



Strategic Goal 6: American Citizens

Assist American Citizens to Travel, Conduct Business, and Live Abroad Securely

I. Public Benefit

The Department has no more vital responsibility than the protection of American citizens. Approximately 3.2 million Americans reside abroad, and Americans make about 60 million trips outside the United States each year. The Department issues a passport that gives Americans the freedom to travel internationally and is a symbol of the protection that the U.S. Government (USG) provides its citizens.

U.S. embassies and consulates provide a broad range of services that protect U.S. citizens abroad. The Department must plan for the unexpected and be prepared to respond to crises abroad, transportation disasters, and other situations in which U.S. citizens need assistance, including incidents of terrorism and serious crimes such as hostage taking, homicide, assault, domestic violence, child abuse, and international parental child abduction. The Department ensures that host governments take steps to protect Americans from crime and unrest; develop effective investigative, prosecutorial, and other judicial capabilities to respond to American victims of crime; and expand their cooperation and information sharing with the United States in order to prevent terrorist attacks on U.S. citizens. The Department also works with foreign governments, other USG agencies, and international organizations on transportation security initiatives.

To alert Americans to conditions that may affect safety and travel abroad, the Department disseminates threat assessments to posts abroad and announcements to the public as quickly as possible using all available means. The Department uses its websites, its Consular Information Program, a global Internet-based registration system, and the Overseas Security Advisory Council (OSAC), a government-private sector partnership, to foster creative solutions to security-related issues affecting U.S. private sector interests. The Department uses threat information and security expertise overseas to protect their personnel, property, proprietary information, and other assets. The Department is making its websites increasingly accessible and interactive and encourages the traveling American public to register with posts abroad.

II. Resource Summary (\$ in Thousands)

	FY 2004 Actual	FY 2005 Estimate	FY 2006 Request	Change from FY 2005	
				Amount	%
Staff ¹	276	275	275	0	0.0%
Funds ²	\$55,212	\$56,566	\$58,736	\$2,170	3.8%

¹ Department of State direct-funded positions.

² Funds include both Department of State Appropriations Act Resources and Foreign Operations Resources, where applicable.



III. Strategic Goal Context

Shown below are the performance goals, initiatives/programs, and the resources, bureaus and partners that contribute to accomplishment of the "American Citizens" strategic goal. Acronyms are defined in the glossary at the back of this publication.

Strategic Goal	Performance Goal (Short Title)	Initiative/Program	Major Resources	Lead Bureau(s)	Partners
American Citizens	Assistance for U.S. Citizens Abroad	American Citizen Services	D&CP	CA	DOJ, DoD, HHS, DOT; NCMEC, other NGOs
	Passport Issuance and Integrity	Secure Passport Issuance	D&CP	CA	GPO, Treasury, DHS, SSA, USPS, USMS, HHS; ICAO; NAPHSIS, AAMVA



IV. Performance Summary

For each Initiative/Program that supports accomplishment of this strategic goal, the most critical FY 2006 performance indicators and targets are shown below.

Annual Performance Goal #1	
U.S. CITIZENS HAVE THE CONSULAR INFORMATION, SERVICES, AND PROTECTION THEY NEED WHEN THEY RESIDE, CONDUCT BUSINESS, OR TRAVEL ABROAD	

I/P #1: American Citizen Services	
Provide citizens with up-to-date information and easy access to consular services.	

	Output Indicator	
	Indicator #1: Access to Online Registration System	

TARGETS	FY 2006	The now mature online registration database and the fully deployed American citizen services case management system application (ACSPlus) together maintain a warden system for American citizen travelers that can be managed locally or remotely.
	FY 2005	A new ACSPlus begins deployment, sharing data with the existing online registration system.
RESULTS	2004	Launched a new, worldwide global Internet-based registration system that allows U.S. citizens access to secure online U.S. citizen registration system. The system is now operational and allows American citizens to receive timely travel information and enables embassies and consulates to track and assist American travelers and overseas residents.
	2003	Contract to manage the online registration system was on schedule and 90-Day Notice of Proposed Information Collection was published in the Federal Register on September 9, 2003.
	2002	Pilot software was developed for an Internet-based system that will allow Americans to register overseas travel itineraries at a central website.
	2001	<ol style="list-style-type: none"> Assessment of Registration and Warden List Services completed. The Department worked to formulate a global plan for allowing U.S. citizens to register with posts electronically.
DATA QUALITY	Indicator Validation	Global access to an online registration system with a database maintained and protected behind the Department's firewalls provides easily accessible, secure registration and management of U.S. citizen contact data, and enables efficient delivery of travel information and consular emergency services anywhere in the world.
	Data Source	Project milestones, such as software deliveries, are set by contract. Progress is measured by concrete indicators including software delivery dates, test approval dates, and dates the system will be placed into service. This data is available on the Bureau of Consular Affairs database.



