

1 FAM 230

BUREAU OF HUMAN RESOURCES (HR)

(CT:ORG-165; 02-23-2007)
(Office of Origin: HR/HRDG/OCA)

1 FAM 231 DIRECTOR GENERAL OF THE FOREIGN SERVICE AND DIRECTOR OF HUMAN RESOURCES (M/DGHR)

1 FAM 231.1 Responsibilities

(CT:ORG-165; 02-23-2007)

- a. The Director General of the Foreign Service and Director of Human Resources (M/DGHR) reports directly to the Under Secretary for Management (M).
- b. In consultation with the Under Secretary for Management, M/DGHR manages the operation of the Bureau of Human Resources (HR) and is responsible for the operation of the Department's:
 - (1) Foreign Service and Civil Service human resource systems;
 - (2) Employees' health and medical programs; and
 - (3) Family liaison functions.

Most functions are carried out by delegations to the Deputy Assistant Secretaries for Human Resources (HR), the Medical Director (M/DGHR/MED), the Director of the Office of Family Liaison (M/DGHR/FLO), the Director of the Office of Casualty Assistance (M/DGHR/OCA), and other HR office directors. The Director General personally decides human resource, medical, and family liaison-related issues, when appropriate.

- c. The DGHR coordinates human resources policies of the Department of State with those of the other foreign affairs agencies, including:
 - (1) U.S. Agency for International Development (USAID);
 - (2) Peace Corps;

- (3) International Broadcasting Board; and
 - (4) Some elements of the Departments of Agriculture and Commerce.
- d. The DGHR serves as Chairperson of the Board of the Foreign Service and the Board of Examiners for the Foreign Service, and also serves as Chairperson of the Executive Resources Board (ERB).
- e. The DGHR has overall substantive and coordinating responsibility for the following Department regulatory publications:
- (1) Foreign Affairs Manual, Volume 1 (Organization and Functions) 1 FAM 230, Bureau of Human Resources (HR);
 - (2) Foreign Affairs Manual, Volume 2 (General) 2 FAM 113.10, Community Liaison Office; and
 - (3) Foreign Affairs Manual, Volume 3 (Human Resources) and its related Foreign Affairs Handbooks in their entirety.
- f. Has substantive responsibility for 1 FAM 014, Organization Control, Policies, and Functional Statements (with FMP and A/*ISS*/DIR).

1 FAM 231.2 Organization

(TL:ORG-93; 11-30-2000)

An organization chart of HR is found as 1 FAM 231 Exhibit 231.2.

1 FAM 231.3 Definitions

(TL:ORG-93; 11-30-2000)

U.S. Foreign Service employees. U.S. citizens who are members of the Foreign Service.

Abroad. Any locations outside of the United States and its territories.

Personnelist. A generic term used to describe any individual engaged in either Foreign Service or Civil Service human resources work at a professional level.

Schedules A, B, and C. These schedules are appointing authorities which cover a very wide range of positions and are subject to change. For a complete listing, see 5 CFR 213.

Worldwide. This refers to all Department of State locations, both in and out of the United States and its territories.

1 FAM 231.4 Authorities

(TL:ORG-93; 11-30-2000)

- a. The Director General was designated as the head of the Bureau of Human Resources. The Bureau was created as a result of the realignment of the Department's human resources functions on November 23, 1975. (The position of Director General of the Foreign Service was created by the Foreign Service Act of 1946.)
- b. The human resources functions performed by the Bureau of Human Resources are carried out under the applicable laws of the United States, principally those contained in Title 5 of the United States Code, the Foreign Service Act of 1980, the U.N. Participation Act, authorities transferred under the Foreign Affairs Reform and Restructuring Act of 1998, enabling legislation of the foreign affairs agencies, and implementing Executive Orders, regulations, and directives.
- c. The Medical Program of the Department of State and the Foreign Service operates under the authorities of the Foreign Service Act of 1980, as amended, and the Randolph Health Act.

1 FAM 232 UNITS DIRECTLY ATTACHED TO M/DGHR

1 FAM 232.1 Family Liaison Office (M/DGHR/FLO)

(TL:ORG-93; 11-30-2000)

The Family Liaison Office (FLO) is an advocate on quality-of-life issues for Foreign Service and other U.S. Government agency employees and family members assigned to posts abroad. FLO represents concerns to management, develops programs, and provides client services, particularly, but not solely, in the areas of education, family member employment, and crisis management. FLO plays a key role in evacuation preparation, implementation, and support. FLO sets policy for and manages the Community Liaison Office Program which provides similar services at posts abroad.

