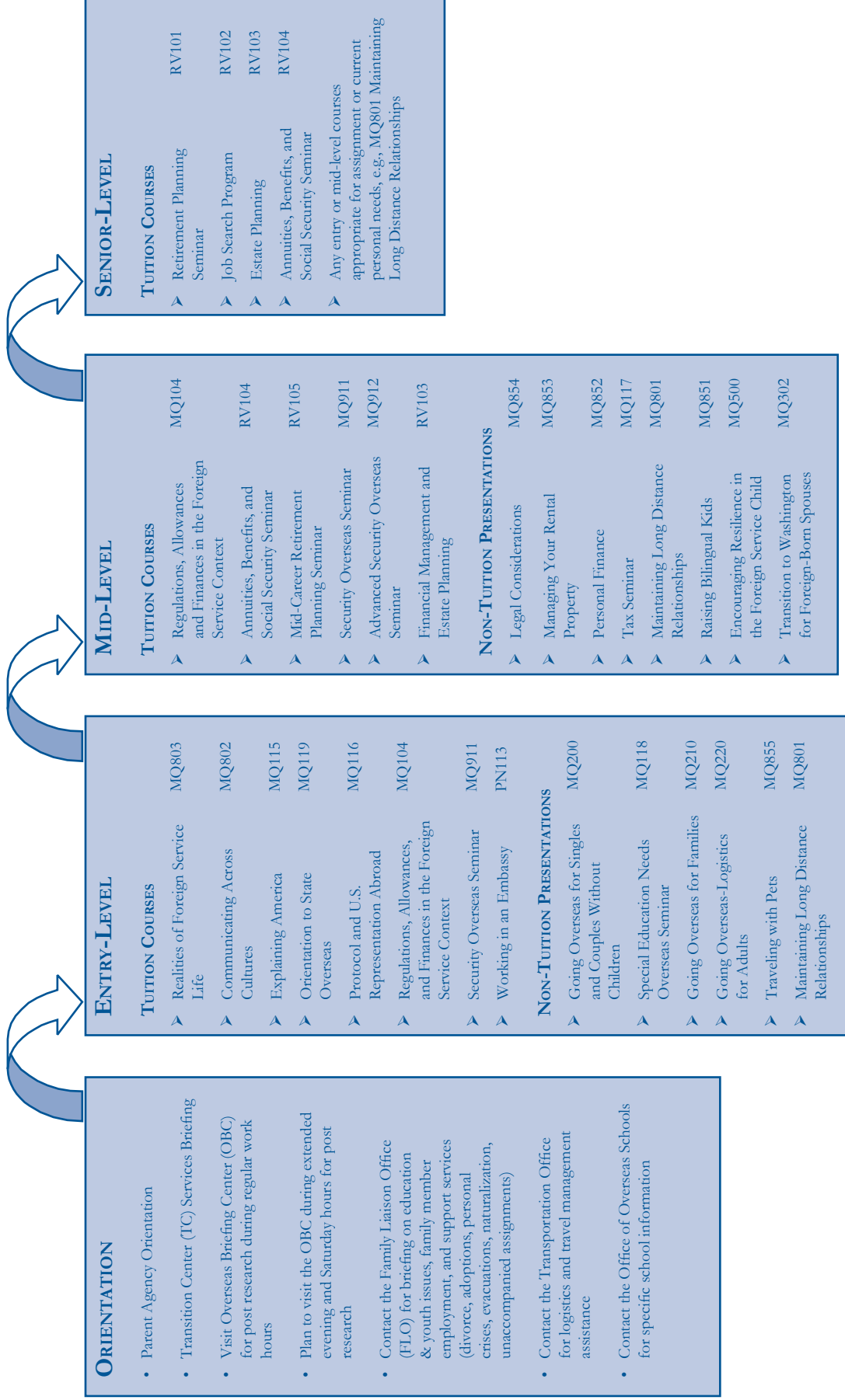


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FSI Transition Center  
**Training Toolkit for Foreign Affairs Agency Employees and Eligible Family Members**  
 Non-State Foreign Affairs Community Employees

**PRE-ARRIVAL**  
 Begin e-mail contact directly with the Transition Center's OBC



State Department employees serving in Iraq or Afghanistan for 90 days or more are required to attend the High Stress Assignment Outbrief Program (MQ 950), sponsored by the Office of Medical Services and the Transition Center. Employees from other agencies or returning from other high-threat posts are also encouraged to attend. For more details, see <http://www.state.gov/m/isi/te/74065.htm>.

