

1 FAM 250

BUREAU OF CONSULAR AFFAIRS (CA)

(CT:ORG-217; 07-23-2009)
(Office of Origin: CA/EX/HRD)

1 FAM 251 ASSISTANT SECRETARY FOR CONSULAR AFFAIRS (CA)

1 FAM 251.1 Responsibilities

(TL:ORG-127; 09-02-2003)

- a. Reports directly to the Under Secretary for Management Affairs (M).
- b. Under the direction of the Secretary of State, formulates and implements policy relating to immigration and consular services. Initiates consular policy changes and provides guidance and recommendations on related foreign policy issues to Department principals and U.S. embassies and consulates.
- c. Administers the provisions of the Immigration and Nationality Act and all other immigration and nationality laws relating to the powers, duties, and functions of diplomatic and consular officers of the United States, except those powers, duties, and functions conferred by law directly upon consular officers.
- d. Develops, establishes, revises, promulgates, and directs policies, procedures, and regulations relating to functions of the Bureau, including the issuance of passports and related services, issuance of visas and related services, immigration, protection and welfare of U.S. citizens and interests abroad, third-country representation of interests of foreign governments, and the determination of nationality of persons not in the United States.
- e. Manages the worldwide consular function; ensures responsive and efficient provision of consular services abroad; works closely with the Director General of the Foreign Service and Director of Human Resources to ensure the availability of programs for the professional development and utilization of consular personnel; and presents and justifies resource requirements for the Bureau before Congress, OMB, and within the Department; and oversees the management of Bureau resources.

- f. Maintains direct and continuous liaison with appropriate Congressional committees, the heads of various Federal Government agencies (e.g., Department of Homeland Security (DHS), U.S. Customs Service, Federal Bureau of Investigation (FBI)), and special public and/or Presidential commissions.
- g. Has overall substantive and coordinating responsibility for the following Department regulatory publications:
 - (1) The 1 FAM 250, Bureau of Consular Affairs (CA);
 - (2) Foreign Affairs Manual Volume 7, Consular Affairs (parts of Passport Services, formerly 8 FAM, are incorporated in this volume); and
 - (3) Foreign Affairs Manual Volume 9, Visas.

1 FAM 251.2 Organization

(CT:ORG-153; 03-14-2006)

See 1 FAM Exhibit 251.2 for an organization chart of CA.

1 FAM 251.3 Definitions

(TL:ORG-127; 09-02-2003)

Border and International Programs and/or Biometric Identifier—The Border Biometrics Program is an automated methodology for verifying border crossing card holder identity within an acceptable range of reliability based on one or more physiological or behavioral identifiers, unique to the individual. Such might include photographs, fingerprints, hand geometry, voice patterns, retinal patterns, etc.

1 FAM 251.4 Authorities

(TL:ORG-127; 09-02-2003)

The authorities are found in the following:

- (1) Immigration and Nationality Act of 1952, as amended, sections 104, 105, 349(a)(5), 358, and 359 (8 U.S.C. 1104, 1105, 1481(a)(5), 1501, and 1502);
- (2) State Department Basic Authorities Act of 1956, as amended; sections 1, 2(j), and 4(d) (22 U.S.C. 2651a, 1670(j), and 2671(d));

- (3) Revised Statutes sections 2000 and 2001 (22 U.S.C. 1731 and 1732);
- (4) Act of July 3, 1926, as amended (22 U.S.C. 211a); Revised Statutes section 4076 (22 U.S.C. 212); Act of June 15, 1917, section 1, as amended (22 U.S.C. 213); Act of June 4, 1920, section 1, as amended (22 U.S.C. 214); Acts of 1926, 1920 other sections (22 U.S.C. 214a, 216, 217a); and Revised Statutes section 4077 (22 U.S.C. 218);
- (5) Vienna Convention on Consular Relations and bilateral consular conventions providing consular access to arrested U.S. citizens;
- (6) International Child Abduction Remedies Act of 1988, Public Law 100-300; Hague Convention on the Civil Aspects of International Child Abduction, 58 FR 3/26/86;
- (7) Aviation Security Improvement Act of 1990, Public Law 101-604;
- (8) Hague Convention on the Service Abroad of Judicial and Extrajudicial Documents in Civil or Commercial Matters, 20 U.S.T. 361; Hague Convention on the Taking of Evidence Abroad in Civil or Commercial Matters, 20 U.S.T. 2555; Rule 44(a)(2), Federal Rules of Civil Procedure (28 U.S.C. Appendix); Rule 44(a)(2), Federal Rules of Evidence (28 U.S.C. Appendix); 28 U.S.C. section 1608;
- (9) Revised Statutes sections 1689, 4082, 1707, 1708, 1709, 1710, 1711, 1715, 1716, 1717, 1718, 1719, 1722, 1723, 1724, 1725, 1726, 1727, 1727, 1731, 1734, 1737, 1745, 1746, 1750, and provisions of miscellaneous public laws, all codified at 22 U.S.C. 4191-4226; 46 U.S.C. section 1 et seq.; 22 CFR Parts 81-88;
- (10) Public Law 103-286, section 140 (8 U.S.C. 1351 and 1182 note); and
- (11) Public Law 104-208, section 104 (Foreign Service Act of 1980, as amended) (22 U.S.C. 3904).

1 FAM 252 PRINCIPAL DEPUTY ASSISTANT SECRETARY

(TL:ORG-90; 10-02-2000)

- a. Serves as principal deputy to the Assistant Secretary in coordinating policy, management, and operational activities of the Bureau and the

consular function. Is the Deputy Assistant Secretary to the Office of Public Affairs and Policy Coordination (CA/P) and the Office of Fraud Prevention Programs (CA/FPP) report.

- b. As the Deputy Assistant Secretary for Overseas Citizens Services (CA/OCS), carries out his or her own responsibilities, which are found in 1 FAM 255.

1 FAM 252.1 Office of Public Affairs and Policy Coordination (CA/P)

(TL:ORG-127; 09-02-2003)

- a. Reports directly to the Principal Deputy Assistant Secretary for Consular Affairs.
- b. Develops and implements programs for providing information on consular work and issues to the public and the Congress.
- c. Provides legislative liaison on consular matters.
- d. Carries out special projects, as directed.
- e. Prepares press guidance and provides information to reporters and journalists on consular-related foreign policy developments. Provides similar services for use by the Bureau of Public Affairs' Office of Press and Deputy Spokesperson (PA/PR).
- f. Establishes standards for, coordinates preparation of, and edits all Bureau publications. Designs and produces brochures and pamphlets on consular matters.
- g. Maintains automated systems, such as the consular microlog recording (an automated telephone information system), the Consular Affairs Electronic Bulletin Board, and an auto-fax to disseminate consular information.
- h. Provides public affairs guidance to CA's constituent offices, and to Department bureaus on matters involving consular issues and on the performance of services for the public, both within the United States and abroad.
- i. Coordinates requests for media interviews with CA personnel.
- j. Analyzes and follows the progress of proposed legislation concerning consular matters. Proposes Bureau legislative strategies. Prepares

testimony for Bureau principals and coordinates the preparation of formal comments on legislation.

- k. Recommends consular policy developments on matters affecting the entire Bureau.
- l. Drafts briefing materials on consular issues for Bureau and Department principal officers.
- m. Coordinates Bureau response to special information requests from Congress and other U.S. Government agencies.
- n. Oversees the preparation of objectives and goals for the Bureau and its constituent offices.
- o. Carries out other long-range projects, as directed.

1 FAM 252.2 Office of Consular Fraud Prevention Programs (CA/FPP)

1 FAM 252.2-1 General Division Responsibilities

(TL:ORG-90; 10-02-2000)

- a. Directs the formulation, coordination, and promulgation of policies and practices related to passport, visa, Federal benefits, and other consular services anti-fraud programs.
- b. Develops and provides policy and procedural guidance to passport agencies, Foreign Service posts, other Federal agencies, and other offices within the Department pertaining to fraud prevention in connection with passport, visa, Federal benefits, and other consular services.
- c. Coordinates and directs the development of Bureau policy for combating fraud, and designs, monitors, and coordinates Bureau fraud programs.
- d. Directs the consular anti-fraud program; ensures a continuing liaison with other Federal agencies, representatives of foreign governments, and other bureaus within the Department to develop, maintain, and provide mutual cooperation with anti-fraud programs and policies.
- e. CA/FPP has two regional divisions:
 - (1) European, Near Eastern and South Asian, and African Services Division (CA/FPP/ENAF); and

- (2) Inter-American and East Asian and Pacific Services Division
(CA/FPP/EAAR).

