



## 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 U.S. citizens while they are overseas. Approximately 4 million Americans reside abroad, and Americans make about 60 million trips outside the United States each year. The Department issues passports that identify individuals as U.S. citizens and enables them to travel internationally.

U.S. embassies and consulates offer a broad range of services to U.S. citizens abroad, such as assistance to U.S. citizens who die, fall ill, become destitute, or who are arrested. The Department must plan for the unexpected and be prepared to respond to crises abroad, such as transportation or natural 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 actively encourages host governments to adopt measures needed to protect Americans from crime, as well as social and political unrest and to ensure that they are equitably treated by the host country criminal justice system; 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. The Department also encourages countries to implement intercountry adoption systems that protect the interests of children, birth parents, and U.S. adoptive parents.

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, its overseas American citizen warden program, and the Overseas Security Advisory Council, a government-private sector partnership, to foster creative solutions to security related issues affecting U.S. private sector interests.

Through Passport Services, the Department provides the American public with the world's premier travel, citizenship and identity document. Passport Services continues to enhance the integrity of the U.S. passport, while maintaining the highest standards for excellence in customer service. The Biometrics collection program for U.S. passports leads the way towards the next generation of international travel documents - E-passports contain a contactless chip on which biometric and biographic information is recorded. These improvements will further strengthen international border security by ensuring both that the document is authentic and that the person carrying the E-passport is the American citizen to whom that document was issued.

#### II. Resource Summary (\$ in Thousands)

	FY 2005 Actual	FY 2006 Estimate	FY 2007 Request	Change from FY 2006	
				Amount	%
Staff <sup>1</sup>	276	272	274	2	0.9%
Funds <sup>2</sup>	\$82,966	\$73,301	\$73,347	\$46	0.1%

Note (1): Department of State direct-funded positions.

Note (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
<b>American Citizens</b>	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 2007 performance indicators and targets are shown below.

Annual Performance Goal #1	
AC.01 U. S. CITIZENS HAVE THE CONSULAR INFORMATION, SERVICES AND PROTECTION THEY NEED TO RESIDE, CONDUCT BUSINESS, OR TRAVEL ABROAD.	

I/P #1: American Citizen Services		
Keep Americans safe abroad and provide emergency and non-emergency services to assist overseas Americans and persons in the United States who are concerned about them.		
 <b>Output Indicator</b>		
Indicator #1: Status of Hague Convention on Intercountry Adoption		
TARGETS	FY 2007	Incoming and outgoing adoptions meet legal standards of the Hague Convention.
	FY 2006	<ol style="list-style-type: none"> <li>1. Authorize designated accrediting entities with signed agreements to accredit/approve adoption service providers.</li> <li>2. Hague Adoption visa process regulations finalized.</li> <li>3. Case registry for adoption cases finalized.</li> <li>4. U.S. instruments of accession deposited in 2007.</li> </ol>
RESULTS	2005	<ol style="list-style-type: none"> <li>1. Adoption accreditation regulations finalized.</li> <li>2. Adoption visa processing regulations drafted.</li> <li>3. Adoption case registry and tracking software developed and in test phase.</li> <li>4. Negotiations with potential accrediting entities toward signing agreements begun.</li> </ol>
	2004	<ol style="list-style-type: none"> <li>1. Published in the Federal Register proposed regulations on the accreditation and approval of adoption service providers, which must be accredited for Convention to enter into force.</li> <li>2. Received approximately 1800 public comments on the proposed regulations and posted the public comments on the Bureau of Consular Affairs (CA) website. Prepared written responses to the public comments and revised regulations in light of public comment for internal CA policy review.</li> <li>3. Published on CA website Request for Statements of Interest to solicit State government and nonprofit accrediting entities (AEs). Three nonprofit 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 prepared to open negotiations with remaining candidates.</li> </ol>
	2003	A Proposed Rule on the implementation of the Hague Convention on Intercountry Adoption and the Intercountry Adoption Act of 2000 was published in the Federal Register on September 15, 2003.
	2002	<ol style="list-style-type: none"> <li>1. Adoption regulations were discussed and cleared with stakeholders and other federal agencies.</li> <li>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.</li> </ol>
DATA QUALITY	Indicator Validation	"Status of the Hague Convention on Intercountry 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.