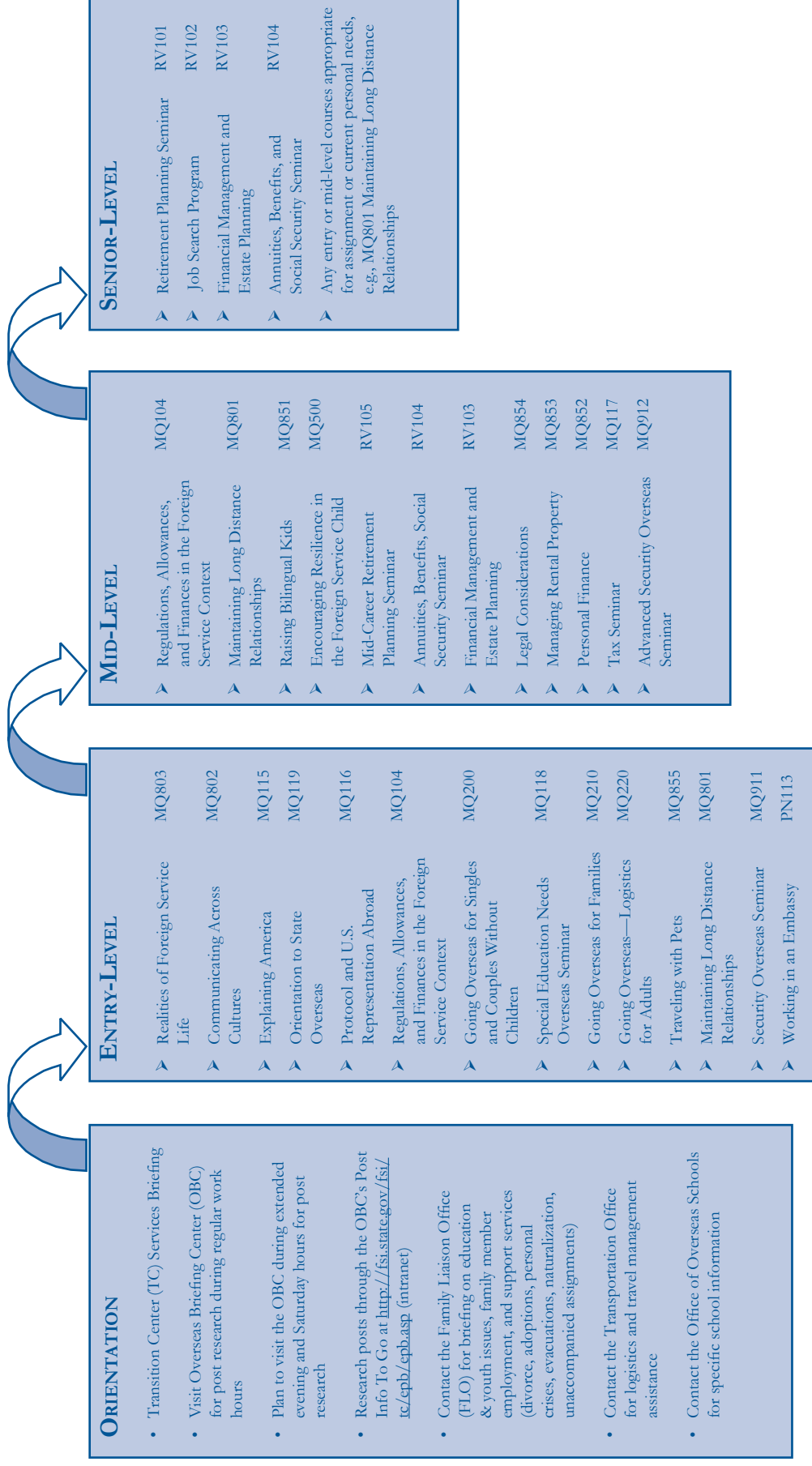
## PRE-ARRIVAL

Begin e-mail contact directly with the Transition Center's OBC

## FSI Transition Center

# Training Toolkit for Foreign Affairs Agency Employees and Eligible Family Members

## Civil Service Employees on Excursion Tours



State Department employees serving in Iraq or Afghanistan for 90 days or more are required to attend the High Stress Assignment Outbrief Program (MQ 950), sponsored by the Office of Medical Services and the Transition Center. Employees from other agencies or returning from other high-threat posts are also encouraged to attend. For more details, see <http://www.state.gov/m/fsi/tc/74065.htm>.

The Foreign Service Institute offers distance learning courses on everything from acquisitions to writings, as well as a variety of language learning options. The FasTrac program provides over 3000 courses, including training on specific computer programs. For more information, see <http://fsi.state.gov/default.asp?contentID=295> (intranet).

**PRE-ARRIVAL**

Begin e-mail contact directly with the Transition Center's OBC

FSI Transition Center

# Training Toolkit for Foreign Affairs Agency Employees and Eligible Family Members A-100 Generalist & Specialist Family Members



## ORIENTATION

*(Services subject to client availability)*

- Orientation to Transition Center (TC) services/Spouse needs assessment
- Coffee with TC, Family Liaison Office, AAFSW, FSYF: "Introduction to Foreign Affairs Culture"
- Explanation of Career Development/Assignments, bidding tools, post research
- Office of Medical Services briefing
- Education resources (Office of Overseas Schools)
- Workshop with the Family Liaison Office (FLO) – pre-bid training, employment, and education information
- Visit the OBC for post research during regular work hours. Check schedule for extended hours on Wednesday evenings and Saturdays.
- Have employee e-mail post information from OBC's Post Info To Go at <http://fsi.state.gov/fsi/tc/epb/epb.asp> (intranet)
- (Pre-departure) Logistics Workshop with TC staff and Transportation representatives

## ENTRY-LEVEL

- Realities of FS Life MQ803
- Communicating Across Cultures MQ802
- Explaining America MQ115
- Orientation to State Overseas MQ119
- Protocol and U.S. Representation Abroad MQ116
- Regulations, Allowances, and Finances in the FS Context MQ104
- Going Overseas for Singles and Couples Without Children MQ200
- Special Education Needs Overseas Seminar MQ118
- Going Overseas for Families MQ210
- Going Overseas—Logistics for Adults MQ220
- Traveling with Pets MQ855
- Maintaining Long Distance Relationships MQ801
- Security Overseas Seminar MQ911

### EMPLOYMENT TARGETED COURSES

- Post Options for Employment and Training MQ703
- Teaching English as a Second Language MQ107
- Contact Family Liaison Office for employment options

## MID-LEVEL

- Regulations, Allowances, and Finances in the Foreign Service Context MQ104
- Maintaining Long Distance Relationships MQ801
- Raising Bilingual Kids MQ851
- Encouraging Resilience in the Foreign Service Child MQ500
- Mid-Career Retirement Planning Seminar RV105
- Annuities, Benefits, and Social Security Seminar RV104
- Financial Management and Estate Planning RV103
- Legal Considerations MQ854
- Managing Rental Property MQ853
- Personal Finance MQ852
- Tax Seminar MQ117
- Advanced Security Overseas Seminar MQ912

### EMPLOYMENT TARGETED COURSES

- Post Options for Employment and Training MQ703
- Teaching English as a Second Language MQ107
- Transition to Washington for Foreign-Born Spouses MQ302
- Contact Family Liaison Office for employment options

## SENIOR-LEVEL

- Retirement Planning Seminar RV101
- Financial Management and Estate Planning RV103
- Annuities, Benefits, and Social Security Seminar RV104
- DCM Spouse Seminar MQ110
- Ambassador Spouse Workshop
- Life After the FS with Associates of the American Foreign Service Worldwide (AAFWS)
- Any entry or mid-level courses appropriate for assignment or current personal needs, e.g., MQ801 Maintaining Long Distance Relationships

State Department employees serving in Iraq or Afghanistan for 90 days or more are required to attend the High Stress Assignment Outbrief Program (MQ 950), sponsored by the Office of Medical Services and the Transition Center. Employees from other agencies or returning from other high-threat posts are also encouraged to attend. For more details, see <http://www.state.gov/m/fsi/tc/74065.htm>.

The Foreign Service Institute offers distance learning courses on everything from acquisitions to writing, as well as a variety of language learning options. The FasTrac program provides over 3000 courses, including training on specific computer programs. For a complete course listing use the intranet kiosk at the embassy to visit <http://fsi.state.gov/default.asp?contentID=295>. See page 11 of this publication for registration information.

