

Knowing Your Resources: Working with the Department of State and the Overseas Security Advisory Council

NAFSA Regional Conference
October 2010



American Citizens Abroad

- Americans make over 60 million trips abroad every year
- 4.5 million Americans reside overseas
- Over 200,000 students study abroad





Assistance for Citizens Abroad

- Issuance of Emergency Passports
- Welfare/whereabouts
- Arrests
- Medical Emergencies
- Crisis response
- Routine Services
- Cradle-to-Grave Assistance – Your Town Hall Overseas



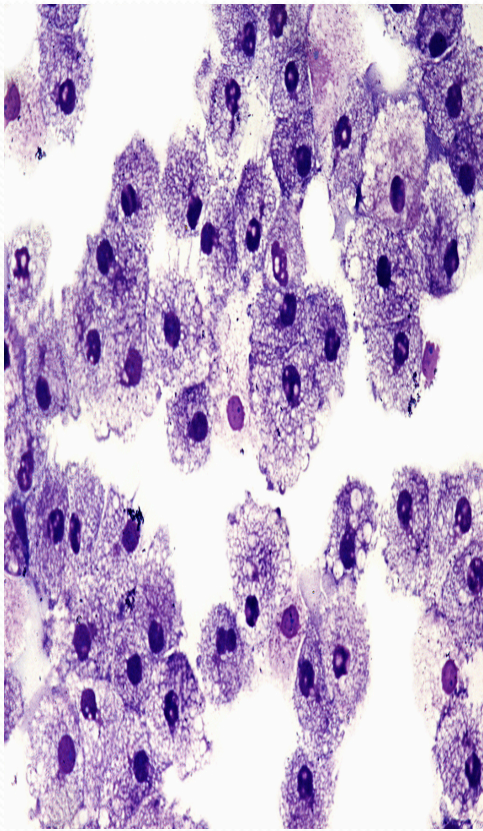
Welfare/Whereabouts Requests

- Over 200,000 requests per year
- Contact hospitals, hotels, jails, local authorities, etc.
- Privacy Act limitations
- Cannot compel response or return to the U.S.
- Phone home!!





Medical Emergencies



- Help identify medical resources
- Make a consular visit
- Provide basic translation
- Help identify financial resources
- Notify friends/family
- Help coordinate medical evacuations



Arrests



- More than 2,500 per year; 30 % drug related
- U.S. citizens subject to host country laws
- Consular notification and access
- Monitor case; communicate with family & the U.S. Department of State



Crisis Response

- Call center – over 300K calls in first two days after Haiti earthquake!
- Immediate needs
- Departure/assisted evacuation





Additional Assistance

- Deaths & estates
 - Approximately 6,000 Americans die outside of the U.S. each year.; mostly long-term residents overseas
 - We notify the next of kin about options and costs for disposition of remains. Costs for preparing and returning a body to the U.S. are high and are the responsibility of the family. Often local laws and procedures make returning a body to the U.S. for burial a lengthy process.
- Crime/terrorism victims' assistance
- Kidnappings
- Financial assistance, repatriations



Consular Information Program

“Know Before You Go”



The Consular Information Program aims to help Americans living and traveling abroad make *informed decisions and plans*.



Consular Information Program

- **No Double Standard Policy**
 - Specific, credible, non-counterable threat
 - Collaboration with Regional Security Officers





Consular Information Program

- Country Specific Information (CSI)
 - available for every country of the world
 - location of the U.S. embassy or consulate in the subject country, unusual immigration practices, health conditions, minor political disturbances, unusual currency and entry regulations, crime and security information, and drug penalties
- Travel Warnings: long-term, protracted conditions that make a country dangerous or unstable
- Travel Alerts : short-term conditions, generally within a particular country, that pose imminent risks to the security of U.S. citizens
- Warden Messages: Register!! <https://travelregistration.state.gov/ibrs/ui/>
- Fact Sheets (e.g. avian influenza)
- All on travel.state.gov