 Output Indicator		
Indicator #2: Status of Hague Convention on Inter-country Adoption		
TARGETS	FY 2006	<ol style="list-style-type: none"> 1. Authorize designated accrediting entities with signed agreements to accredit/approve all of adoption service providers. 2. U.S. instruments of accession deposited in 2007.
	FY 2005	Adoption visa processing regulations finalized, case registry software finalized and deployed.
RESULTS	2004	Published in Federal Register proposed regulations on the accreditation and approval of adoption service providers. Received approximately 1,800 public comments on the proposed regulations. Posted the public comments on the Bureau of Consular Affairs (CA) website. Preparing written responses to the public comments and revising regulations to be issued in Federal Register. Published on public CA website Requests for Statements of Interest to Solicit State government and nonprofit accrediting entities (AE's). Three non-profit accreditors and 9 States (many more than expected) expressed interest in becoming accrediting entities. Department team met with and evaluated each of the candidates. Based on the evaluations, the Department found that four of the candidates did not meet criteria for becoming an AE and others withdrew. The Department is preparing to open negotiations with remaining candidates. Once agreements are complete and regulations reissued, Hague Convention accreditation site evaluations of adoption service providers (ASP's) may begin. ASPs must be accredited for Convention to enter into force for U.S.
	2003	A proposed rule on the implementation of the Hague Convention on Inter-country Adoption and the Inter-country Adoption Act of 2000 was published in the Federal Register on September 15, 2003.
	2002	<ol style="list-style-type: none"> 1. Adoption regulations were discussed and cleared with stakeholders and other federal agencies. 2. Software to manage international adoption cases was delayed to accommodate the Department's new responsibilities as Central Authority under the Hague Convention on adoptions.
	2001	<ol style="list-style-type: none"> 1. The President signed the Inter-country Adoption Act of 2000 (PL 106-279) on October 6, 2000. 2. Requirements for a federal accreditation program for adoption agencies and other new programs were established. 3. Adoption regulations were drafted.
DATA QUALITY	Indicator Validation	"Status of the Hague Convention on Inter-country Adoption" demonstrates essential tasks that must be completed prior to U.S. ratification of the Convention in order for the U.S. to meet the Convention's responsibilities.
	Data Source	Bureau of Consular Affairs records.



Annual Performance Goal #2
 EFFECTIVE AND TIMELY PASSPORT ISSUANCE, WITH DOCUMENT INTEGRITY ASSURED

I/P #2: Secure Passport Issuance
 Provide American citizens timely and effective passport issuance with document integrity assured.

 **Outcome Indicator**
Indicator #1: Development of a Biometrics Collection Program for U.S. Passports

TARGETS	FY 2006	All new passports issued domestically contain biometric data by end of fiscal year.
	FY 2005	Continue testing of offered biometrics passport products. Pilot testing of biometric passport issuance will begin in mid-2005.
RESULTS	2004	Procurement for biometric passport is underway. Initial awards for current procurement were made on October 8, 2004. Additional awards were made on January 12, 2005. Software for biometric passport issuance and was developed and tested. Public Key Infrastructure (PKI) Certificate Authority was established in the Department for digitally signing passports.
	2003	<ol style="list-style-type: none"> The International Civil Aviation Organization (ICAO) established standards for the integration of biometric identification information into passports and other Machine Readable Travel Documents (MRTDs) in May, enabling the Department to begin implementing the standards in U.S. passports. Initial planning and requirements definition were underway. In July 2003, the Department issued a Request for Information relating to the integration of a chip with integrated circuit technology into the traditional paper-based passport booklet.
	2002	Inclusion of biometric indicators in U.S. passports considered.
	2001	Biometrics were not used in U.S. passports.
DATA QUALITY	Indicator Validation	Introducing biometrics into passports and other travel documents represents a major advance in the international effort to prevent imposter fraud. The U.S. Enhanced Border Security and Visa Reform Act requires nations participating in the Visa Waiver Program to incorporate biometrics into their passports.
	Data Source	Bureau of Consular Affairs data.