## PRE-ARRIVAL

Begin e-mail contact directly with the Transition Center's OBC

FSI Transition Center

# Training Toolkit for Foreign Affairs Agency Employees and Eligible Family Members

Department of State Family Members



### ORIENTATION

- Transition Center (TC) Services Briefing
- Visit Overseas Briefing Center (OBC) for post research during regular work hours
- Plan to visit the OBC during extended evening and Saturday hours for post research
- Have employee e-mail post information from OBC's Post Info To Go at <http://fsi.state.gov/fsi/tc/epb/epb.asp> (intranet)
- Contact the Family Liaison Office (FLO) for briefing on education & youth issues, family member employment, and support services (divorce, adoptions, personal crises, evacuations, naturalization, unaccompanied assignments)
- Contact the Transportation Office for logistics and travel management assistance
- Contact Employee Consultation Service (ECS), Medical Office, Office of Overseas Schools, and FLO as needed

### ENTRY-LEVEL (new to the Foreign Service)

- Realities of Foreign Service Life MQ803
- Communicating Across Cultures MQ802
- Explaining America MQ115
- Orientation to State Overseas MQ119
- Protocol and U.S. Representation Abroad MQ116
- Regulations, Allowances, and Finances in the FS Context MQ104
- Going Overseas for Singles and Couples Without Children MQ200
- Special Education Needs Overseas Seminar MQ118
- Going Overseas for Families MQ210
- Going Overseas—Logistics for Adults MQ220
- Traveling with Pets MQ855
- Maintaining Long Distance Relationships MQ801
- Security Overseas Seminar MQ911

#### EMPLOYMENT TARGETED COURSES

- Post Options for Employment and Training MQ703
- Teaching English as a Second Language MQ107
- Contact Family Liaison Office for employment options

### MID-LEVEL (some overseas experience)

- Regulations, Allowances and Finances in the Foreign Service Context MQ104
- Maintaining Long Distance Relationships MQ801
- Raising Bilingual Kids MQ851
- Encouraging Resilience in the Foreign Service Child MQ500
- Mid-Career Retirement Planning Seminar RV105
- Annuities, Benefits, and Social Security Seminar RV104
- Financial Management and Estate Planning RV103
- Legal Considerations MQ854
- Managing Rental Property MQ853
- Personal Finance MQ852
- Tax Seminar MQ117
- Security Overseas Seminar MQ911
- Advanced Security Overseas Seminar MQ912

#### EMPLOYMENT TARGETED COURSES

- Post Options for Employment and Training MQ703
- Teaching English as a Second Language MQ107
- Transition to Washington for Foreign-Born Spouses MQ302
- Contact Family Liaison Office for employment options

### SENIOR-LEVEL

- Retirement Planning Seminar RV101
- Financial Management and Estate Planning RV103
- Annuities, Benefits, and Social Security Seminar RV104
- DCM Spouse Seminar MQ110
- Ambassador Spouse Workshop
- Life After the FS with Associates of the American Foreign Service Worldwide (AAFSW)
- Any entry or mid-level courses appropriate for assignment or current personal needs, e.g., MQ801 Maintaining Long Distance Relationships

State Department employees serving in Iraq or Afghanistan for 90 days or more are required to attend the High Stress Assignment Outbrief Program (MQ 950), sponsored by the Office of Medical Services and the Transition Center. Employees from other agencies or returning from other high-threat posts are also encouraged to attend. For more details, see <http://www.state.gov/m/fsi/tc/74065.htm>.

The Foreign Service Institute offers distance learning courses on everything from acquisitions to writing, as well as a variety of language learning options. The FasTrac program provides over 3000 courses, including training on specific computer programs. For a complete course listing use the intranet kiosk at the embassy to visit <http://fsi.state.gov/default.asp?contentID=295>. See page 11 of this publication for registration information.

**PRE-ARRIVAL**

Begin e-mail contact directly with the Transition Center's OBC

FSI Transition Center

# Training Toolkit for Foreign Affairs Agency Employees and Eligible Family Members

Non-State Foreign Affairs Community Family Members



**ORIENTATION**

- Parent Agency Orientation
- Transition Center (TC) Services Briefing
- Visit Overseas Briefing Center (OBC) for post research during regular work hours
- Plan to visit the OBC during extended evening and Saturday hours for post research
- Contact the Family Liaison Office (FLO) for briefing on client services: education, youth issues, spouse employment, support during crises—personal or post
- Contact the Transportation Office for logistics and travel management assistance
- Contact Employee Consultation Services (ECS), Medical Office, Office of Overseas Schools, and FLO as needed

**ENTRY-LEVEL**

**TUITION COURSES**

- Realities of Foreign Service Life MQ803
- Communicating Across Cultures MQ802
- Explaining America MQ115
- Orientation to State Overseas MQ119
- Protocol and U.S. Representation Abroad MQ116
- Regulations, Allowances, and Finances in the Foreign Service Context MQ104
- Security Overseas Seminar MQ911

**EMPLOYMENT TARGETED COURSES**

- Post Options for Employment and Training MQ703
- Teaching English as a Second Language MQ107
- Contact Family Liaison Office for employment options

**NON-TUITION PRESENTATIONS**

- Going Overseas for Singles and Couples Without Children MQ200
- Special Education Needs Overseas Seminar MQ118
- Going Overseas for Families MQ210
- Going Overseas—Logistics for Adults MQ220
- Traveling with Pets MQ855
- Maintaining Long Distance Relationships MQ801

**MID-LEVEL**

**TUITION COURSES**

- Regulations, Allowances, and Finances in the Foreign Service Context MQ104
- Mid-Career Retirement Planning Seminar RV105
- Annuities, Benefits, and Social Security Seminar RV104
- Financial Management and Estate Planning RV103
- Security Overseas Seminar MQ 911
- Advanced Security Overseas Seminar MQ912

**EMPLOYMENT TARGETED COURSES**

- Post Options for Employment and Training MQ703
- Teaching English as a Second Language MQ107
- Contact Family Liaison Office for employment options

**NON-TUITION PRESENTATIONS**

- Legal Considerations MQ854
- Managing Rental Property MQ853
- Personal Finance MQ852
- Tax Seminar MQ117
- Maintaining Long Distance Relationships MQ801
- Raising Bilingual Kids MQ851
- Encouraging Resilience in the Foreign Service Child MQ500
- Transition to Washington for Foreign-Born Spouses MQ302

**SENIOR-LEVEL**

**TUITION COURSES**

- Retirement Planning Seminar RV101
- Financial Management and Estate Planning RV103
- Annuities, Benefits, and Social Security Seminar RV104
- Ambassador Spouse Workshop
- Life After the FS with Associates of the American Foreign Service Worldwide (AAFWSW)
- Any entry or mid-level courses appropriate for assignment or current personal needs, e.g., MQ801 Maintaining Long Distance Relationships

State Department employees serving in Iraq for 30 days or more are required to attend TC's High Stress Assignment Out-brief Program. Employees from other agencies or returning from other high-threat posts are also encouraged to attend. For more details, see <http://www.state.gov/m/hsi/1c/74065.htm>.