 <b>Input Indicator</b>		
Indicator #2: Status of Internet-Based Registration System		
<b>TARGETS</b>	FY 2007	Continue to increase the number of American citizens using Internet Based Registration System (IBRS) and explore how we might further use IBRS to support posts contacting registrants.
	FY 2006	The now mature online registration database and the fully deployed American citizen services case management system application (ACS+) together provide a warden system for American citizen travelers that can be managed locally or remotely.
<b>RESULTS</b>	2005	By the end of FY 2005, more than 300,000 U.S. citizen travelers have registered in response to global events such as natural disasters and security concerns. Travel information, such as Consular Information Program documents, is automatically delivered to all registrants. With continuing deployment of the new ACS+ software to overseas consular posts, long-term travel information entered automatically interfaces with the appropriate posts' systems.
	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 on-line registration system is on schedule and a 30-Day Notice of Proposed Information Collection was published in the Federal Register in September 2003.
	2002	Pilot software was developed for an Internet-based system that will allow Americans to register overseas travel itineraries at a central website.
<b>DATA QUALITY</b>	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	Internet Based Registration System, U.S. embassy American Citizen Services units, Bureau of Consular Affairs (CA).



**Annual Performance Goal #2**  
 AC.02 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.



**Output Indicator**

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

<b>TARGETS</b>	<b>FY 2007</b>	All new passports issued domestically will contain biometric data., including a chip to store the data.
	<b>FY 2006</b>	All passports issued domestically will contain biometric data by end of fiscal year.
<b>RESULTS</b>	2005	Pilot testing of biometric passport issuance process and operational field testing of prototype e-passports begun in 2005, with successful completion of the operational field test. Progress in conducting the pilot at the Special Issuance Agency (SIA) was delayed due to a vendor protest. The Department worked with Department of Justice attorneys to conclude litigation issues, so that the Bureau of Consular Affairs could proceed to initial production of biometric passports at SIA.
	2004	Procurement for biometric passport is underway and nearing completion. Initial awards for current procurement were made on October 8, 2004. Software has been developed for biometric passport issuance and is being tested. Public Key Infrastructure Certificate Authority has been established in the Department for digitally signing passports.
	2003	<ol style="list-style-type: none"> <li>1. 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 2003, enabling the Department to begin implementing the standards in U.S. passports.</li> <li>2. Initial planning and requirements definition are 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.</li> </ol>
	2002	Inclusion of biometric indicators in U.S. passports considered.
<b>DATA QUALITY</b>	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 records.



 <b>Efficiency Indicator</b>		
<b>Indicator #2: Number of Days Between Receipt of Routine Passport Application by Passport Services and Issuance of a Passport (PART)</b>		
<b>TARGETS</b>	FY 2007	90% of passport applications processed to issuance within 19 business days of receipt.
	FY 2006	90% of passport applications processed to issuance within 19 business days of receipt.
<b>RESULTS</b>	2005	In FY 2005, the Department issued 87.1% of passports within 19 business days of receipt. As a result of Hurricane Katrina in August 2005 and the subsequent closure of the New Orleans Passport Agency - our most productive passport processing facility, we lost 17% of our productive capacity and experienced system-wide disruptions. In the wake of Hurricane Katrina and increased demand, we missed our more aggressive target for this fiscal year by only 2.9 percentage points.
	2004	90% of passport applications processed to issuance within 21 business days of receipt.
	2003	<u>Baseline</u> : 90% of passports processed to issuance within 23 business days of receipt.
	2002	N/A
<b>DATA QUALITY</b>	Indicator Validation	This indicator measures the timeliness of passport issuance.
	Data Source	Bureau of Consular Affairs data records.