1 FAM 232.2 Medical Director (M/DGHR/MED)

(TL:ORG-108; 11-09-2001)

- a. Coordinates and directs the medical program of the Department of State (see 3 FAM 1900 Appendix B) in consultation with the Director General of the Foreign Service.
- b. Serves as the senior advisor to the Secretary, the Under Secretary for Management, and the Director General on all physical and mental health issues of the Department's workforce, both domestically and abroad.
- c. Manages the operation of the Office of Medical Services, oversees the activities of various operational elements, and administers the Department's medical program, domestically and abroad. This function includes, but is not limited to:
 - (1) Medical examinations;
 - (2) Medical clearances;
 - (3) Medical Health Program (including the Alcohol and Drug Awareness Program, and the Employee Consultation Service);
 - (4) Occupational Safety and Health Program;
 - (5) Quality Improvement Program; and
 - (6) Medical information management.
- d. Serves as the Department's coordinator for HIV/AIDS policy and training.
- e. Serves as the Designated Agency Safety and Health Officer (DASHO) for the Department of State, pursuant to section 19 of the Occupational Safety and Health Act of 1970, as amended (22 U.S.C. 668), the OSHA regulations at 29 CFR part 1960.6, and Executive Order 12196 (February 26, 1980). As DASHO, the Medical Director is supported by two deputies, residing in the Overseas Building and the Bureau of Administration.
- f. DASHO functions include, but are not limited to:
 - (1) The management and administration of the world-wide occupational safety and health program for the Department of State as required by Executive Order 12196 dated February 26, 1980, as amended, and at 29 CFR part 1960.6(a).
 - (2) The management of safety and health issues of the Department's total workforce, including Civil and Foreign Service employees and

Foreign Service Nationals.

1 FAM 232.3 Policy Coordination Staff (M/DGHR/PC)

(TL:ORG-93; 11-30-2000)

- a. Serves as Department coordinator for modification of the human resources system and for coordination of Foreign Service and Civil Service human resource policies, programs, and procedures.
- b. Recommends changes in human resources policy and programs; ensures coordination of policies and procedures within the Bureau and with other bureaus and their integration into the overall priorities and goals of the Director General of the Foreign Service and Director of Human Resources; and monitors implementation.
- c. Provides regular liaison with the American Foreign Service Association, American Federation of U.S. Government Employees, other agencies, and the Congress, the public, the press, and other media on matters of human resources policy on behalf of M/DGHR.
- d. Performs a wide range of policy planning and implementation functions including human resources research, long-range planning and studies, and coordinates Bureau action on all human resources issues, including legislative issues, litigation, labor-management partnership, collective bargaining, public affairs, regulations, and equal employment.

1 FAM 232.4 Office of Casualty Assistance (M/DGHR/OCA)

(CT:ORG-145; 11-15-2005)

The Office of Casualty Assistance (OCA) provides administrative assistance and support following the death of a direct hire U.S. citizen Department of State employee serving abroad or their family member, or of a Department of State employee in the United States.

OCA also offers support to all direct hire U.S. Government employees serving under chief of mission authority and their family members, including Locally Employed Staff (LES), and Department of State employees in the United States who are victims of terrorism, mass casualty, or certain other critical incidents, whether the victims are killed, injured or impaired. OCA provides a single point of contact at the Department for employees and families, and is an advocate within the Department, with other federal, state

and local agencies, and in the private sector, providing assistance with respect to benefits and compensation, counseling, community services, and other support. OCA also may assist employees and family members in cases of terminal illness.

OCA has established Crisis Support Teams and trains volunteer members (consisting of HR employees from various offices), which may be called upon to provide family support in the aftermath of an incident involving multiple deaths and/or injuries.

OCA maintains a detailed website on the Department of State's Intranet.