1 FAM 252.2-2 Regional Division Responsibilities

(TL:ORG-127; 09-02-2003)

- a. Develops and recommends policies and operates programs designed to ensure the integrity of U.S. passports and visas, and to prevent, detect, and eliminate passport, visa, Federal benefits, and related consular fraud; prepares preventative and protective recommendations for consideration by the Principal Deputy Assistant Secretary for Consular Affairs and the other deputy assistant secretaries within the Bureau.
- b. Analyzes and coordinates passport, visa, and consular cases involving document integrity, fraud, and special problems. Coordinates and conducts liaison with other U.S. Government and law enforcement agencies on these matters. Negotiates and drafts proposed agreements between the Department and other U.S. Government agencies concerning fraud investigations and provides coordinated implementation of the agreements. Recommends modifications, as required.
- c. Develops and provides anti-fraud training for passport agents, consular officers, the Department of Homeland Security (DHS), and representatives of other Federal agencies. Instructs the field on operational aspects of the fraud function. Coordinates fraud matters among Foreign Service posts, passport agencies, the Department, and other U.S. Government agencies.
- d. Implements the consular anti-fraud programs. Briefs and debriefs consular personnel, OIG personnel, and other officers within and outside the Department on consular fraud. Provides guidance and participates in the preparation of fraud officer duties, and country fraud summaries.
- e. Evaluates consular fraud workloads and trends at Department offices and posts and recommends changes in priorities, resources, and/or techniques in protecting the integrity of CA's activities.

1 FAM 252.3 OFFICE OF CONSULAR TECHNOLOGY (CA/CT)

(CT:ORG-153; 03-14-2006)

- a. Plans, directs and coordinates consular information technology systems, application studies and development functions for the Department's visa,

passport and overseas citizen services operations, including the Bureau's Border Security Program, from concept to product, including research, design, development, testing and launch. Develops and refines business processes with input from intended end-users and partnering agencies, ensuring systems functionality, interfaces, data utility, data quality and security.

- b. Plans, directs and coordinates information technology systems and application studies to support interagency border security and data share efforts. Ensures that the Department's border security systems work with those of the Department of Homeland Security (DHS), the Department of Justice (DOJ), and other federal agencies, as appropriate. Manages related telecommunications and data sharing agreements between the Bureau and other federal agencies, including DHS and DOJ.
- c. Maintains identity and lookout systems for visa and passport processing, including name-check systems such as the Consular Lookout and Support System (CLASS). Develops enhancements such as use of facial recognition and fingerprint matching. Coordinates with other agencies on lookout system standards, technology and data sharing.
- d. Develops and implements standards for the Bureau's enterprise architecture and maintains the Consular Consolidated Database (CCD) for real-time access to visa and passport records worldwide. Monitors data quality and ensures system architecture meets current and projected requirements, applying leading edge technology solutions for systems' performance and security.
- e. Acts as Executive Secretariat for the Bureau's Information Technology Management Steering Committee, which sets:
 - (1) Policy;
 - (2) Program;
 - (3) Resource direction for secure, effective consular systems enterprise architecture; and,
 - (4) Specialized systems and applications worldwide.
- f. Represents the Bureau in information technology and telecommunications-related activities within:
 - (1) The Department,
 - (2) Other federal agencies;

- (3) Other governments; and
 - (4) The private sector.
- g. Develops and maintains a worldwide information systems security program and disaster recovery processes; ensures that Consular Affairs' systems comply with the Federal Information Management Security Act (FISMA).
 - h. Ensures effective utilization of the Consular Affairs (CA) budget for technology investments and compliance with the requirements and principles of the Federal Capital Planning and Investment Control (CPIC) process.
 - i. Provides comprehensive hardware and software support to the Bureau's headquarters workforce and all Bureau locations in the United States, including:
 - (1) Hardware modernization and support desk services;
 - (2) Deployment of biometric technology; and
 - (3) Implementation of major systems migration.
 - j. Develops information technology and systems curricula, and conducts web-based, classroom and desk-side training for end-users worldwide.

1 FAM 253 DEPUTY ASSISTANT SECRETARY FOR PASSPORT SERVICES (CA/PPT)

(CT:ORG-157; 05-19-2006)

- a. Administers laws and formulates or recommends legislation, regulations, and policies relating to the documentation of U.S. nationals traveling abroad.
- b. Directs domestic regional passport agencies and provides technical direction and general guidance to Foreign Service posts, and passport application acceptance facilities.
- c. Negotiates and consults with U.S. Government Agencies and international organizations and foreign governments in connection with travel documentation of U.S. citizens.
- d. Ensures active contact with organizations and individuals concerned with travel.

- e. Recommends legislation and provides opinions to the Department on U.S. nationality cases pending before the Board of Appellate Review (L/BAR) or the courts.
- f. Formulates and implements policies under which the Governors of Insular Possessions accept U.S. passport applications.
- g. Directs the passport and vital records filing and retrieval systems.

1 FAM 253.1 Managing Director

(CT:ORG-157; 05-19-2006)

Serves as the senior manager for, and direct supervisor of, and plans, directs and leads the strategies and continuing vital operational activities of all passport issuance facilities, and the headquarters Office of Field Operations (CA/PPT/FO), Office of Technical Operations (CA/PPT/TO), Office of Passport Integrity and Internal Controls Program (CA/PPT/IIC), Office of Planning and Program Support (CA/PPT/PPS) and Office of Legal Affairs and Law Enforcement Liaison (CA/PPT/L).

1 FAM 253.2 Senior Passport Operations Manager (CA/PPT/POD)

(CT:ORG-157; 05-19-2006)

- a. Reports directly to, and performs field agency and production center direction for the Managing Director.
- b. Coordinates interoffice projects and prepares briefing papers for inter-agency forums.
- c. Directs the formulation of Management Assessment Policy (functional assessments of internal controls, fraud prevention, passports, customer service and employee morale) and measures the performance against standards of field offices and headquarters offices.
- d. Coordinates passport policy for consistent implementation across Passport Services (PPT).

1 FAM 253.3 Passport Agencies, Centers and Book Print Centers

1 FAM 253.3-1 Locations

(CT:ORG-175; 11-29-2007)

- a. Passport agencies (regional passport issuance facilities) are located in the United States at:
 - (1) Boston, Massachusetts;
 - (2) Charleston, South Carolina;
 - (3) Chicago, Illinois;
 - (4) Aurora, Colorado
 - (5) Honolulu, Hawaii;
 - (6) Houston, Texas;
 - (7) Los Angeles, California;
 - (8) Miami, Florida;
 - (9) New Orleans, Louisiana;
 - (10) New York, New York;
 - (11) Norwalk, Connecticut;
 - (12) Philadelphia, Pennsylvania;
 - (13) Portsmouth, New Hampshire;
 - (14) San Francisco, California;
 - (15) Seattle, Washington; and,
 - (16) Washington, DC.
- b. A Special Issuance Agency (CA/PPT/SIA) is located in Washington, DC.
- c. A book print center, the Arkansas Passport Center (CA/PPT/APC), is located in Hot Springs, Arkansas.

