

# Community Liaison Office

## Eight Areas of Responsibility

The Community Liaison Office (CLO) program provides morale-enhancing support to U.S. government employees and family members of all agencies who are assigned to U.S. embassies and consulates abroad. The CLO is ICASS-funded, and is managed by the Global Community Liaison Office (GCLO). Programs are client-driven and administered across eight areas of responsibility.

### Employment

CLO advocates for family member employment opportunities both inside and outside the mission. As a member of the Post Employment Committee, the CLO promotes family member preference and a formalized post hiring policy. CLO organizes workshops and presentations on employment resources. CLO also prepare the semi-annual Family Member Employment Report, outlining opportunities for family members at post.

### Community

CLO establishes relationships with local organizations and contacts to benefit the post community. As a member of the Country Team, the Housing Board, the Emergency Action Committee, DEIA Committee, and the Employee Association, CLO is the voice of the community.

### Education

CLO maintains contact with schools used by post families and provides information on educational options. The CLO provides information on overseas schools, Washington area schools, boarding schools, education allowances, special needs resources, home schooling, distance learning, adult education opportunities, and child care. CLO also prepares an annual School Summary and Child Care Report.

### Welcoming, Orientation & Departures

Often, CLO is the first contact — and best source of information — for newcomers prior to arriving at post. CLO organizes and maintains a sponsorship program and newcomer orientations to help new arrivals adjust.



## Crisis Management

CLO plays a key role in a crisis, relaying critical information between post management and the community. With RSO, CLO organizes security briefings, personal preparedness seminars, and meetings to ensure emergency preparedness. CLO sits on the Emergency Action Committee to advocate for community needs/concerns. In case of an evacuation, the CLO provides departure and safehaven information to GCLO and, after a crisis, works with post management to rebuild the community.

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## Guidance and Referral

The CLO provides confidential support to community members, including in instances such as divorce, spouse or child abuse, adoption, death, and mental health concerns. CLOs refer clients to professional caregivers and other resources when needed. The CLO also represents community concerns to post management and helps formulate solutions.

## Events

To boost morale, CLO develops programs on traditions of the U.S. and host country, and organizes a wide variety of social, educational, and recreational activities to meet the needs of all segments of the community. The CLO encourages volunteerism and community outreach, and coordinates events organized by other groups or individuals at post.

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## Communications

The CLO communicates with their community through social media and/or a newsletter, and maintains a community resource center. The CLO prepares the bi-annual CLO Activity Report, which informs GCLO and other key figures in Washington about the situation at post. To support bidders, CLO submits post information to the Overseas Briefing Center.

## CLO Confidentiality Policy

What is said in private by any individual shall be held in strictest confidence unless there is danger to the individual, others, or to the interests of the United States Mission. By law, child abuse must be reported. According to 3 FAM 1815, any person who suspects an employee is involved in domestic violence should report this information to the Family Advocacy Officer (FAO) at post. Department of State policy requires supervisors and any responsible Department officials who become aware of an allegation of discriminatory or sexual harassment to report it to the Office of Civil Rights (S/OCR) for action. (3 FAM 1525 and 3 FAM 1526) In no other cases will any member of the CLO team repeat what is said by another person without permission of the individual or unless otherwise required by law.