1 FAM 233 DEPUTY ASSISTANT SECRETARIES FOR HUMAN RESOURCES (DGHR/HR)

1 FAM 233.1 Principal Deputy Assistant Secretary for Human Resources (DGHR/HR)

(TL:ORG-93; 11-30-2000)

- a. As the Principal Deputy Assistant Secretary for Human Resources, serves as the principal deputy to the Director General of the Foreign Service and Director of Human Resources, assisting in the formulation and implementation of human resources policies and programs of the Department and the Foreign Service and other organizations under the jurisdiction of the Secretary of State.
- b. As designated by the Director General, oversees the activities of various operating elements responsible for administering selected human resources programs of the Department and the Foreign Service.
- c. Serves as a member of the Training Policy Committee.
- d. When so designated, serves as Acting Director General of the Foreign Service and Director of Human Resources.

1 FAM 233.2 Deputy Assistant Secretaries for Human Resources (DGHR/HR)

(TL:ORG-93; 11-30-2000)

- a. Serve as one of three deputies to the Director General of the Foreign Service and Director of Human Resources, assisting in the formulation

and implementation of the human resources policies and programs of the Department and the Foreign Service and other organizations under the jurisdiction of the Secretary of State.

- b. As assigned by the Director General, oversees the activities of various operating elements responsible for administering selected human resources programs in the Department and abroad.
- c. Undertakes specific supervisory responsibilities as designated by the Director General.
- d. When so designated, serve as Acting Director General of the Foreign Service and Director of Human Resources.

1 FAM 234 GRIEVANCE STAFF (HR/G)

(TL:ORG-93; 11-30-2000)

- a. Advises and assists the Director General of the Foreign Service and senior officials of the Bureau of Human Resources with regard to grievance matters involving Foreign Service and Civil Service employees.
- b. Investigates grievances and prepares recommendations, in the form of decision letters for the signature of a Deputy Assistant Secretary for Human Resources, for the resolution of grievances submitted under the Foreign Service Grievance System (see 3 FAM 4400) or the Civil Service Grievance System (see 3 FAM 4700).
- c. Oversees implementation of remedial action, as necessary, to resolve grievances.
- d. Represents the Department in cases appealed to the Foreign Service Grievance Board.
- e. Maintains liaison with the Office of the Legal Adviser (L) and the Department of Justice regarding litigation arising from grievance cases.

1 FAM 235 OFFICES

1 FAM 235.1 Office of Career Development and Assignments (HR/CDA)

(TL:ORG-93; 11-30-2000)

- a. Directs all programs concerned with the professional development of U.S. citizen members of the Foreign Service of the Department, except those training functions specifically delegated to the Foreign Service Institute (M/FSI), giving appropriate consideration to employee development, Bureau requirements, and needs of the Foreign Service and Foreign Service discipline.
- b. Administers the open assignment process of the Foreign Service by proposing candidates for onward assignments while maintaining a balance between the requirements of the Department and the career development needs of the individual.
- c. Administers the human resources policies, programs, and regulations affecting human resources within the jurisdiction of the office, making recommendations for changes and improvements when appropriate.
- d. Provides career counseling to Foreign Service applicants, including guidance on career development and transition from previous careers into the Foreign Service, and implements the Department's affirmative action policies as they affect career development and assignments.
- e. Administers: legislation; regulations; Executive Orders; policies; informal and formal agreements between the Department of State and other U.S. Government agencies relating to commissions, titles, and rank; precedence regulations; and policies for all U.S. Government personnel assigned to Foreign Service posts.
- f. Coordinates and processes the appointment and resignation of candidates for, and incumbents of, chief of mission and other Presidential appointment positions which come under the jurisdiction of the Department of State.

1 FAM 235.2 Office of Civil Service Personnel (HR/CSP)

(TL:ORG-93; 11-30-2000)

- a. Develops and administers programs, policies, and procedures for designated Civil Service human resources management functions, including merit staffing, career development and training, performance management, executive resources management, and position classification for both the Civil and Foreign Service.
- b. Analyzes human resources management issues, evaluates alternative approaches, and develops Department-wide programs and policies to

meet identified needs. Reviews pertinent statutes, applicable case law, and drafts FAM issuances in support of assigned programs and functions.

- c. Provides advice, guidance, technical assistance, and operations-level support services to Department clients in the areas of classification, staffing, performance management, and executive resources management. Ensures that human resources actions submitted by customers and programs administered by clients are in compliance with applicable laws, rules, and regulations.
- d. Serves as liaison with the Office of Personnel Management on matters related to designated Civil Service functions.
- e. Exercises final approval authority for position classification and human resources staffing actions initiated by client bureaus.