1 FAM 253.3-2 Functions

(CT:ORG-175; 11-29-2007)

- a. Accept, examine, adjudicate, and process passport applications submitted by the public under the provisions of the immigration and nationality laws; issue passports to those determined to be citizens or nationals of the United States and otherwise qualified; and amend, extend and validate passports in accordance with the Code of Federal Regulations (CFR) and Department of State regulations.
- b. Train and assist clerks of court, Postal Service officers, and military personnel operating as passport application acceptance agents.
- c. Provide information to constituents concerning passport regulations, citizenship, and nationality laws. Provide advice on visa requirements for foreign travel, U.S. Customs and U.S. Public Health regulations, requirements and procedures for naturalization through the Department of Homeland Security (DHS), and military travel under Status of Forces Agreements.
- d. Operate an anti-fraud program and maintain liaison with security, intelligence, and law enforcement agencies to obtain and exchange information related to the detection of fraudulent documents and false identities, and to preclude issuance of passports to aliens or impersonators.
- e. Revoke or deny passports to applicants whose claims might be fraudulent, whose travel might be the subject of a legal proceeding or court order, or of interest to law enforcement officials.
- f. Maintain close liaison with Congressional district offices, local governments and the media to exchange information of mutual interest on travel projections and trends, and disseminate advisories regarding the travel of U.S. citizens abroad, as directed by the Department.
- g. Represent the Assistant Secretary for Consular Affairs and the Department in regional consular-related matters and Congressional interest cases.
- h. Participate or maintain membership in local travel industry organizations, foreign affairs organizations, local consular corps, and Federal executive boards to further the interests and goals of the Department and Passport Services.
- i. Carry out the following through the Arkansas Passport Center (CA/PPT/APC):

- (1) Prints passports and other travel related documents from routine and expedited passport applications electronically transmitted via remote issuance from passport agencies and centers under the provision of appropriate laws, regulations and procedures;
- (2) Identifies integrity and vulnerabilities in the passport personalization process and recommends changes in current systems, policies, processes and procedures as well as technological upgrades in the infrastructure and systems applications that can alleviate these vulnerabilities;
- (3) Maintains appropriate quality control over the production process of the U.S. passports. Maintains a reasonable reject error rate in the printing of the books;
- (4) Mails printed U.S. passports via Priority Mail to passport applicants; and
- (5) Conducts analytical studies that evaluate and determine whether the U.S. Government should increase the number of passport personalization facilities and their proposed locations.

1 FAM 253.4 International Affairs Staff (CA/PPT/IA)

(CT:ORG-157; 05-19-2006)

- a. Reports directly to the Managing Director.
- b. Coordinates international issues that impact on passport policies, processes and resource requirements.
- c. Provides staff support for international delegations and visitor programs hosted by the United States focused on passport laws, regulations and standard practices.
- d. Coordinates Passport Services' participation in international forums focused on travel document security and standards, e.g., the International Civil Aviation Organization (ICAO), the European Commission (EC), the European Union (EU); the G-8, the International Police Organization (Interpol), the Organization for Security and Cooperation in Europe (OSCE), the Organization for Economic Cooperation and Development (OECD) and the Asia-Pacific Economic Cooperation (APEC).
- e. Serves as PPT liaison with the Five Nations Group and facilitates

international exchanges among Group members.

- f. Assists in developing, maintaining and updating international standards on secure passport issuance, denial and revocation.
- g. Plans, coordinates and executes the Western Hemisphere Travel Initiative.
- h. Coordinates bilateral assistance and cooperation.
- i. Represents Passport Services in interagency forums, e.g., border security.

1 FAM 253.5 Career Management Staff (CA/PPT/CM)

(CT:ORG-157; 05-19-2006)

- a. Reports directly to the Managing Director.
- b. Plans and develops standards, programs and succession planning tools for nationwide workforce.
- c. Coordinates training requirements with field agencies, production centers and headquarters offices.
- d. Designs and implements courses in coordination with the National Foreign Affairs Training Center (NFATC) Liaison for instruction of adjudication, citizenship, nationality and interviewing skills.
- e. Conducts employee development to develop skill-sets needed at each level, including core competencies, supervisory skills, and managerial skills, and incorporate external training, long-term training/education and mentoring into performance plans as needed.
- f. Administers the Nationwide Training Program and manages the employee development program for the passport agencies.
- g. Develops a Succession Plan to identify skill-sets required and strategy for filling PPT's vacant management positions.
- h. Manages outreach activities and products including the Passport Newsletter, and standardized training materials.

1 FAM 253.6 Office of Field Operations (CA/PPT/FO)

(CT:ORG-157; 05-19-2006)

- a. Reports to the Managing Director.
- b. Serves as advocate for Regional Directors, advises on operational challenges to include implementing policies, systems and programs from the passport issuance facilities.
- c. Facilitates policies, programs and systems for efficient, effective service delivery.
- d. Plans, coordinates and directs a comprehensive, integrated program to respond to Congressional requests.
- e. Administers the Workload Transfer Program.

1 FAM 253.6-1 Field Coordination Division (CA/PPT/FO/FC)

(CT:ORG-217; 07-23-2009)

- a. Reports directly to the Director, Office of Field Operations.
- b. Serves as management representative on Passport Services labor-management relations and with respect to Equal Employment Opportunity/Civil Rights issues.
- c. Coordinates and develops policies, programs and management systems for field operations.
- d. Administers Passport Services' Workload Transfer Program.
- e. Develops and implements temporary duty exchange program assignments to achieve interchange between headquarters, field agencies and centers and overseas posts.
- f. Coordinates recruitment.
- g. Develops, designs and coordinates forms for Office of Management and Budget (OMB) approval.
- h. Acts as liaison with the Office of Directives Management (A/GIS/DIR) in preparing and identifying information collections used by PPT in

consultation with PPT/L.

- i. Acts as liaison with the National Federation of Federal Employees, Local 1998.
- j. Manages, directs and organizes a nationwide duty officer program that assures U.S. citizens of continual access to assistance facilitating emergency and death cases.
- k. Monitors and analyzes field office productivity and recommends improvement reviews of passport issuance facilities.
- l. Acts as liaison with passport agency management in providing headquarter support on operational issues.
- m. Implements nationwide initiatives that include the development of performance standards by which to measure the adjudicative, customer service, and fraud detection skills of passport specialists and coordinates initiatives with internal working groups to ensure uniformity and fairness.
- n. Develops and maintains structured communications between headquarters and passport issuance facilities.

1 FAM 253.6-2 Customer Service Division (CA/PPT/FO/CS)

(CT:ORG-157; 05-19-2006)

- a. Reports directly to the Director, Office of Field Operations.
- b. Plans, executes and monitors a nationwide customer service program that includes formal outreach to the public, government entities, community and business leaders, Congress, approximately 7500 acceptance sites, media and the travel industry.
- c. For customer outreach, uses a range of tools including the Internet, press releases, media outlets, travel fairs, potential acceptance network participants, and library conferences and maintains up to date Internet content.
- d. Designates passport acceptance facilities in consultation with regional passport agencies.
- e. Manages the Daytime Duty Officer Program providing assistance to customers needing urgent help.
- f. Acts as U.S. Postal Service (USPS) Headquarters liaison, monitors USPS

Acceptance Agent expansion plans, and coordinates entire acceptance agent network, which consists primarily of post offices, libraries and other public entities.

- g. Oversees nationwide customer service program implemented by each agency and center.
- h. Monitors internal responses and customer contacts to ensure consistency, clarity, uniformity, fairness and responsiveness.
- i. Coordinates regional customer service activities, serving as a resource to regional management teams and as customer service advocate in the development of national policies and procedures.
- j. Responsible for programmatic management of the National Passport Information Center (NPIC), Passport Services' national call center for public customers.
- k. Develops newsletters and resource tools for use by passport agency Customer Service Managers.
- l. Serves as liaison with Congressional offices.

1 FAM 253.7 Office of Planning and Program Support (CA/PPT/PPS/PS)

(CT:ORG-157; 05-19-2006)

- a. Reports directly to the Managing Director.
- b. Plans and directs a comprehensive focused program supporting the PPT's lockbox contract and labor/outsourcing contracts, refund processing, Budget Program Plan, Financial Plan, workload management, position management (staffing), statistical studies, special analytic studies and utilization of a comprehensive management information system.
- c. Formulates and implements the long-range strategic plan for CA/PPT, including the setting of goals and standards to measure the success of programs.

1 FAM 253.7-1 Program Support Division (CA/PPT/PPS)

(CT:ORG-157; 05-19-2006)

- a. Reports to the Director, Office of Planning and Program Support (PPS).