Consular Information Program

- Information from variety of sources
 - Embassies, consulates; 250 in nearly every country in the world
 - Intelligence community
 - Media
 - Foreign governments



www.travel.state.gov

Welcome to Travel.State.Gov - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail

Address http://www.travel.state.gov/ Go Links

Travel Warnings | Travel Alerts | Country Specific Information

U.S. DEPARTMENT of STATE

TRAVEL.STATE.GOV BUREAU OF CONSULAR AFFAIRS

Search GO

Most Requested

Feedback | Contact Us

Tuesday February 24, 2009

INTERNATIONAL TRAVEL PASSPORTS VISAS CHILDREN & FAMILY LAW & POLICY

Special Interest

- [U.S. Passport Card](#)
- [Internet Pal in Trouble?](#)
- [Travel Info for Students](#)

Travel Warnings

- [Eritrea](#) 02/18/2009
- [Syria](#) 02/12/2009
- [View More >](#)

Travel Alerts

- [Mexico](#) 02/20/2009
- [French West Indies](#) 02/13/2009
- [View More >](#)

Worldwide Caution

Country Specific Information

ESTA Electronic System for Travel Authorization
U.S. Department of Homeland Security

Visa Waiver Program Travelers: Apply for ESTA

- [Apply for a Passport or a Passport Card](#)
- [Latest Travel Warnings and Alerts](#)
- [Refund of Expedite Passport Fees](#)

International Travel for U.S. Citizens

- [Avian Influenza Fact Sheet](#)
- [Emergency Assistance to American Citizens Abroad](#)
- [Registration with Embassies](#)
- [Tips for Traveling Abroad](#)
- [more >](#)

Passports for U.S. Citizens

- [Checking the Status of Your Application](#)
- [Western Hemisphere Travel Initiative](#)
- [Applications and Forms](#)
- [Lost or Stolen Passports](#)
- [more >](#)

Visas for Foreign Citizens

- [Immigrants to the U.S.](#)
- [Diversity Visa \(DV\) Lottery Instructions](#)
- [Temporary Visitors to the U.S.](#)
- [Travel Without a Visa](#)
- [more >](#)

Children & Family for U.S. Citizens

- [Children and Family Home](#)
- [Intercountry Adoption](#)
- [International Parental Child Abduction](#)
- [Family Issues](#)
- [more >](#)

Media and Policy

- [Press Releases](#)

Subscribe

- [RSS Feeds](#) [XML](#)

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CSI: Mexico

Mexico - Windows Internet Explorer

http://travel.state.gov/travel/cis_pa_tw/cis/cis_970.html

File Edit View Favorites Tools Help

Home - ACS Mexico

International Travel

- A-Z Index of Topics
- New Requirements for U.S. Citizens
- International Travel Information**
- Tips for Traveling Abroad
- Living Abroad Tips
- Additional Resources
- About Overseas Citizens' Services

Mexico
Country Specific Information

Print

- Recent Embassy Notices for American Citizens
- Travel Warning for Mexico

On this page »

- Country Description
- Registration/Embassy Location
- Entry/Exit Requirements
- Safety and Security
- Crime
- Information for Victims of Crime
- Criminal Penalties
- Special Circumstances
- Medical Facilities and Health Information
- Medical Insurance
- Traffic Safety and Road Conditions
- Aviation Safety Oversight
- Children's Issues

Worldwide Caution

Travel Warnings

- Eritrea 09/24/2010
- Mexico 09/10/2010**
- Korea, Democratic People's Republic Of 08/27/2010