1 FAM 235.3 Office of Employee Relations (HR/ER)

(TL:ORG-93; 11-30-2000)

- a. Administers and develops policies, plans, and procedures for:
 - (1) Annual, sick, and home leave;
 - (2) Emergency visitation travel;
 - (3) Travel of children of separated parents;
 - (4) Voluntary leave transfer program;
 - (5) Family and Medical Leave Act;
 - (6) Visitation and rest and recuperation (R&R) travel;
 - (7) R&R posts for State and participating foreign affairs agencies;
 - (8) The conduct, suitability, and discipline program for Foreign Service and Civil Service employees;
 - (9) The counseling and naturalization services for Foreign Service members marrying foreign nationals;
 - (10) Adverse actions based on performance; and
 - (11) Counseling supervisors and employees on conduct and performance problems.

- b. Administers and develops policies, plans, and procedures for employee benefits and services programs, including the:
 - (1) Federal Employees Health Benefits Program and the Federal Employees Group Life Insurance Program;
 - (2) Employment programs for persons with disabilities and disabled veterans;
 - (3) Workers compensation programs; and
 - (4) Family Workplace Initiatives Program.
- c. Manages the regulations process for M/HR and HR. Issues human resources regulations for M/DGHR, HR, the Foreign Service, and the other foreign affairs agencies. This function includes:
 - (1) Coordination of the preparation and clearance by appropriate offices of new and revised human resources regulations, and tracking their progress; and
 - (2) Drafting, editing, obtaining appropriate interagency management clearances, and publication of approved human resources regulations.
- d. Administers Department campaigns and drives including the Combined Federal Campaign, U.S. Savings Bond Drive, and volunteer programs.
- e. Publishes and distributes the monthly State Magazine.

1 FAM 235.4 Executive Office (HR/EX)

(TL:ORG-93; 11-30-2000)

- a. Coordinates with Bureau offices overall Department and Bureau policy requirements.
- b. Formulates and executes the budget for the Bureau.
- c. Authorizes and approves funds for travel and transportation of effects associated with the assignment, transfer, home leave, and separation of Foreign Service personnel and their dependents.
- d. Provides administrative and general support services for the Bureau.
- e. Coordinates human resources services for the Bureau.

- f. Develops and coordinates the records management program for the Bureau.
- g. Maintains official human resources folders and controls access to them.
- h. Administers the Freedom of Information and Privacy Acts for the Bureau.
- i. Provides employment verification services.
- j. Manages the Communications Center for the Bureau.
- k. Manages the Bureau's automation and information management program.
- l. Provides expert advice and guidance to personnelists in the Department and abroad on all aspects of human resources processing.
- m. Maintains the Department's central human resources database and provides official human resources statistical information.

1 FAM 235.5 Office of Overseas Employment (HR/OE)

(TL:ORG-93; 11-30-2000)

Develops, coordinates, and administers the policies, regulations, and procedures governing the independent interagency FSN human resources system, including local compensation plans covering foreign nationals and U.S. citizens resident abroad, direct-hire, personal services contract and agreement employees hired by the Department of State, the other foreign affairs agencies, and other participating U.S. Government agencies attached to Foreign Service posts abroad, and the Department's direct-hire and personal services contract and/or agreement employment programs for all locally-employed U.S. citizen employees, including U.S. citizens resident abroad and employees who are eligible family members of career U.S. Foreign, Civil, and uniform military Service personnel. Monitors posts' administration of these systems. Provides policy interpretation and procedural guidance on the management of human resources. Takes the lead on interagency policy, legislative, regulatory, and procedural issues for foreign national and U.S. citizens employed abroad. Serves as the executive office for the Interagency Foreign Service National Human Resources Policy Coordinating Committee.

1 FAM 235.6 Office of Performance Evaluation (HR/PE)

(TL:ORG-93; 11-30-2000)

- a. Develops and administers human resources policies, programs, and regulations affecting performance evaluation, promotion, tenuring, separation of members of the Foreign Service and the Department's incentive awards, and suggestion awards programs. Develops and administers appropriate training for users of the Foreign Service appraisal system.
- b. Organizes, advises, and provides staff services for the review and appraisal of the performance records of Foreign Service members.
- c. Implements the decisions of the Under Secretary for Management and/or the Director General of the Foreign Service and Director of Human Resources regarding tenuring boards and other review panels and boards for Foreign Service members.