- b. Manages major contracts for PPT, including preparation of statements of work, evaluation of proposals and monitoring of deliverables, period of performance and funding.
- c. Develops and provides contract administration guidance to Contracting Officer Representatives in passport agencies and centers.
- d. Serves as Passport Services' principal liaison with the Passport Lock Box Contractor.
- e. Performs accounting functions for daily deposits of passport application fees, other fees and cashier operations and for refund processing.
- f. Ensures effective 24/7 support through the contractor-run call center, the National Passport Information Center (NPIC).
- g. Develops program plans, monitors productivity, forecasts workload, analyzes trends, and collects and interprets workload and productivity statistics for CA/PPT.
- h. Coordinates workload functions in all regional passport issuance facilities to determine resource allocations and workload distribution.

1 FAM 253.7-2 Strategic Planning Division (CA/PPT/PPS/SP)

(CT:ORG-157; 05-19-2006)

- a. Reports to the Director, Office of Planning and Program Support (PPS).
- b. Solicits, coordinates, records and conveys to Regional Directors and Headquarters inputs for new and continuing programs and projects to formulate staff and funding requirement estimates included in the Bureau Performance Plan (BPP).
- c. Provides Regional Directors and Headquarters expert advice, guidance and assistance on resource requirements including training, travel, postage and SmartPay budgets.
- d. Conducts budget execution function, comparing planned and actual costs, and identifying surplus and shortages.
- e. Coordinates formal updates to Directorate's Bureau Program Plan.
- f. Conducts comprehensive workforce analysis linked to BPP, estimate staff requirements and monitor agencies and centers' use of funded permanent, seasonal, temporary and contractor personnel authorizations

and allocations.

- g. Helps develop and utilize a comprehensive management information system with workload data by location, activity and labor category.
- h. Performs statistical analyses and develops reports and correspondence regarding staffing, operational planning and funding requirements.
- i. Develops comprehensive workload reports that provide quantitative and qualitative measurements of performance against goals and standards.

1 FAM 253.8 Office of Passport Integrity and Internal Controls Programs (CA/PPT/IIC)

(CT:ORG-157; 05-19-2006)

- a. Reports directly to the Managing Director.
- b. Analyzes national trends to plan and direct a nationwide program to develop and deploy the best available tools and resources to prevent, detect and report passport fraud.
- c. Coordinates development and implementation of antifraud initiatives within the Department, with other agencies of the U.S. Government and, in consultation with PPT/IA, with foreign governments (Five Nation Fraud Prevention Group).
- d. Provides comprehensive updated guidance on effective internal controls through handbooks, the Internet and Intranet, newsletters, conferences and workshops.
- e. Provides vital independent focus in identifying vulnerabilities in the nationwide passport system.
- f. Designs internal control systems to ensure the security and integrity of the U.S. passport. Monitors field agency compliance with internal controls program through field agency reviews. Initiates and develops policies and programs to minimize potential system vulnerabilities.

1 FAM 253.8-1 Passport Integrity Division (CA/PPT/IIC/PI)

(CT:ORG-157; 05-19-2006)

- a. Reports to the Director, Office of Passport Integrity and Internal Controls Program (IIC).

- b. Provides casework assistance to Fraud Prevention Managers (FPMs) at passport issuance facilities and coordinates fraud prevention initiatives.
- c. Collects, compiles and analyzes fraud prevention statistics and shares findings with interested parties.
- d. Collaborates with PPT International Affairs Staff on Five Nation Fraud Prevention Group activities to apply knowledge of best practices and benefit from exchanges.
- e. Coordinate development of the Consular Lost and Stolen Passport database (CLASP) and select databases and, in coordination with CA/PPT/L and L, develops interagency and international memoranda of agreement to facilitate data and information sharing.
- f. Conducts formal liaison with the Bureau of Diplomatic Security (DS) and the Office of Fraud Prevention Policy (CA/FPP).
- g. Provides general oversight of PPT's fraud efforts, and coordinates operational guidance to field agency fraud program managers.
- h. Oversees sensitive passport programs involving DS, OIG, and the U.S. Immigration and Customs Enforcement (DHS-ICE).
- i. Facilitates cooperation between FPMs and fraud units at posts, to encourage information sharing, conference participation, and to learn of criminal patterns in falsifying identity and national origin.
- j. Develops rules-based passport processing tools for fraud prevention.
- k. Coordinates work on standardizing identification documents with on-line databases (NAPHSIS, EVVE and AMVA) that process birth certificates, death certificates and/or drivers' licenses.
- l. Coordinates reviews of adjudicated passports (validation studies) to assess to the quality of adjudication efforts system wide.
- m. Coordinates, in consultation with CA/PPT/IA, with other U.S. Government agencies and international organizations on issues involving improved technological standards and security of the U.S. passport.
- n. Coordinates passport integrity compliance training for passport issuance and acceptance facilities in detecting fraudulent representation of identity and nationality.

1 FAM 253.8-2 Internal Controls Division (CA/PPT/IIC/IC)

(CT:ORG-157; 05-19-2006)

- a. Reports to the Director, Office of Passport Integrity and Internal Controls Program (IIC).
- b. Maintains and updates the Passport Internal Controls Handbook.
- c. Coordinates, edits and distributes the Internal Control Quarterly Newsletter.
- d. Maintains, updates and implements an Internal Controls action plan incorporating field responses.
- e. Develops a uniform program for, and conducts internal controls reviews every two years of each passport agency, center and headquarters unit that handles money with the assessment team specifying recommendations to achieve compliance.
- f. Develops and implements internal controls compliance programs.
- g. Coordinates at office level in the Office of the Inspector General (OIG), the Bureau of Diplomatic Security (DS) and the General Accountability Office (GAO) to gain insights into investigations of malfeasance.
- h. Provides day-to-day guidance to passport agencies and centers on internal controls issues and coordinates Internal Control Reviews.
- i. Develops, promulgates and publishes documentation on recommended internal controls practices.
- j. Develops, updates and disseminates Cash Management Internal Controls guidance for cashier supervisors in coordination with the Career Management Staff.
- k. Assists the Career Management Staff in producing Internal Controls training materials, including handbook content, videos and web content.
- l. Assists the International Affairs Staff in maintaining and updating international standards for passport issuance security.
- m. Coordinates with Overseas Citizens Services (OCS) on posts' internal controls practices to exchange lessons learned.

1 FAM 253.9 Office of Legal Affairs and Law Enforcement Liaison (CA/PPT/L)

(CT:ORG-157; 05-19-2006)

- a. Reports directly to the Managing Director.
- b. Under the legal guidance of the Office of the Legal Adviser (L), provides operational legal advice to PPT. Develops, analyzes, and implements laws and regulations governing the issuance, denial, limitation, and revocation of travel documentation.
- c. Assists in defending the Department's legal interests in civil and criminal court actions involving the administration and enforcement of the passport and nationality laws.
- d. Represents the Department before the Board of Appellate Review and other panels regarding appeals in cases resulting from nationality, travel documentation, or other determinations.
- e. Administers or supervises actions under the regulations denying, limiting, or revoking travel documentation. Prepares interpretive advisory opinions on U.S. court and administrative law decisions applicable to the issuance, limitation, revocation, or denial of passports. Reports on passport cases involving security and special problems, and conducts, as directed, liaison with other U.S. Government and law enforcement agencies on such matters.
- f. Provides input and analysis on a wide variety of policy and planning issues covering a range of operational and strategic matters. Serves as a point of origin for such policy development as well as a focus of review for guidance and direction formulated elsewhere.
- g. Coordinates release of passport files and records and ensures compliance with the Freedom of Information Act (FOIA) (5 U.S.C. 552) and Privacy Act (5 U.S.C. 552a), and coordinates requests and document certifications needed for civil or criminal litigation.
- h. Serves as liaison with domestic and internal law enforcement entities.

1 FAM 253.9-1 Legal Affairs Division (CA/PPT/L/LA)

(CT:ORG-157; 05-19-2006)

- a. Reports to the Director, Office of Passport Legal Affairs and Law

Enforcement Liaison (CA/PPT/L). Performs functions under the legal guidance of L.