FSI Transition Center  
**Training Toolkit for Foreign Affairs Agency Employees and Eligible Family Members**  
 Youth Programs for Children of Foreign Affairs Community Employees

**YOUTH GRADES 2-5**

- Going Overseas for Families MQ210
- Going Overseas Logistics for Children MQ230
- Young Diplomats Day designed for elementary school students MQ250
- Youth Security Overseas Seminar (YSOS) designed for elementary school students\* MQ914
- Foreign Service Youth Foundation (FSYF) *Globe Trotters* Ages 9-12  
*Diplomkids* Ages 5-8 with parent

See contact page for more information

**YOUTH GRADES 6-8**

- Going Overseas for Families MQ210
- Going Overseas Logistics for Children MQ230
- Young Diplomats Day designed for middle school students MQ250
- Youth Security Overseas Seminar designed for middle school students\* MQ914
- Foreign Service Youth Foundation (FSYF) *Globe Trotters* Ages 9-12

See contact page for more information

**YOUTH GRADES 9-12**

- Going Overseas for Families MQ210
- Going Overseas Logistics for Children MQ230
- Young Diplomats Day designed for high school students MQ250
- Youth Security Overseas Seminar designed for high school students\* MQ914
- Foreign Service Youth Foundation (FSYF) *Around World in a Lifetime (AWAL)* Ages 13-19

See contact page for more information

**HS GRADUATES/  
COLLEGE STUDENTS**

- Going Overseas for Families MQ210
- Security Overseas Seminar MQ911
- Advanced Security Overseas Seminar MQ912
- Explore Department of State internships available for college students
- Consider volunteer work with FSYF

See contact page for more information

\*Parent(s) of children attending youth programs must be on campus and enrolled in adult Security Overseas Seminar or other FSI courses.



# Quick Reference for Eligible Family Member Registration



Course	Course Code	Who Registers
Advanced Security Overseas Seminar	MQ 912	CDO
Annuities Benefits, & Social Security Seminar	RV 104	CDO
Area Studies		
Intensive Regional Area Studies (10 days)	200's	CDO
Advanced Area Studies (1/2 day sessions)	500's	CDO
Communicating Across Cultures	MQ 802	CDO
Consular course (U.S. citizen only, pre-test required, position must exist at post, space available basis)	PC 530	FLO
FSI Computer Courses (on space available basis)	(various)	FLO
DCM Spouse Seminar *(By Invitation Only)	MQ 110	TC
Encouraging Resilience in the FS Child*	MQ 500	TC
English Teaching Seminar	MQ 107	CDO
Ethics for Family Members	PA 450	CDO
Explaining America	MQ 115	CDO
FasTrac, Distance Learning Program	FasTrac	O
Financial Management & Estate Planning	RV 103	CDO
Going Overseas - Logistics for Adults*	MQ 220	TC
Going Overseas - Logistics for Children*	MQ 230	TC
Going Overseas - Logistics for Children*	MQ 230	TC
Going Overseas for Singles & Couples w/o Children*	MQ 200	TC
High Stress Assignment Outbrief	MQ 950	CDO
High Stress Assignment Outbrief--Special Session	MQ 951	CDO
Languages Studies and/or Language tapes**		
Online language		
Express	L_420/421	O / CDO
Reading Maintenance	L_401	O / CDO
Listening Comprehension	L_430	O / CDO
Introductory	L_410/411	O / CDO

R = Registrar 703-302-7497 / x27429  
 CTC = Career Transition Center (CTC) 703-302-7407  
 CDO = Career Development Officer  
 O = Online  
**TC\* = Transition Center (Non-Tuition Classes only)** contact by e-mail  
 FSITCTraining@state.gov or call 703-302-7268 or 703-302-7269  
 FLO = Family Liaison Office  
 Contact Melanie Bancroft 202-647-2334

\*\* Once family members are in the STMS (registration) system, they can register online or with the employee's CDO

Course	Course Code	Who Registers
Self Study		
Lab	L_920	O / CDO
Text Based / Audio cassette	L_930	O / CDO
Legal Considerations in the FS*	MQ 854	TC
Maintaining Long Distance Relationships*	MQ 801	TC
Managing Rental Property from Overseas*	MQ 853	TC
Manpower Job Skills Training ( <a href="http://www.state.gov/md/dghr/flo/63632.htm">http://www.state.gov/md/dghr/flo/63632.htm</a> )		FLO
Mid-Career Retirement Planning Seminar	RV 105	CDO
Orientation to State Overseas	MQ 119	CDO
Personal Finances & Investments in the FS*	MQ 852	TC
Post Options for Employment & Training Overseas	MQ 703	CDO
Protocol & U.S. Representation Abroad	MQ 116	CDO
Raising Bilingual Children*	MQ 851	TC
Realities of FS Life	MQ 803	CDO
Regulations, Allowances & Finances in the FS Context	MQ 104	CDO
Retirement Planning Seminar	RV 101	CDO
Special Education Needs Overseas Seminar	MQ 118	TC
Security Overseas Seminar	MQ 911	CDO
Tax Seminar*	MQ 117	TC
Transition to Washington for Foreign Born Spouses*	MQ 302	TC
Traveling with Pets*	MQ 855	TC
YDD (Young Diplomats Day) (Grades 2-12 only)*	MQ 250	TC
YSOS (Youth Security Overseas Seminar)	MQ 914	CDO
(DOB required for registration, grades 2-12 only)		

### Registering with Career Development Officers

**EFMs must be on the employee's orders in order to be enrolled in courses.** (except non-tuition classes where the enrollment is maintained by the Transition Center)  
 Once the EFM is on the orders, an account in the student database can be created.  
 The following information is required to do this: EFM's name, DOB, SSN, relationship to employee and email address.  
 This account can be created in two ways:  
 1) The employee's CDO can contact the Registrar's Office with the EFM's personal information and ask that the account be created.  
 2) The employee can go to the Registrar's Office with a copy of the orders and request this in person.  
 \* When the EFM is in the system, the CDO can enroll the EFM in courses.  
 \* Course confirmations will be sent to the EFM by email once s/he has been enrolled.  
 \* Employees interested in taking classes must contact their CDOs.

Revised 01/23/12



## FSI Transition Center Course Descriptions (Listed by Course Code)

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This list includes recommended Foreign Service Institute (FSI) courses from the Training Toolkit for Foreign Affairs Agency Employees and Eligible Family Members. For a comprehensive list of courses please consult the FSI catalog available on the FSI Intranet website.

### *Registration Information*

FSI Transition Center (TC) courses are open to U.S. Government employees and eligible family members planning or returning from overseas postings. Classes are held at the George P. Shultz National Foreign Affairs Training Center, 4000 Arlington Boulevard, Arlington, VA, and fill quickly. Check the FSI course catalog on the Department's Open Net (<http://fsi.state.gov>) for space availability.

For tuition-based courses, non-State employees/family members submit an SF 182 (with fiscal data) through their Training Officer to the Office of the Registrar at FSI. State employees and Eligible Family Members submit a DS-755 through the employee's Career Development Officer. FSI Registrar must receive written notice of cancellation five workdays before the course begins.

For non-tuition workshops, all employees/family members, regardless of agency, register

through the Training Division at the Transition Center at 703-302-7268 or [FSITC-Training@state.gov](mailto:FSITC-Training@state.gov).

The deadline for all TC registrations is by 11:30 a.m. the day before the class. Be advised, some classes may be full by this date.