## V. Illustrative Examples

American Citizens	
<b>Crisis Management</b>	<p>The Department played a major role in the interagency response to the December 26, 2004 tsunami that struck South Asia. The Bureau of Consular Affairs (CA) stood up a massive task force that followed up on over 15,000 specific welfare/whereabouts inquiries resulting from the crisis. The task force cooperated with DHS, HHS, DoD, and other USG agencies in working to confirm the safety of Americans, establish the identify of deceased American citizens, and providing assistance to survivors and the families of those killed. CA also sent three officers to contribute to the interagency and intergovernmental process of identifying tsunami victims and help Embassy Bangkok and Embassy Colombo in their efforts to assist American survivors. CA also moved quickly in the aftermath of the July 2005 bombings in London to ensure that American citizen victims received appropriate assistance and support, including financial support from DOJ's Office for Victims of Terrorism.</p>
<b>Hurricane Katrina and the New Orleans Passport Agency</b>	<p>Hurricane Katrina forced the Department to temporarily close the New Orleans Passport Agency, one of the three largest domestic passport service facilities and responsible for over 17% of Passport Services' annual workload. After careful consideration of both personnel safety and the safeguarding of critical National Security items, the Department elected to send a group of Department volunteers and contract staff to New Orleans to secure and remove that agencies' pending passport applications, associated personal identity documents and blank passports. Arriving in New Orleans, the recovery team worked under difficult conditions. Within two days, the recovery team loaded and carried over 120,000 applications, 184,000 blank U.S. passports, and several computer servers down 13 floors of an unlit stairwell and loaded them onto a tractor-trailer for delivery to the Passport Center in Charleston, South Carolina. The staff in Charleston, as well as at agencies around the country, stepped up to cover the loss of New Orleans' production facility. Due to the quick and effective response of the Passport Services staff across the nation, the Department was still able to meet the record-breaking demand for U.S. passports in FY 2005. The New Orleans Passport Agency was officially re-opened on December 13, 2005.</p>
<b>International Child Abduction</b>	<p>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, the Bureau of Consular Affairs joined the Hague Permanent Bureau to sponsor a Latin American Judicial Seminar involving 17 countries, the U.S., Canada and Spain. As a result of this, the Bureau of Consular Affairs was asked to participate in follow-on seminars in Costa Rica, El Salvador, and Colombia.</p>
<b>Intercountry Adoption</b>	<p>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. CA negotiated and signed a bilateral adoptions agreement with Vietnam in June 2005. 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. The Department is principally charged with implementing the Convention for the U.S. CA added 7 positions dedicated to Hague implementation in FY 2005. We have nearly completed proposed regulations on standards for adoption service providers; begun discussions to designate accrediting entities; and developed Internet-based portions of an automated adoption tracking system.</p>



## V. Resource Detail

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

Bureau (Ranked by Highest FY 2007 Request)	FY 2005 Actual	FY 2006 Estimate	FY 2007 Request
European and Eurasian Affairs	18,674	18,589	17,529
East Asian and Pacific Affairs	12,403	13,353	13,293
Western Hemisphere Affairs	9,657	10,052	10,006
African Affairs	9,215	9,837	9,985
Other Bureaus	33,017	21,470	22,534
<b>Total State Appropriations</b>	<b>\$82,966</b>	<b>\$73,301</b>	<b>\$73,347</b>

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

Title/Accounts	FY 2005 Actual	FY 2006 Estimate	FY 2007 Request
<b>Title I - Export and Investment Assistance</b>			
Export-Import Bank	-	-	-
Overseas Private Investment Corporation	-	-	-
Trade and Development Agency	-	-	-
<b>Title II - Bilateral Economic Assistance</b>			
USAID	-	-	-
Global HIV/AIDS Initiative	-	-	-
Other Bilateral Economic Assistance	-	-	-
Independent Agencies	-	-	-
Department of State	-	-	-
Department of Treasury	-	-	-
Conflict Response Fund	-	-	-
Millennium Challenge Account	-	-	-
<b>Title III - Military Assistance</b>			
International Military Education/Training	-	-	-
Foreign Military Financing	-	-	-
Peacekeeping Operations	-	-	-
<b>Title IV - Multilateral Economic Assistance</b>			
International Development Association	-	-	-
International Financial Institutions	-	-	-
International Organizations/Programs	-	-	-
<b>Total Foreign Operations</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>Grand Total</b>	<b>\$82,966</b>	<b>\$73,301</b>	<b>\$73,347</b>