- b. In coordination with Department Bureaus and L, develops Memoranda of Agreement (MOA) with international, federal, state and local entities and foreign governments for data and information sharing.
- c. Drafts and comments on proposed legislation in close coordination with L, the Office of Public Affairs and Policy Coordination (CA/P), the Bureau of Legislative Affairs (H) and the Bureau of Public Affairs (PA) and others as appropriate, e.g., DS.
- d. Meets with Congressional Members and senior staffers on proposed legislation that impacts on citizenship adjudication and passport issuance.
- e. Drafts and updates passport regulations and guidelines for adjudication, and coordinates their review within the Department.
- f. Prepares litigation reports for representation of the Secretary in lawsuits on passport citizenship matters.
- g. Coordinates responses to court subpoenas and requests for testimony from H and CA/P.
- h. Maintains a citizenship help desk to assist agencies' staffs.
- i. Provides advisory opinions on issues of legal import to passport operational programs.

1 FAM 253.9-2 Law Enforcement Liaison Division (CA/PPT/L/LE)

(CT:ORG-157; 05-19-2006)

- a. Reports to the Director, Office of Passport Legal Affairs and Law Enforcement Liaison (CA/PPT/L).
- b. Manages the release of information under the FOIA and PA to the public, U.S. Government requestors, and internal Department requestors.
- c. Coordinates Passport Services' responses to FOIA/PA requests and requests for document certification for civil and criminal litigation.
- d. Maintains liaison with and assists other U.S. Government agencies seeking access to passport records. Oversees release of passport file information and data transfers and verifies compliance with FOIA and PA.

- e. In coordination with other Department offices, performs liaison with the U.S. Marshal Service, the Federal Bureau of Investigation and the Bureau of Diplomatic Security(DS) for all law enforcement and other agency requests affecting Passport Services functions.
- f. Monitors passport database access by other agencies to ensure compliance with provisions of the respective Memorandum of Agreement (MOA).
- g. Provides 24/7 emergency responses to inquiries from U.S. law enforcement entities.

1 FAM 253.10 Office of Technical Operations (CA/PPT/TO)

(CT:ORG-157; 05-19-2006)

- a. Reports directly to the Managing Director..
- b. Directs passport systems requirement development and systems support to achieve world-class, secure nationality and identity documentation.
- c. Manages and coordinates liaison activities for automated systems development and implementation between Passport Services and the Office of Consular Technology (CA/CT).
- d. Directs and coordinates all training programs and activities for application of large-scale automated systems in PPT.
- e. Directs, conducts, and coordinates analyses of operational capabilities and requirements for PPT's automated systems.
- f. Determines user and functional requirements for PPT's automated systems.
- g. Directs facilities management to continually upgrade data, video, voice and information processing capacity.
- h. Administers the Travel Document Information System (TDIS) for passport operations.
- i. Administers records management systems for PPT. Directs the processing, maintenance, and control of passport files information and authenticated records in the custody of PPT.

1 FAM 253.10-1 Systems Liaison Division (CA/PPT/TO/SL)

(CT:ORG-157; 05-19-2006)

- a. Reports to the Director, Office of Technical Operations (TO).
- b. Manages concept of operations for passport systems-related functions.
- c. Develops passport systems' test plans.
- d. Assists CA/PPT/CM and CA/CT with the development of systems training plans, programs and system upgrades and new applications.
- e. Assists CA/PPT/TO/SS with training for systems upgrades and applications.
- f. Develops passport system-related deployment programs and schedules.
- g. Develops system requirements in coordination with other PPT offices, agencies and centers and other CA directorates.
- h. Formulates and coordinates directives and procedures for system deployments, applications and upgrades.
- i. Analyzes application development and implementation plans to ensure hardware and software are responsive to and compatible with emerging requirements.
- j. Coordinates biometrics testing and use in passport operations.
- k. Coordinates all issues associated with the enrollment, capture, storage and use of biometrics in passports.
- l. Coordinates use of electronic forms and implementation of electronic government initiatives.

1 FAM 253.10-2 Systems Support Division (CA/PPT/TO/SS)

(CT:ORG-157; 05-19-2006)

- a. Reports to the Director, Office of Technical Operations (TO).
- b. Interacts with each passport agency, center and gateway office to assure efficient server production.
- c. Manages PKI initiatives for the Directorate.

- d. Performs support of off-the-shelf software.
- e. Assists CA/PPT/TO/SL with developing training programs and conducting training for systems upgrades and applications.
- f. Maintains and updates PPT's intranet website.
- g. Coordinates with IRM and CA/CT on Disaster Preparedness and Recovery Plan.
- h. Provides comprehensive facilities management expertise to ensure maintenance, upgrades and new construction are planned, coordinated, budgeted and executed.
- i. Tracks expenditures for facilities management.
- j. Conducts liaison with A/OPR, GSA, DS and others, including commercial contractors.
- k. Manages the acquisition and maintenance of telecommunications equipment and infrastructure for passport issuance facilities and Headquarters offices.
- l. Coordinates physical and systems security of facilities.
- m. Purchases or leases furniture and equipment.

1 FAM 253.10-3 Records Services Division (CA/PPT/TO/RS)

(CT:ORG-157; 05-19-2006)

- a. Reports to the Director, Office of Technical Operations (TO).
- b. Supervises the maintenance and release of authenticated records in the custody of Passport Services.
- c. Serves as custodian of records and certifies documents, safeguarding them from improper or unlawful disclosure.
- d. Processes requests for vital records of U.S. citizens born overseas, e.g. scanning Consular Reports of Birth Abroad (CRBA).
- e. Processes general requests for passport records.
- f. Performs clearance inquiries using the Consular Lookout and Support System (CLASS).

- g. Performs manual records searches and retrieval.
- h. Maintains and updates the PIERS and PRISM databases.
- i. Responds to public inquiries regarding lost and stolen passports (CLASP).
- j. Processes vital records of birth, death and marriage.
- k. Responds to requests for protocol checks, repatriation loan clearances and holds from HHS (Child Citizenship Act, etc.).
- l. Performs document retirement functions.
- m. Conducts data audits and quality assurance functions.
- n. Provides emergency records assistance, e.g. records of lost and stolen passports, on a 24/7 basis.

1 FAM 254 DEPUTY ASSISTANT SECRETARY FOR VISA SERVICES (CA/VO)

(TL:ORG-127; 09-02-2003)

- a. Administers laws and formulates and recommends legislation, regulations, policies, and procedures relating to visa issuance and refusal.
- b. Administers, in time of war or national emergency, in conjunction with the Department of Homeland Security (DHS), such additional restrictions and prohibitions as may be required to control the entry and departure of aliens.
- c. Advises Foreign Service posts on visa matters.
- d. Formulates and implements consular policy relating to humanitarian parole, asylum, and refugees; and maintains liaison with appropriate Department offices, other U.S. Government agencies, foreign governments, and Foreign Service posts abroad.
- e. Coordinates immigration and visa policy with the Department of Homeland Security (DHS), the Department of Labor, and the U.S. Public Health Service and ensures uniform interpretation and implementation of provisions of the Immigration and Nationality Act (INA).
- f. Maintains liaison with Congressional committees and U.S. Government and private agencies regarding the interpretation and implementation of immigration laws. Advises Department officials on technical aspects of

visa matters, immigration policies, and legislative questions.

1 FAM 254.1 Managing Director

(TL:ORG-127; 09-02-2003)

- a. Manages the day-to-day activities of CA/VO in administering laws and formulating regulations, policies, and procedures relating to visa issuance and refusal.
- b. Provides policy advice to the Deputy Assistant Secretary and calls attention to potential problems and emerging issues of importance relating to visa issuance and refusal.
- c. Establishes and maintains internal control systems to ensure that physical and human resources are safeguarded against waste, loss, or unauthorized use, and that obligations and costs incurred comply with applicable laws and regulations.
- d. Oversees the operations of the National Visa Center (NVC) at Portsmouth, New Hampshire, which maintains records of noncurrent immigrant visa cases and performs clerical functions related to immigrant visa (IV) processing abroad.
- e. Coordinates visa procedures for the admission of aliens to the United States, and other border security issues with the Department of Homeland Security (DHS), Drug Enforcement Administration (DEA), and the Federal Bureau of Investigation (FBI) in the Interagency Border Inspection System and other interagency fora.
- f. Reviews, maintains, and develops new processes for the Automated Visa Lookout System (AVLOS); keeps abreast of advances in computer technology and, in concert with the Bureau's Consular Systems Division (CA/EX/CFD), develops plans for the application of new computer technology to the visa function.