In consideration of others, please arrange your own childcare when you are attending FSI TC classes. Programs appropriate for children are indicated in the FSI catalog or on TC advertisements.

### *Foreign Service Life*

#### **Communicating Across Cultures** Course Code MQ802

Learn about variations in cultural values and communication found in overseas life and work. Identify key American cultural values, personal strengths that facilitate cross-cultural communication, and effective strategies for dealing with cultural differences.

Note: Especially useful when taken as a companion to Realities of Foreign Service Life (MQ803) and Explaining America (MQ 115).

*Audience:* All foreign affairs personnel and eligible family members

*Length of course:* 1 day

*Tuition:* Register with CDO



### Explaining America

Course Code MQ115

Expatriates abroad often face difficult questions about American society. Explore the roots of our cultural values for effective responses to those questions.

*Audience:* All U.S. Government foreign affairs personnel and eligible family members

*Length of course:* 1 day

*Tuition:* Register with CDO

### Orientation to State Overseas

Course Code MQ119

This orientation program is designed for employees and family members and provides a basic orientation to the Department of State and embassy life overseas. The course also provides an introduction to the Foreign Service Institute, the resources available in the Overseas Briefing Center as well as an introduction to diplomatic protocol.

*Audience:* Foreign affairs agency employees, adult eligible family members, and members of household.

*Length of course:* 1 day

*Tuition:* Register with CDO/Training Officer

### Protocol and U.S. Representation Abroad

Course Code MQ116

Learn the basic rules of protocol, build confidence in dealing with protocol issues, and gain invaluable information on representational responsibilities in Foreign Service life abroad.

*Audience:* Especially relevant for employees and spouses new to or unfamiliar with representational responsibilities in the Foreign Service

*Length of course:* 1 day

*Tuition:* Register with CDO

### Singles in the Foreign Service

Course Code MQ203

Learn about social, practical and logistical issues in the overseas life of a single. Identify personal support systems for singles in the United States and in the overseas mission.

*Audience:* Single foreign affairs agency employees

*Length of course:* ½ day

*Tuition:* No charge; register with TC

### Realities of Foreign Service Life

Course Code MQ803

Learn what it means to be part of the foreign affairs family and the embassy community abroad. Identify resources to help transition to a successful Foreign Service life.

*Note:* Especially useful when taken as a companion to Communicating Across Cultures (MQ802) and Explaining America (MQ115)

*Audience:* All U.S. Government foreign affairs agency personnel and their eligible adult family members. This course is especially useful for those going overseas for the first time.

*Length of course:* 1 day

*Tuition:* Register with CDO

### Expanding Employment Options

#### English Teaching Seminar: An Employment Option

Course Code MQ107

Field experts provide introduction and overview of materials and methods for teaching English as a second language.

*Audience:* All U.S. Government foreign affairs eligible family members or employees interested in learning about teaching English as a volunteer or employment opportunities in Washington, DC, or overseas

*Length of course:* 2 days

*Tuition:* Register with CDO



## *How can we find resources and services that are available to help us in our move overseas?*

### **Post Options for Employment and Training (POET)**

#### **Course Code MQ703**

Overseas employment is a critical issue for U.S. Government foreign affairs spouses. Identify and develop employment potential and personal strategies for seeking paid or unpaid professional opportunities.

*Audience:* All eligible adult family members of foreign affairs agency personnel

*Length of course:* 1 day

*Tuition:* Register with CDO

### ***Going Overseas Series***

Discuss the psychological process of preparing for assignments abroad. Separate morning sessions are offered for singles and couples without children and families. Adults and children attend separate afternoon courses covering the logistics of moving overseas. Participants may sign up for morning, afternoon, or both sessions. These are non-tuition workshops; register directly with the Transition Center.

### **Going Overseas for Singles and Couples without Children**

#### **Course Code MQ200**

Afternoon session offered in conjunction with MQ 220, exploring strategies for coping with the stress of moving.

*Audience:* Singles and couples going overseas without children. As every move is different, this course is *not* limited to those embarking on their first overseas assignment

*Length of course:* ½ day

### **Going Overseas for Families**

#### **Course Code MQ210**

Afternoon session offered in conjunction with MQ220 and MQ230.

*Audience:* Families with children in grades 2-12 or *parents only* with younger children or children not accompanying them to post. (The course content is not designed for children younger than grade 2.) Please make alternate childcare arrangements.

*Length of course:* ½ day

### **Going Overseas: Logistics for Adults**

#### **Course Code MQ220**

Covers the “nuts and bolts” of planning for the move overseas. Offered in conjunction with MQ200 and MQ210.

*Audience:* Adults moving overseas

*Length of course:* ½ day or one evening without MQ200 & MQ210

### **Going Overseas: Logistics for Children**

#### **Course Code MQ230**

Offered in conjunction with MQ210.

*Audience:* Children in grades 2-12 will be divided into age-appropriate sessions. Children’s parents must be present on the NFATC campus during the session.

*Length of course:* ½ day



*How can I make sense of my career and still be supportive of my FSO spouse?*

## *Foreign Service Families*

### **DCM/Principal Officer Spouse Seminar**

**Course Code MQ110**

Clarifies the role you choose as the spouse of the Deputy Chief of Mission (DCM) or Principal Officer; helps define personal goals and values, and identifies personal strengths, interests, and leadership skills.

*Audience:* Spouses of employees who are enrolled in PT 102 and going overseas as the spouse of a DCM or Principal Officer

*Length of course:* 3 days

Invitation only

### **Encouraging Resilience in the Foreign Service Child**

**Course Code MQ500**

Examine how frequent relocation and cross-cultural experiences may affect internationally mobile children. Parents discuss interventions.

*Audience:* U.S. Government foreign affairs personnel interested in child development and the effects of a mobile childhood

*Length of course:* 2 ½ hours

*Tuition:* No charge; register with TC

### **Maintaining Long-Distance Relationships**

**Course Code MQ801**

Many people in the foreign affairs community find themselves separated from spouses and family for extended periods of time. This presentation focuses on identifying behaviors that strengthen often-apart or long-distance relationships.

*Audience:* Employees and family members

*Length of course:* ½ day

*Tuition:* No charge; register with TC

### **Raising Bilingual Children**

**Course Code MQ851**

Parents in a foreign affairs community have unique opportunities to encourage bilingualism in their children. This panel explores strategies for taking advantage of the multicultural experiences a foreign affairs lifestyle affords.

*Audience:* U.S. Government parents from the same or different cultures interested in raising their children with multilingual capabilities

*Length of course:* 2 ½ hours

*Tuition:* No charge; register with TC



### Special Education Needs Overseas Seminar

Course Code MQ118

This training is specifically designed for parents of children with special educational needs who are or who plan to be assigned to a U.S. mission abroad. This seminar will present a comprehensive picture of the Department's special education support system.

*Audience:* Foreign affairs agency employees and eligible adult family members

*Length of course:* 1 day

*Tuition:* Register with CDO

### Traveling with Pets

Course Code MQ855

Travel can be traumatic for pets and their owners. This course offers expert advice on shipping pets and related concerns.