1 FAM 235.7 Office of Retirement (HR/RET)

(TL:ORG-93; 11-30-2000)

- a. Administers the Foreign Service Retirement and Disability System and the Foreign Service Pension System for participants for the Department of State and other foreign affairs agencies.
 - (1) Issues policies and regulations and operates automated systems to manage these programs.
 - (2) Determines eligibility for benefits and authorizes payment, adjustment, and termination of benefits under these programs.
 - (3) Counsels U.S. Foreign Service employees and their families about these programs.
- b. Helps OPM administer the Civil Service Retirement System and the Federal Employees Retirement System for Department of State employees (including FSNs) covered by these programs.
 - (1) Helps prepare retirement records in conjunction with Bureau executive offices, FMP, and posts abroad for submission to OPM.
 - (2) Counsels U.S. Civil Service Employees and their families about these programs.
- c. Helps OPM administer the Federal Employees Group Life Insurance (FEGLI) Program and the Federal Employees Health Benefits (FEHB)

Program for Foreign Service annuitants and certain Department of State employees and their dependents, as described below.

- (1) Maintains records of health and life insurance enrollments and authorizes collection of premiums for coverage of annuitants under these programs.
 - (2) Manages the FEHB program for former spouses of Foreign Service employees and annuitants.
 - (3) Manages the program for temporary continuation of FEHB coverage under Pub. L. 100-654 for all Department of State employees and Foreign Service annuitants.
- d. Helps the Federal Retirement Thrift Investment Board administer the Thrift Savings Plan (TSP) for Department of State participants. HR/RET manages TSP open seasons for Department of State employees.
- e. Conducts briefings on the Civil Service and Foreign Service Retirement Systems at periodic retirement planning seminars.

1 FAM 235.8 Office of Recruitment, Examination, and Employment (HR/REE)

(TL:ORG-93; 11-30-2000)

- a. Manages and coordinates the recruitment, examination, and selection and hiring of new Foreign Service human resources for the Department.
- b. Provides a Staff Director, Registrar, and staff for the Board of Examiners of the Foreign Service (HR/REE/BEX).
- c. Manages student employment programs for the Department.
- d. Provides related services to other foreign affairs agencies on a limited basis as provided by agreements with those agencies.

1 FAM 235.9 Office of Resource Management and Analysis (HR/RMA)

(CT:ORG-165; 02-23-2007)

- a. Provides overall leadership and coordination in the development and implementation of policies, plans, procedures, and standards for classification of Foreign Service positions.

- b. Administers, interprets, and disseminates policies and procedures for Civil Service classification and appeals.
- c. Conducts standards reviews and development projects (both Foreign Service and Civil Service) to include coordination of the review and comment on draft OPM Civil Service classification standards.
- d. Plans, develops, establishes, interprets, evaluates, and advises management on U.S. Government-wide uniform foreign affairs agency and Department policies, procedures, activities, and/or strategies affecting a wide range of compensation program areas.
- e. Conducts evaluations, policy development, and operational activities associated with the Department's organizational review and approval, and position management programs.
- f. Establishes and maintains the Department's organizational and position management policies and procedures as outlined in 1 FAM 015 (with FMP and A/*ISS*/DIR) and 3 FAM 2610.
- g. Approves the establishment, abolishment, or reprogramming, as appropriate, of all Department of State positions.
- h. Directs a workload measurement program and manages the Department's full-time equivalent (FTE) system.
- I. Allocates FTE ceilings to Department bureaus and realigns allocations based upon changing needs and priorities.
- j. Conducts reviews of all Bureau program plans and budget submissions to recommend and justify allocation of human resources.
- k. Defends the Department's FTE requirements before the Office of Management and Budget (OMB).
- l. Provides workforce planning for both the Foreign Service and Civil Service.
- m. Analyzes human resources management issues and develops management systems to permit more effective use of available resources.
- n. Supports the Director General of the Foreign Service and Director of Human Resources (M/DGHR) in his or her role as a member of the Under Secretary for Management's team.
- o. Conducts special studies and/or coordinates Department programs related to position classification, position management, occupational

structure, compensation, workforce planning, or resource planning.

- p. Provides analysis of general human resources management issues of interest to Department's principal officers.

1 FAM 236 THROUGH 239 UNASSIGNED

1 FAM 231 EXHIBIT 231.2 BUREAU OF HUMAN RESOURCES (HR)

(TL:ORG-93; 11-30-2000)