1 FAM 254.2 Office of Public and Diplomatic Liaison (CA/VO/P)

(TL:ORG-127; 09-02-2003)

- a. Processes inquiries on visa policies, practices, procedures, regulations, and the status of individual cases. Ensures a uniform visa information policy.

- b. Interprets and applies immigration laws concerning visa issuance to foreign government and international organization officials and employees.
- c. Maintains liaison with the Department of Homeland Security (DHS), regarding visa status of foreign government and international organization officials, and other visa-related matters.
- d. Oversees the maintenance of all visa files.

1 FAM 254.2-1 Communications and Records Division (CA/VO/P/CR)

(TL:ORG-62; 01-31-1995)

- a. Distributes communications to offices and divisions within CA/VO.
- b. Maintains and controls access to the Department's centralized files and records pertaining to visa and other immigration matters.

1 FAM 254.2-2 Diplomatic Liaison Division (CA/VO/P/D)

(TL:ORG-127; 09-02-2003)

- a. Interprets and applies the provisions of immigration laws concerning visa issuance to foreign government and international organization officials and employees. Maintains liaison with the Department of Homeland Security (DHS) in matters pertaining to the visa status of foreign government and international organization officials; and coordinates with the DHS the granting of private employment privileges to dependents of international organization employees.
- b. Issues and revalidates in the United States nonimmigrant visas as authorized by regulation. Advises visa officers regarding diplomatic and official visa cases.
- c. Grants, in cooperation with the DHS, visa or documentary waivers for nonimmigrants who are foreign government officials or international organization aliens according to 22 CFR 41.50.

1 FAM 254.2-3 Public Inquiries Division (CA/VO/P/I)

(TL:ORG-127; 09-02-2003)

- a. Oversees the processing of requests from the public, U.S. Government agencies, foreign representatives, and Congress for information on visa policies, practices, procedures, regulations, and the status of individual cases.
- b. Maintains liaison with the Department of Homeland Security (DHS), other areas of the Department, Congress, other U.S. Government agencies, and organizations with an interest in immigration and visa matters.

1 FAM 254.3 Office of Legislation, Regulations, and Advisory Assistance (CA/VO/L)

(CT:ORG-217; 07-23-2009)

- a. Provides technical advice and assistance to the Deputy Assistant Secretary for Visa Services and to other officials of the Department in connection with the interpretation and administration of the immigration laws.
- b. Recommends changes in regulations and/or procedures governing immigration legislation.
- c. Formulates regulations and general instructional material to interpret and implement those provisions of the immigration laws relating to the issuance and refusal of visas, and ensures their publication through the Department's Directives program (A/GIS/DIR) and the Office of the Federal Register.
- d. Ensures uniform application of the immigration laws and regulations to individual cases.
- e. Monitors and reports on litigation arising out of, or otherwise related to, the administration of immigration laws by the Department or consular officers abroad.
- f. Ensures compliance with the Freedom of Information and Privacy Acts with respect to visa files within the Department or consular offices.
- g. Monitors Congressional activities related primarily to visa aspects of immigration.

- h. Coordinates with other elements of the Department and other Government agencies in the performance of functions relating to visa legislation, regulations, and advisory assistance.

1 FAM 254.3-1 Legislation and Regulations Division (CA/VO/L/R)

(TL:ORG-62; 01-31-1995)

- a. Reviews and prepares for publication in the Foreign Affairs Manual all visa regulations and general instructions interpreting provisions of the immigration laws related to the issuance or refusal of visas.
- b. Initiates recommendations for amendments to existing immigration laws; assesses the effects of new visa legislation; and assists in the preparation of the visa segment of the State Department's legislative program. Monitors activities in the Congress related primarily to visa aspects of immigration.
- c. Analyzes and prepares reports on immigration legislation. Conducts special studies and submits recommendations on problems that involve coordination with other agencies and interpretation of laws and regulations in connection with the administration of immigration laws.

1 FAM 254.3-2 Advisory Opinions Division (CA/VO/L/AO)

(TL:ORG-90; 10-02-2000)

- a. Renders advisory opinions to consular officers at posts abroad on questions (other than security matters) arising under the Immigration and Nationality Act (INA) in relation to visa application.
- b. Reviews at the request of interested third parties, including members of Congress and private attorneys, consular decisions in individual cases (other than those involving national security) to ensure that the immigration law is applied in a uniform and proper manner.
- c. Prepares litigation reports to and acts in conjunction with the Department of Justice in court cases filed against the Department of State which involve issues of immigration law.
- d. Ensures compliance with the Freedom of Information Act and Privacy Act as they relate to visa records.
- e. Consults and acts in coordination with other Department offices and U.S. Government agencies in matters (except national security) which relate

to the interpretation and application of the Immigration and Nationality Act.

1 FAM 254.3-3 Coordination Division (CA/VO/L/C)

(TL:ORG-127; 09-02-2003)

- a. Renders advisory opinions on the visa eligibility of aliens who may fall within the purview of subsections 212(a)(3)(A), (B), (C), (D), and (E) of the Immigration and Nationality Act (INA), which cover political and security-related grounds of ineligibility. Coordinates among missions abroad and interested Washington, DC agencies, including the Department of Homeland Security (DHS), the Intelligence Community, other offices with the State Department and the White House.
- b. Provides guidance and recommendations to Department offices on the formulation and exercise of visa policy as it affects U.S. relations with foreign governments. Coordinates and administers interagency policy on visa issuance to aliens participating in exchange programs under the auspices of intergovernmental agreements with Russia, the Commonwealth of Independent States, the Baltic States, Eastern Europe, and the People's Republic of China.
- c. Exercises the authority granted to the Secretary of State under the provisions of the INA to recommend to the Attorney General that certain aliens ineligible to receive visas be granted waivers to permit their temporary admission to the United States, if such admission is determined to be consonant with the national interest.
- d. Formulates and reviews political and security-related regulations administered by consular officers at Foreign Service posts in adjudicating applications for visas. Implements and administers restrictive provisions pursuant to Section 215 of the INA, when applicable.

1 FAM 254.3-4 Waiver Review Division (CA/VO/L/W)

(TL:ORG-90; 10-02-2000)

Performs the functions vested in the Waiver Review Division of the Secretary of State as set forth in 22 CFR section 41.63.

1 FAM 254.4 Office of Field Support and Liaison (CA/VO/F)

(TL:ORG-127; 09-02-2003)

- a. Provides operational guidance to the field in all visa-related matters.
- b. Maintains liaison among posts abroad, the Department, and other U.S. Government agencies concerned with visa matters.
- c. Oversees the development and implementation of technological advances as they apply to the visa function, and supervises maintenance of the Automated Visa Lookout System (AVLOS); administers the immigrant visa control program.
- d. Directs the granting of documentary waivers in cooperation with the Department of Homeland Security (DHS) for aliens entitled to enter the United States.
- e. Supervises the development of comprehensive reporting systems concerning visa issuance and the collection, analysis, and evaluation of statistical data on visa activities.
- f. Supervises the preparation of procedural notes for publication in Volume 9, Visas, of the Foreign Affairs Manual (FAM).
- g. Represents the interests of the Bureau in all matters relating to refugee, asylum, and parole policy.

1 FAM 254.4-1 Immigrant Visa Control and Reporting Division (CA/VO/F/IV)

(TL:ORG-1; 07-01-1985)

- a. Administers the numerical limits on immigrants set by law; specifically allocates immigrant visa numbers and maintains records of their use; establishes and monitors allocation procedures; and compiles the totals of applicants on the visa waiting list.
- b. Compiles statistics on worldwide immigrant (IV) and nonimmigrant visa (NIV) issuances and refusals from workload reports submitted by consular offices, and makes such information available through the annual report of the Visa Office and in response to specific requests for data.
- c. Prepares the Visa Bulletin, which is distributed periodically to Foreign

Service posts and the public, with information on visa availability and related topics.