*Audience:* All foreign affairs agency employees and eligible family members concerned about traveling overseas with their pets

*Length of course:* 2 ½ hours

*Tuition:* No charge; register with TC

### Young Diplomats Day

Course Code MQ 250

Introduces the world of diplomacy to children of U.S. Government employees working abroad. This course complements the Going Overseas Workshops (MQ 210 and MQ 230). When taken in conjunction with Youth SOS (MQ 914), it forms a two-day diplomatic training course for children grades 2-12.

*Audience:* Children of employees of the State Department and other foreign affairs agencies, especially those new to the diplomatic life. Participants must have completed the first grade. Children's parents must be present on the NFATC campus during the session

*Length of course:* 1 day

*Tuition:* No charge; register with TC

### Transition to Washington for Foreign-Born Spouses

Course Code MQ302

For Americans, a Washington assignment means coming home, but foreign-born spouses have different needs. This workshop introduces foreign-born newcomers to American culture with a focus on Washington as a foreign assignment. Includes segments dealing with dual culture marriages.

*Audience:* Foreign-born spouses of U.S. Government foreign affairs personnel coming to Washington for the first time or those wishing to connect with others who have similar interests

*Length of course:* ½ day

*Tuition:* No charge; register with TC

## Personal and Financial Planning

### Regulations, Allowances, and Finances in the Foreign Service Context

Course Code MQ104

Covers select State Department policies for allowances, services, and benefits as well as legal and financial planning.

*Audience:* All U.S. Government foreign affairs agency personnel and their adult family members

*Length of course:* 2 days

*Tuition:* No charge; register with TC

*When and how can I start financial planning while I am overseas?*





### Legal Considerations in the Foreign Service

Course Code MQ 854

A panel of experts provided by the American Foreign Service Protective Association discusses contingency planning for mobile foreign affairs agency employees.

*Audience:* Foreign affairs agency employees and family members

*Length of course:* 2 ½ hours

*Tuition:* No charge; register with TC

### Managing Your Rental Property from Overseas

Course Code MQ853

Leaving one's property in the hands of others while overseas can cause anxiety for homeowners. This course offers professional information for making informed decisions about property management.

*Audience:* Foreign affairs agency employees and family members preparing for an overseas assignment

*Length of course:* 2 ½ hours

*Tuition:* No charge; register with TC

### Personal Finances and Investments in the Foreign Service

Course Code MQ852

Frequent mobility and distance from the United States can hamper Foreign Service employees and family members in making sound financial decisions. A panel of experts discusses topics of concern, especially to the novice investor.

*Audience:* Foreign affairs agency employees and family members

*Length of course:* 2 ½ hours

*Tuition:* No charge; register with TC

### Tax Seminar

Course Code MQ117

This course offers advice for foreign affairs personnel in understanding complex tax laws

and managing taxes from abroad.

*Audience:* U.S. Government employees and eligible family members serving abroad

*Length of course:* 2 ½ hours

*Tuition:* No charge; register with TC

### Financial Management and Estate Planning Seminar

Course Code RV 103

Learn how to manage funds and investments for your beneficiaries.

*Audience:* Employees who want to learn about the nuts and bolts of financial and estate planning

*Length of course:* 1 day embedded in RV101

*Tuition:* Register with CDO

### Annuities, Benefits, and Social Security Seminar

Course Code RV104

An in-depth analysis of Annuity and Social Security Benefits, Thrift Savings Plan options, and long-term care insurance.

*Audience:* Employees interested in learning how their benefits are computed

*Length of course:* 1 day embedded in RV101

*Tuition:* Register with CDO

### Security Overseas Seminar

#### Security Overseas Seminar (SOS)

Course Code MQ911

All employees and family members must be adaptable in a dangerous world. Experts identify overseas security risks and provide guidelines for making you and your family less vulnerable. Preparation and contingency planning is stressed.

*Audience:* Mandatory for foreign affairs agency personnel prior to the first overseas assignment; highly recommended for spouses and other U.S. Government employees. These are adult sessions not designed for children.

*Length of course:* 2 days

*Tuition:* Register with CDO





### Advanced Security Overseas Seminar (ASOS)

Course Code MQ912

ASOS, a distance learning course, focuses on what changes have occurred with security issues during the past five years. It also provides fresher information on how to reduce your security risks. It is offered only to those who have taken the two-day Security Overseas Seminar.

*Audience:* Fulfills mandatory requirement for foreign affairs agency personnel to take the SOS program every five years; highly recommended for spouses and other U.S. Government employees. These are adult sessions not designed for children.

*Tuition:* Register online at FSI's LearnCenter

### Youth Security Overseas Seminar (YSOS)

Course Code MQ914

Foreign affairs family members in grades 2-12 explore safety and security threats they might face in overseas environments and identify resources for protecting themselves.

*Audience:* Foreign affairs family members in grades 2-12. (Children must be *entering* 2nd grade.) Classes are divided by age group.

*Length of course:* 1 day

## Support for Unaccompanied Assignments

### Singles in the Foreign Service

Course Code MQ203

Learn about social, practical and logistical issues in the overseas life of a single. Identify personal support systems for singles in the United States and in the overseas mission.

*Audience:* Single foreign affairs agency employees

*Length of course:* ½ day

*Tuition:* No charge; register with TC

### Going Overseas for Singles and Couples without Children

Course Code MQ200

Afternoon session offered in conjunction with MQ 220, exploring strategies for coping with the stress of moving.

*Audience:* Singles and couples going overseas without children. As every move is different, this course is not limited to those embarking on their first overseas assignment

*Length of course:* ½ day

*Tuition:* No charge; register with TC

### Going Overseas: Logistics for Adults

Course Code MQ220

Covers the “nuts and bolts” of planning for the move overseas. Offered in conjunction with MQ200 and MQ210.

*Audience:* Adults moving overseas

*Length of course:* ½ day or one evening without MQ200 & MQ210

*Tuition:* No charge; register with TC

### Maintaining Long-Distance Relationships

Course Code MQ801

Many people in the foreign affairs community find themselves separated from spouses and family for extended periods of time. This presentation focuses on identifying behaviors that strengthen often-apart or long-distance relationships.

*Audience:* Employees and family members

*Length of course:* ½ day

*Tuition:* No charge; register with TC



*“It was very useful to hear personal stories and examples of what others did.”*

## *Foreign Affairs Spouse*



### **High Stress Assignment Outbrief Program**

**Course Code MQ950**

The outbriefs present the challenges of repatriating from high stress environments, including signs and symptoms of possible psychological reactions, such as post traumatic stress disorder (PTSD). The sessions outline indicators and resources if further help is desired and ensure that the State Department understands and appreciates the full range of difficulties encountered at these assignments.