Efficiency Indicator		
 Indicator #2: Number of Days Between Receipt of Routine Passport Application by Passport Services and Issuance of a Passport		
TARGETS	FY 2006	90% of passport applications processed to issuance within 15 business days of receipt.
	FY 2005	90% of passport applications processed to issuance within 19 business days of receipt.
RESULTS	2004	90% of passport applications processed to issuance within 21 business days of receipt.
	2003	<u>Baseline</u> : 90% of passport applications processed to issuance within 23 business days of receipt.
	2002-2001	N/A
DATA QUALITY	Indicator Validation	This indicator measures the timeliness of passport issuance.
	Data Source	Bureau of Consular Affairs data.



V. Illustrative Examples of FY 2004 Achievements

American Citizens	
International Child Abduction	Bureau of Consular Affairs Assistant Secretary Harty raised consular issues, with a special focus on American children abducted from the U.S. or retained abroad by one parent, with senior government officials in Europe, Africa, and Latin America, as well as with other foreign government officials in Washington. In October 2003, the U.S. and Egypt agreed to cooperate on facilitating consular and parental access to such children, in accordance with shared principles and the Vienna Convention on Consular Relations. The U.S. and Lebanon signed a similar MOU in April 2004. As part of the Department's efforts to promote awareness and effective implementation of the Hague Convention on the Civil Aspects of International Child Abduction, CA sponsored judicial training seminars for U.S. judges. CA also hosted "Town Hall" informational meetings for left-behind parents.
International Cooperation	The Department has provided Interpol with an index of all lost and stolen U.S. passports for inclusion in its Lost and Stolen Document database, available to member law enforcement authorities worldwide. In May, the Bureau of Consular Affairs transferred data on over 300,000 lost, stolen or invalid U.S. passports to Interpol, and recently began providing daily updates. This is a significant step towards curbing not only terrorism, but also identity theft, alien smuggling, and other types of criminal fraud. The Department has formally encouraged other governments to take similar steps as part of a comprehensive effort to make international travel more difficult for terrorists, organized crime figures, and others who seek to travel on lost or stolen travel documents.
Interagency Cooperation	The U.S. Department of Health and Human Services (HHS) has partnered with the Department's Passport Services on the passport denial program. Using HHS information on individuals who have fallen behind on child support payments, the Department denies passport issuance when these individuals request passport services until such obligations are met. The HHS/Passport Services partnership was quite successful again this year. Several large lump sum payments resulted from the Passport Denial Program: 1) \$289,547 collected by California for Michigan; 2) \$186,968 in Virginia, and 3) \$136,055 in Wyoming. In each case, the entire lump sum was distributed to the family. The collections since the program's inception in June 1998 total over \$27,000,000.
International Child Adoption	The Department's Adoption Unit in the Office of Children's Issues protects and promotes the option of intercountry adoption as a way to provide a permanent family placement for a child who cannot find one in his or her home country. The Department coordinates policies on intercountry adoption with other countries and the international community, and promotes national adoption legislation and policies within the context of strong safeguards for the interests of children, birth parents and adoptive parents, as embodied in the Hague Convention on Protection of Children and Cooperation in Respect of Intercountry Adoption.



VI. Resource Detail

Table 1: State Appropriations by Bureau (\$ Thousands)

Bureau	FY 2004 Actual	FY 2005 Estimate	FY 2006 Request
European and Eurasian Affairs	\$17,718	\$17,822	\$17,822
East Asian and Pacific Affairs	11,381	11,677	12,145
African Affairs	8,946	9,369	9,102
Near Eastern Affairs	4,586	4,766	6,176
Other Bureaus	12,581	12,932	13,491
Total State Appropriations	\$55,212	\$56,566	\$58,736

Table 2: Foreign Operations by Account (\$ Thousands)

Title/Accounts	FY 2004 Actual	FY 2005 Estimate	FY 2006 Request
Title I - Export and Investment Assistance			
Export-Import Bank			
Overseas Private Investment Corporation			
Trade and Development Agency			
Title II - Bilateral Economic Assistance			
USAID			
Global HIV/AIDS Initiative			
Other Bilateral Economic Assistance			
Independent Agencies			
Department of State			
Department of Treasury			
Conflict Response Fund			
Millennium Challenge Account			
Title III - Military Assistance			
International Military Education and Training			
Foreign Military Financing			
Peacekeeping Operations			
Title IV - Multilateral Economic Assistance			
International Development Association			
International Financial Institutions			
International Organizations and Programs			
Total Foreign Operations	0	0	0
Grand Total	\$55,212	\$56,566	\$58,736