1 FAM 254.4-2 Post Liaison Division (CA/VO/F/PL)

(TL:ORG-127; 09-02-2003)

- a. Provides, through regional visa liaison officers, operational guidance and field supervision to Foreign Service posts, and monitors and reports on individual post visa operations.
- b. Coordinates visa-related matters among Foreign Service posts, the Department, and interested outside U.S. Government agencies. Briefs and debriefs consular personnel, Foreign Service inspection teams, and other officers on the full range of visa operations.
- c. Monitors data on changes in political, economic, and social factors affecting emigration to the United States and maintains post files.
- d. Provides guidance to Foreign Service posts requesting humanitarian and public interest parole from the Department of Homeland Security (DHS). Provides liaison between Foreign Service posts and the DHS on public interest and advance parole cases. Drafts public interest parole requests on behalf of the Department.

1 FAM 254.5 Border and International Programs Staff (CA/VO/BIP)

(TL:ORG-127; 09-02-2003)

- a. Advises the Deputy Assistant Secretary for Visa Services on policy and program management issues relating to all Border and International Program initiatives.
- b. Develops, recommends, and coordinates efforts to include a machine-readable biometric identifier in new and existing border crossing cards (BCCs).
- c. Works with the Department of Homeland Security (DHS), other U.S. Government agencies, foreign government counterparts as well as other offices of the Department of State on Border and International Program initiatives.
- d. Coordinates for the Department of State on awareness programs to ensure that initiatives of the Border and International Programs office are understood by the Congress, the Department of Homeland Security

(DHS), the governments of Mexico and Canada, the European Union, APEC partners, Caribbean states, public and private groups on both sides of the contiguous border of the United States and travelers.

1 FAM 255 DEPUTY ASSISTANT SECRETARY FOR OVERSEAS CITIZENS SERVICES (CA/OCS)

(TL:ORG-62; 01-31-1995)

- a. Formulates policy and directs, coordinates, monitors, and provides emergency and nonemergency U.S. services to U.S. citizens residing or traveling abroad. Within the realm of such services, OCS renders assistance to interested parties in the United States as required.
- b. Coordinates the evacuation of private U.S. citizens threatened by disasters abroad and coordinates the return and identification of remains of U.S. citizen disaster victims.
- c. Issues and disseminates Consular Information Sheets and Travel Warnings to Foreign Service posts, passport agencies, and to individuals and organizations in the United States which have an interest in such matters as political unrest abroad, dangerous health conditions, and other subjects of concern to prospective travelers.
- d. Makes determinations of nationality and documentation of U.S. citizens.
- e. Provides advice and guidance to U.S. citizens, and leadership in the international community, on the consular aspects of children's services; fulfills U.S. treaty and international agreement obligations relating to children.
- f. Participates in the interpretation and administration of laws, treaties, conventions and regulations related to nationality matters and other services to U.S. citizens abroad. Provides advice and guidance to Foreign Service posts on the application and administration of the laws and regulations governing services to U.S. citizens abroad.
- g. Provides third-country representation and liaison services with Federal agencies including the coordination of the Federal benefits programs abroad.

1 FAM 255.1 Managing Director

(TL:ORG-62; 01-31-1995)

Serves as the senior manager for, and direct supervisor of, the Office of American Citizens Services and Crisis Management (CA/OCS/ACS), the Office of Children's Issues (CA/OCS/CI), and the Office of Policy Review and Interagency Liaison (CA/OCS/PRI).

1 FAM 255.1-1 Office of American Citizens Services and Crisis Management (CA/OCS/ACS)

(CT:ORG-153; 03-14-2006)

- a. Reports directly to the Managing Director.
- b. Develops policies, procedures and programs and provides guidance and direction to Foreign Service posts.
- c. ACS consists of six divisions:
 - (1) Western Europe Division (OCS/ACS/WE);
 - (2) Eastern Europe Division (OCS/ACS/EE);
 - (3) Inter-American Division (OCS/ACS/ARA);
 - (4) Near East and South Asia Division (OCS/ACS/NESA);
 - (5) East Asia and Pacific Division (OCS/ACS/EAP); and
 - (6) Africa Division (OCS/ACS/AF).
- d. Each division performs a similar range of services for the countries assigned to its area.

(1) Assistance to Arrestees

- (a) Upon notification by a Foreign Service post of a U.S. citizen's incarceration, notifies relatives or friends of the arrestee's situation, facilitates the transfer of funds as needed, and monitors the welfare, legal, and human rights of the arrestee.
- (b) Coordinates emergency medical and/or dietary assistance to U.S. citizens arrested and imprisoned abroad.

(2) Assistance in Death Cases

Assists Foreign Service posts in identification and notification of next-of-kin in the event of a U.S. citizen death abroad. Assists in making arrangements for the disposition of remains of U.S. citizens who die abroad.

(3) Financial Matters

- (a) Arranges and assists in the repatriation of destitute U.S. citizens. Adjudicates applications for repatriation, medical, or dietary assistance referred to the Department by Foreign Service posts abroad.
- (b) Transmits private funds in emergencies to U.S. citizens abroad. Provides guidance to Foreign Service posts on assistance to U.S. citizens encountering health problems and authorizes funding and assists in arrangements for their repatriation.

(4) Medical Emergencies

Coordinates with agencies of the U.S. Government and private organizations on the medical evacuation of nonofficial U.S. citizens abroad.

(5) Travel Warnings and Consular Information

Issues Travel Warnings and Consular Information Sheets at the request of posts and informs the public of adverse conditions or circumstances in a particular country.

(6) Welfare and Whereabouts Inquiries

- (a) Assists Foreign Service posts in locating U.S. citizens abroad, search and rescue operations, shipping and seaman affairs, and providing emergency documentation to U.S. citizens abroad.
- (b) Initiates and monitors efforts to locate nonofficial U.S. citizens abroad about whom there is special concern, and notifies interested parties of results of search efforts. Advises U.S. citizens abroad of emergencies at home.

(7) Nationality and Citizenship Determination

Adjudicates cases involving claims to U.S. nationality and related services referred to the Department by Foreign Service posts.

Makes determinations of the acquisition and loss of nationality on cases referred to the Department by Foreign Service posts and other U.S. Government agencies. Determines entitlement of U.S. citizens residing abroad to passports and the protection of the U.S. Government.

(8) Document Issuance

Participates in the formulation of, and coordinates and implements policies and procedures regarding, the issuance abroad of U.S. passports and cards of identity. Formulates and implements policy and procedures regarding the approval and issuance of Consular Reports of Birth and Certificates of Witness to Marriage and Consular Reports of Death.

(9) Nationality Liaison

Provides information to U.S. nationals both in the United States and abroad concerning foreign nationality and, where necessary, recommends formal or informal representations to foreign governments on behalf of those U.S. citizens who, from the viewpoint of the U.S. Government, have been wrongfully inducted into foreign armies or who have been required to serve prison sentences in lieu of military service. Coordinates with other areas of the Department in providing guidance to U.S. and foreign officials in the interpretation of laws and international agreements on matters of nationality and U.S. document issuance abroad.

(10) Judicial and Notarial Services

- (a) Provides assistance to U.S. citizens in need of judicial services abroad including execution of commissions and letters rogatory, authenticating documents, and providing lists of lawyers in foreign countries. Advises U.S. consuls abroad on matters relating to service of process, subpoenas, and obtaining evidence for the courts of the United States.
- (b) Acts as liaison for the Department of Justice and U.S. attorneys' offices in obtaining evidence from abroad for use in denaturalization and deportation cases of those individuals suspected of committing war crimes and crimes against humanity during World War II.

(11) Estates

Provides guidance to consular officers and heirs on the conserving and disposition of the foreign estates of U.S. citizens who die

abroad.

(12) Property Claims

Provides guidance to consular officers on property and other interests owned by U.S. citizens abroad. Advises U.S. citizens on methods of obtaining documents from abroad in connection with property claims abroad. Responds to inquiries concerning consumer trade complaints against businesses abroad.

(13) Third-Country Representation

Is responsible for consular and administrative aspects of representation by a foreign government of the interests in the United States in a third country with which the United States has no diplomatic representation.

(14) Disaster Assistance

- (a) Directs task forces and working groups organized to assist private U.S. citizens involved in crises abroad.
- (b) Provides assistance to Foreign Service posts during such crises as natural disasters, wars, terrorism, and other critical and life-threatening situations involving private U.S. citizens abroad.
- (c) Develops training programs and manages equipment for consular "fly-away teams" of experienced officers, ready to be dispatched to augment a Foreign Service post's staffing at the scene of an emergency.