*Audience:* Open to all U.S. Government employees and contractors returning from an overseas high stress assignment (mandatory for employees who have served at least 90 days in Iraq or Afghanistan)

*Length of course:* 2 hours

*Tuition:* Register with CDO

**IMPORTANT NOTE:** Special arrangements will be made to provide the outbrief on a one-to-one basis for those who cannot attend a scheduled event or return to overseas assignments.

### *Post-Career Options*

#### **Mid-Career Retirement Planning Seminar**

**Course Code RV105**

This workshop offers useful information for employees within 10 to 15 years of retirement eligibility. Experts discuss financial and estate planning, annuities and benefits in retirement, life after retirement, the federal long-term care program and the Thrift Savings Plan.

*Audience:* Department of State direct-hire (FS, CS) employees within 10 to 15 years of retirement. Spouses of enrolled DoS employees may attend on a space-available basis. Other agency employees who meet the above-stated requirements may attend on a reimbursable basis; spouses on a space-available reimbursable basis.

*Length of course:* 2 days

*Tuition:* Register with CDO

#### **Retirement Planning Seminar**

**Course Code RV101**

Experts cover various aspects of retirement—annuities, taxes, health, financial and estate planning, and more.

*Audience:* Department of State employees who are within five years of retirement eligibility and their spouses, as well as other U.S. Government employees and their spouses

*Length of course:* 4 days

*Tuition:* Register with CDO

#### **Job Search Program**

**Course Code RV102**

This course addresses all aspects of transition from federal government employment to future employment, entrepreneurship, volunteer work and traditional retirement.

*Audience:* FS and GS employees who are retiring or being involuntary separated (other than for cause).

*Length of course:* From 1 to 2 months depending on classification and agency.

*Tuition:* Register with CDO



## FSI Transition Center Services and Training

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The Transition Center (TC) within the Foreign Service Institute (FSI) prepares employees and their family members for effectiveness in the foreign affairs community by facilitating transitions throughout—and after—their careers. The Transition Center includes the Training Division (TC/T), the Overseas Briefing Center (TC/OBC), and the Career Transition Center (TC/CTC). The TC provides a wealth of information, training, counseling, and referral services on a wide range of topics supporting the individual and the workforce.

### Training Division

The Training Division offers a wide variety of programs and special events designed to meet the diverse needs of employees and family members preparing for an overseas assignment or returning to the United States. The toolkit of training begins with presentations and courses targeting those new to the foreign affairs life. Some courses are designed specifically for spouses, and some focus on children's concerns.

Courses are offered Monday through Friday and on select Saturdays and Wednesday evenings. Prior registration is required. For current course listings and schedules call 703-302-7268, e-mail [FSITCTraining@state.gov](mailto:FSITCTraining@state.gov), or check <http://www.state.gov/m/fsi/tc>.

The two-day *Security Overseas Seminar* (SOS) offers sessions targeted to meet the security awareness needs of U.S. Government personnel and families going overseas. All foreign affairs agency personnel are required to attend the seminar before going overseas. The online *Advanced Security Overseas Seminar* (ASOS) should be taken every five years thereafter and provides updates for persons who have taken the two-day program. Children grades 2-12 are offered age-appropriate one-day workshops, *Youth Security Overseas Seminars* (YSOS), during the summer months.

Register through your Career Development or Training Officer. For course dates call 703-302-7269, email [FSISOS@state.gov](mailto:FSISOS@state.gov), or check <http://www.state.gov/m/fsi/tc>.

### Overseas Briefing Center

The Overseas Briefing Center offers extensive country information, online and at the Foreign Service Institute's Shultz Center campus in Arlington, Virginia. Visit OBC to investigate the country briefing boxes and pick up guidelines on pet travel, consumables, car purchases, insurance, legal affairs, and other logistical information from an international move. Take a look at cross-cultural reference guides and school yearbooks. Watch or borrow one of over 250 post videos and DVDs. OBC operates as a drop-in facility during the week and on



*How do I  
translate my  
experience  
overseas into  
a future here  
in the United  
States?*

selected Saturdays and Wednesday evenings; supervised children are welcome. OBC also provides briefings throughout the year to over a dozen federal agencies.

OBC's online resources include Internet links and publications, plus extensive post information on the State Department intranet. Post Info To Go (<http://fsi.state.gov/fsi/tc/epb/epb.asp>) allow users to download or e-mail materials from over 260 posts. If you cannot access the State Department intranet, and do not have a spouse, partner, or other contact person who can send files to you, request information by e-mail. Please narrow your list of countries before using this option. For more information, check the OBC website (<http://www.state.gov/m/fsi/tc/c6954.htm>), call 703-302-7277, or e-mail [FSIOBCInfoCenter@state.gov](mailto:FSIOBCInfoCenter@state.gov).

### **Career Transition Center**

The Career Transition Center (CTC) provides training, counseling, job leads, and other assistance to U.S. citizen employees of the Department of State and other foreign affairs and federal agencies to help them plan for retirement. Featured programs include: the *Job Search Program* and the *Retirement Planning Seminar*. Two day-long sections of the four-day *Retirement Planning Seminar* can be taken separately: *Financial Management and Estate Planning Workshop* and a one-day seminar on *Annuities, Benefits, and Social Security*. Mid-Career Retirement Planning Seminar (RV105) is a course designed as a retirement check-up for mid-career U.S. foreign affairs employees who are between 10 and 15 years from retirement eligibility.

The CTC also provides several other job search services for its clients:

- A monthly newsletter that provides advice and information on job search techniques
- Job leads compiled from numerous sources and posted on a Yahoo group
- Three job fairs annually with private sector and non-profit employers.



## Partner Offices and Organizations

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### Associates of the American Foreign Service Worldwide (AAFSW)

The Associates of the American Foreign Service Worldwide (AAFSW) is a non-profit organization representing the interests and concerns of today's Foreign Service community. Membership is open to adult family members or employees of the U.S. foreign affairs agencies. AAFSW's website provides online information for Foreign Service families. The e-group Livelines allows members to share up-to-the-minute information and views. Special interest groups such as the Foreign-born Spouses group, the playgroup, special programs, writing groups, and more serve to

bring members together. Reach AAFSW at 703-820-5420 or online at [www.aafsw.org](http://www.aafsw.org).

### Career Development Resource Center (CDRC)

The Career Development Resource Center provides comprehensive career development services for making effective career decisions. It offers individual career counseling with professional counselors. Appointments may cover, but are not limited to, assessing skills and talents, setting goals, learning to network, writing effective federal job applications, building effective interviewing skills, and coaching. The CDRC is available to all Civil Service employ-



*What skills  
do I need to  
be successful  
in the Foreign  
Service life?*



ees as well as Foreign Service family members. Reach CDRC at 202-663-3042 or by e-mail at [CDRC@state.gov](mailto:CDRC@state.gov) or online at Intranet: <http://hrweb.hr.state.gov/csp/cdrc/index.html> (intranet).

### Eldercare Issues

Among other things, the Office of Employee Relations in the Human Resources bureau (HR/ER) oversees a number of programs and provides policy guidance on eldercare-related matters. The Eldercare Coordinator in the Work/Life Program division (HR/ER/WLP) is responsible for developing and promoting Department eldercare support services and programs and administers the Eldercare Emergency Visitation Travel benefit.

Reach the Office of Employee Relations at: Room H236-SA1, Department of state, 2401 E Street NW, Washington, DC, Tel: 202-261-8180; Fax 202-261-8182 Work/Life Programs, Eldercare Coordinator. Intranet: <http://hrweb.hr.state.gov/er/worklife/DependentCare/Eldercare/Eldercare.html>.

### Employee Consultation Service (ECS)

The Employee Consultation Service provides free, confidential counseling to all State Department Civil Service and Foreign Service employees and their family members. ECS has a staff of licensed clinical social workers to help individuals and families with problems they may be facing. Other foreign affairs agency employees should check with their personnel offices for resources available to them. Reach ECS at 202-663-1815 or via e-mail at [MEDECS@state.gov](mailto:MEDECS@state.gov).

### Employee Services Center (ESC)

*formerly the Foreign Service Lounge*

The Employee Services Center (ESC) is the primary check-in and checkout point for all

transferring and in-transit Foreign Service personnel and Civil Service employees on excursion tours. Reach them at Employee Services Center, Department of State, Room 1252, Washington, DC; Tel: 202-647-3432; Intranet: <http://aoprogram.state.gov/esclounge.htm>; hours: 8:15 a.m.–4:45 p.m. weekdays

### Family Liaison Office (FLO)

The Family Liaison Office serves U.S. Government employees and their family members assigned to, serving at, or returning from a U.S. embassy or consulate abroad. FLO's mission is to improve the quality of life for Foreign Service employees and family members by identifying issues and advocating for programs and solutions, providing a variety of client services, and extending services to overseas communities by managing the worldwide Community Liaison Office (CLO) program. Our major areas of interest are family member employment (overseas and in the DC area), education and youth issues (including special needs), and support services (divorce, adoptions, personal crises, evacuations, naturalization, and unaccompanied assignments). We deliver services in these areas through individual advising, training and presentations, publications, and the CLO program. Contact FLO at 202-647-1076, by e-mail at [flo@state.gov](mailto:flo@state.gov), or online at <http://www.state.gov/m/dghr/flo>.

### IQ: InfoQuest

IQ: Information Quest is an agency-paid benefit that offers assistance with child care and parenting, adult care and aging, health and wellness, financial and legal concerns, pet care, education, and more.

Go to [www.worklife4you.com](http://www.worklife4you.com) and look for the "Registered Users" box (do not click on the "New User" link). Enter Screen Name: state-department and Password: infoquest. For help





### Foreign Service Youth Foundation (FSYF)

The Foreign Service Youth Foundation (FSYF) was established in 1989 to inform, advocate, and develop outreach activities for the internationally mobile youth of all U.S. foreign affairs agencies. Contact FSYF at 301-404-6655 or online at <http://www.fsyf.org>.

### Around the World in a Lifetime (AWAL)

Around the World in a Lifetime (AWAL) is an FSYF-sponsored group for teens ages 13-19. Members meet once a month for an informal discussion/social meeting and to publish their newsletter, *Wings of AWAL*. The newsletter allows Foreign Service teens in Washington and overseas to stay in touch, share their experiences about living abroad, discuss reentry challenges and successes, and explore other topics of mutual interest. AWAL members also participate in service projects. Contact AWAL via FSYF at 301-404-6655 or online at <http://www.fsyf.org>.

### DiploKids

Diplokids, cosponsored by FSYF and AAFSW and established in 2003, is an after-school activity group to support 5-8 year-old Foreign Service kids. FSYF also maintains a commitment to assist parents in raising children in this mobile lifestyle. Contact DiploKids via FSYF at 301-404-6655 or online at <http://www.fsyf.org>.

### Globe Trotters

Globe Trotters is an FSYF-sponsored organization for pre-teens ages 9-12. Their newsletter *Here, There, and Everywhere* is published quarterly and sent to members worldwide. They plan social activities every month or two, such as trips to amusement parks, waterparks, hiking, and ice-skating events. They also have periodic programs for reentry or preparation for moving abroad. Contact Globe Trotters through FSYF at 703-731-2960 or online at <http://www.fsyf.org>.

logging on, contact the Help Desk at 888-604-9565. For 24-hour toll-free telephone service, call 866-552-IQ4U (4748) or TTY/TDD 800-873-1322; or e-mail [Specialist@LifeCare.com](mailto:Specialist@LifeCare.com).

Other foreign affairs agency employees should check with their personnel offices to see what resources are available to them.

### Office of Casualty Assistance

The Office of Casualty Assistance (OCA) provides ongoing support to U.S. Government employees and their family members serving abroad under Chief of Mission authority, and to Department of State employees in the United States who are the victims of terrorist, mass casualty, or other critical incidents. The office is an advocate for victims within the Department of State, other federal agen-





cies, and the private sector. It also provides information about benefits and compensation, resources, grief counseling, and special events. Contact: 202-736-4302, 1-877-887-5996 or Intranet <http://hrweb.hr.state.gov/oca/>.

### Office of Medical Services

The Office of Medical Services' mission is to safeguard and promote the health and well being of America's diplomatic community.

The Office of Medical Services will work as a team to toolkitssly improve the quality of our patient care and to foster our professional growth. We will comply with all applicable requirements and toolkitssly improve our management system. We will measure our success through patient and customer satisfaction.

The Medical Program includes Medical Clearances, Foreign Programs, Mental Health Services, Continuing Medical Education, Safety & Health, and Emergency Response & Preparedness.

MED may be reached at: Office of Medical Services, Department of State, Room L209-SA 1, 2401 E Street, NW, Washington, DC; Tel: 202-663-1611; Detailed information may be obtained at <http://med.state.gov/> (intranet).

### Office of Overseas Schools

The Office of Overseas Schools (A/OPR/OS) assists independent overseas schools in meeting legislative criteria. The Office of Overseas Schools works closely with posts overseas and American-sponsored overseas schools and maintains liaison with U.S. colleges

and universities, school systems, professional organizations, and appropriate government offices in developing assistance initiatives. The office publishes a one-page "Fact Sheet" on each overseas American-sponsored school assisted by the State Department.

The office offers several informational publications and maintains a resource center with varied information on schools, including yearbooks, newsletters, school profiles, and curriculums. Families are encouraged to contact the Office of Overseas Schools for information on educational opportunities overseas for their school-age dependent children. Reach them at 202-261-8200, by e-mail at: [OverseasSchools@state.gov](mailto:OverseasSchools@state.gov) or online at Internet: <http://www.state.gov/m/a/os/>; Intranet: <http://aopros.a.state.gov/>.