1 FAM 255.1-2 Office of Children's Issues (CA/OCS/CI)

(TL:ORG-90; 10-02-2000)

- a. Reports directly to the Managing Director.
- b. Provides guidance and leadership on consular aspects of children's services and fulfills U.S. treaty obligations relating to children. This division formulates and develops policies and programs, and provides direction to Foreign Service posts regarding all laws, regulations and procedures regarding issues pertaining to children abroad, and performs the following responsibilities:
 - (1) Participates in the formulation and coordinates the development and implementation of authorized children's issues programs, e.g.,

preventing international child abduction and assisting in adoption cases with other areas of the Department, and Federal, State, and local governments and with appropriate foreign organizations and governments;

- (2) Provides and coordinates substantive and technical direction to consular officers abroad in the effective application and administration of laws, treaties, and regulations governing the prevention and resolution of cases involving abduction of U.S. citizen children to or from abroad, the adoption abroad of children by U.S. citizens, child custody intervention and prevention of the abuse and/or neglect of U.S. citizen children abroad, and child support enforcement abroad;
- (3) Monitors, as it affects children's issues abroad, all specialized services provided for by law for the welfare and protection of U.S. citizens living or traveling abroad;
- (4) Coordinates the entry of information into the Automated Visa Lookout System (AVLOS) on abducting parents under section 212(a)(9)(c) of the Immigration and Naturalization Act (INA). Coordinates the entry and removal of child custody lookouts in the Bureau's passport namecheck system; and
- (5) Provides appropriate assistance to custodial parent or guardian in child custody cases as related to passport services abroad and the welfare and whereabouts of such children.

1 FAM 255.1-3 Office of Policy Review and Interagency Liaison (CA/OCS/PRI)

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

- a. Reports directly to the Managing Director.
- b. Office of Policy Review and Interagency Liaison provides advice and guidance on the procedural and substantive aspects of the functions for which CA/OCS and its counterparts at posts abroad are responsible. This office clears with the Office of the Legal Adviser on all matters having significant legal content, thereby ensuring that legal advice and interpretations of treaties, statutes, and regulations provided by CA/OCS are consistent with the legal position of the Department.

(1) Policy

- (a) Develops policies and provides technical guidance and

instruction, as well as legal advice, both within CA/OCS and to posts abroad concerning the administration and enforcement of laws on citizenship, documentation, protection, and welfare of U.S. citizens traveling and residing abroad.

- (b) Acts as volume coordinator for Volume 7 of the Foreign Affairs Manual (7 FAM - Consular Affairs), and relevant CFR provisions.
- (c) When appropriate, renders advice to the public, posts abroad and to CA/OCS staff on issues and cases on the full range of CA/OCS responsibilities.

(2) Legislation

- (a) Proposes legislation to promote consular efficiency by clarifying existing provisions or proposing new enactments to remedy inequities.
- (b) Responds to Office of Management and Budget (OMB) requests for views on proposed legislation, including preparation of testimony and replies to questions of appropriate Congressional committees.
- (c) Works, in coordination with the Bureau of Legislative Affairs (H), with legislative committee staffs to answer questions and assess potential impact of proposed legislation.
- (d) Interprets and assists in implementing new laws including formulation of any necessary implementing regulations.

(3) Treaties and Agreements

- (a) Participates with the Office of the Legal Adviser (L) and geographic bureaus in the preparation and negotiation of consular-related treaties, conventions, and other agreements.
- (b) Develops supporting documentation and testimony necessary to ensure Senate approval of such agreements.
- (c) Formulates any necessary implementing regulations and otherwise monitors and promotes full compliance with terms of the agreement.
- (d) Administers prisoner transfer treaties in coordination with the Department of Justice (DOJ).

(4) Nationality Determinations

- (a) Conducts reconsiderations in acquisition and loss of U.S. citizenship in complex cases.
- (b) Renders advisory opinions and guidance to posts and CA/OCS to ensure consistency of interpretation and uniform application of evidentiary standards to promote equity of treatment under the law.

(5) Liaison with Other Agencies

- (a) Administers the Overseas Federal Benefits Program and works with paying agencies on all matters pertaining to claims and benefits programs abroad.
- (b) Represents CA/OCS, as well as the Bureau and Department as appropriate, in meetings and negotiations with other Federal (DOJ, Department of Homeland Security (DHS), DOD), State, and local agencies.

(6) Coordination with Office of the Legal Adviser

- (a) Maintains contact with L/CA and other offices of L (L/LEI, L/T) to facilitate communication between line officers and L offices especially when technical, legal issues are involved.
- (b) Works with L to develop Department positions on litigation, legislation, treaties and agreements, and precedent-setting nationality determinations.
- (c) Following consultation with L, provides that agreed-upon legal guidance is disseminated and properly implemented by CA/OCS and posts abroad.

(7) Freedom of Information and Privacy Acts

- (a) Administers Freedom of Information and Privacy Act (FOIA) casework for CA/OCS.
- (b) Provides guidance to line officers regarding operational issues having FOIA implications after consultation with L and A/GIS/IPS/RL/RC, as appropriate.

(8) Litigation

- (a) Prepares litigation reports, as appropriate, for submission to L. Works with L and other interested parties to assist in formulating the Department's position and strategy in court cases involving CA/OCS issues.

- (b) Advises U.S. Government attorneys, including participation at hearings and trials, on operational and legal aspects of CA/OCS work.
- (c) Advises operational entities within Consular Affairs of significant court decisions, including their precedent value.

1 FAM 256 OFFICE OF THE EXECUTIVE DIRECTOR (CA/EX)

(TL:ORG-127; 09-02-2003)

- a. Provides executive direction to the Bureau for administration and management services, including financial and human resources and computer systems.
- b. Collaborates with the regional bureaus, appropriate functional bureaus, and the Bureau of Human Resources on Foreign Service personnel policies affecting the consular function and the assignment of consular personnel abroad.
- c. Prepares and presents budgetary information on the consular function (e.g., the consular package) and provides management support to consular personnel abroad.

1 FAM 256.1 General Services Division (CA/EX/GSD)

(TL:ORG-90; 10-02-2000)

Supervises the Bureau's communication system, including the central files of communications with posts abroad. Oversees the procurement and distribution of supplies, equipment, space, travel and transportation, and maintenance services of the Bureau; administers the Bureau's security and safety programs.

1 FAM 256.2 Human Resources Division (CA/EX/HR)

(TL:ORG-127; 09-02-2003)

Coordinates the human resources functions and programs of the Bureau including position classification, staffing and recruitment, merit promotion, employee relations, employee benefits, training and development, position management, awards, and special projects; supervises the control and monitoring of staffing levels and the distribution of permanent and temporary employees within the Bureau's organizational units.

1 FAM 256.3 Resources Management Division (CA/EX/RES)

(TL:ORG-90; 10-02-2000)

- a. Formulates, prepares, and presents the Bureau's annual budget request and associated justifications. Prepares financial plans and periodic financial status reports. Determines resource availability, distributes and manages funds allocated to the Bureau, and approves fund commitments and obligations. Monitors fund transfers and cost reimbursement accounts with Federal and State agencies. Recommends fiscal policy in compliance with fiscal regulations, directives, and instructions of the Department, Executive branch, and the Congress.
- b. Manages special funding arrangements for repatriation and subsistence loans to indigent U.S. citizens abroad, as well as medical and dietary assistance to U.S. citizens incarcerated abroad.
- c. Manages the collection, analysis, and distribution of statistical information used to project workload and resource consumption trends. Analyzes financial, statistical, and operational data to project future requirements and to determine operational performance. Monitors and administers authorized employment levels.
- d. Establishes guidelines for accounting, disbursement, imprest control and fee transfer procedures. Assists operating offices in designing and implementing oversight and management control systems related to those procedures.
- e. Provides guidance and issues instructions for sampling U.S. Postal Service mail utilization by the Passport Office. Maintains usage records by different service categories to determine appropriate reimbursement to

the Postal Service.

1 FAM 257 THROUGH 259 UNASSIGNED

1 FAM EXHIBIT 251.2 BUREAU OF CONSULAR AFFAIRS (CA)

(CT:ORG-153; 03-14-2006)