MORE


Travel Alerts

Country Information

-- Select a Country -- **GO**

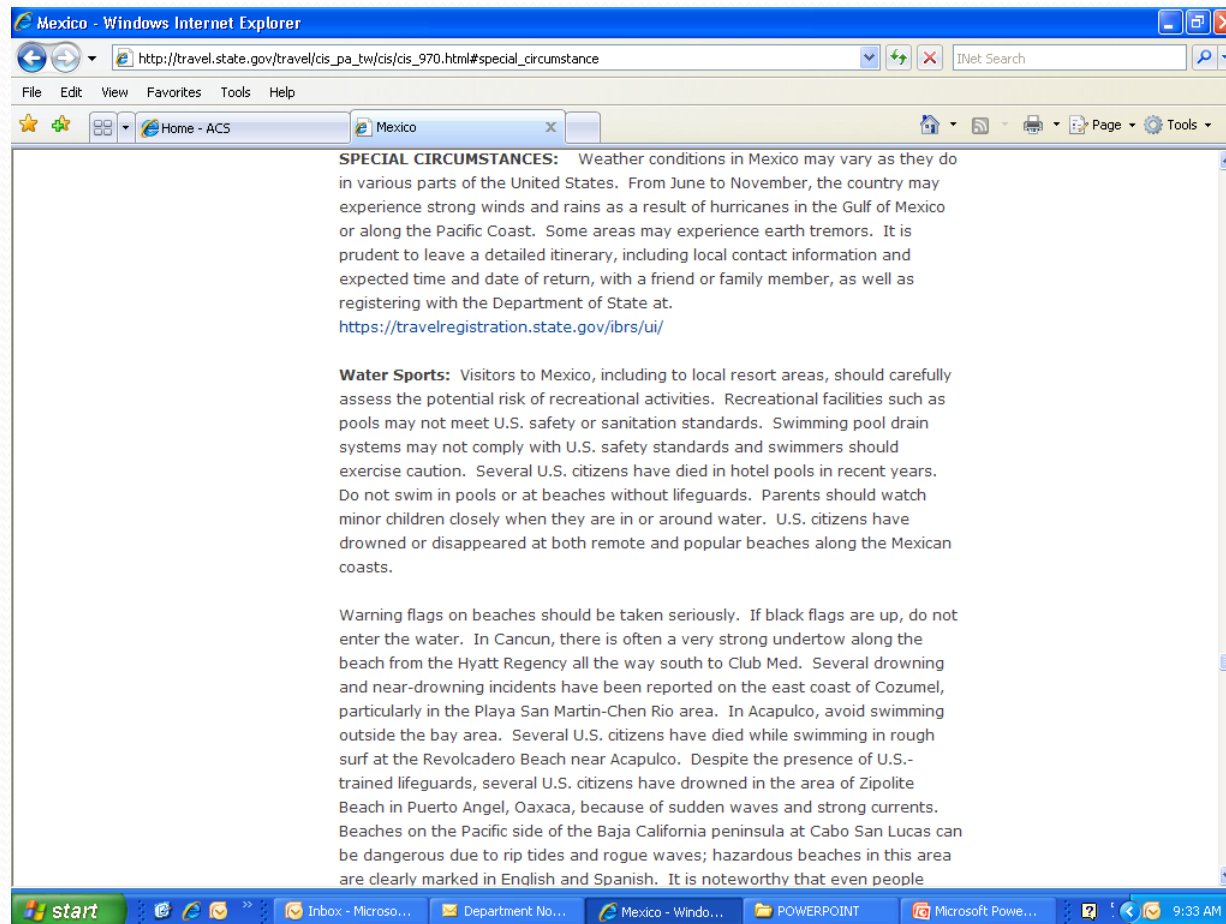
☒ Sign-Up For Travel Info





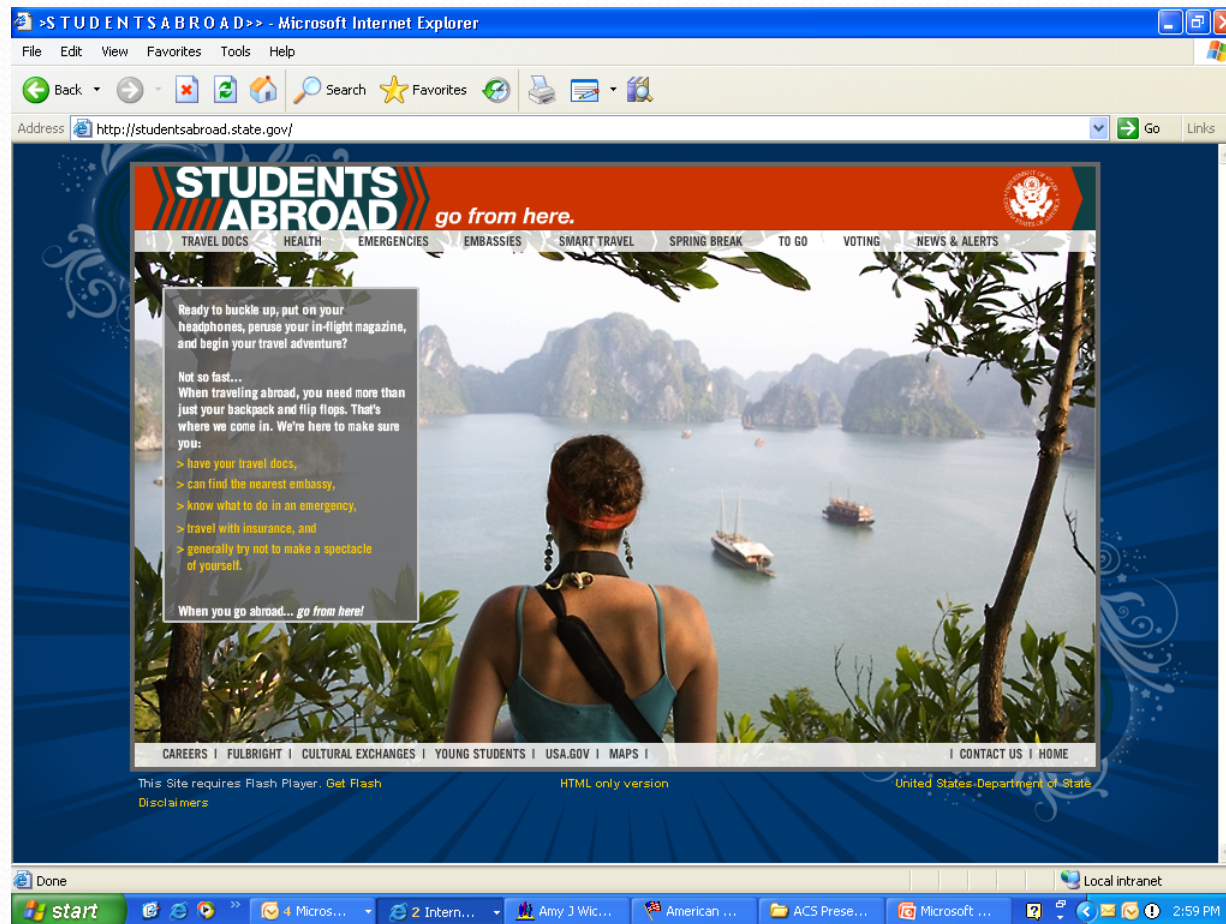


Special Circumstances





www.studentsabroad.state.gov





Wallet card

TIPS TO GO

Register your trip online for free at <https://travelregistration.state.gov/ibrs/ui/> so we can contact you in case of an emergency.

Do your homework on the country you will visit *before* you go!

Call home periodically so your family and friends know that you're okay and be sure to purchase an international calling card.

Know how to contact U.S. Embassy and Consulate personnel abroad (and in the U.S.). You can start by visiting <http://usembassy.state.gov> and filling out the card below with the contact information of the local Embassy or Consulate in the country you'll be visiting.

Emergency Wallet Card

Embassy/Consulate Phone #:

Equivalent 911 Phone #:

Insurance Company Name and Phone #:

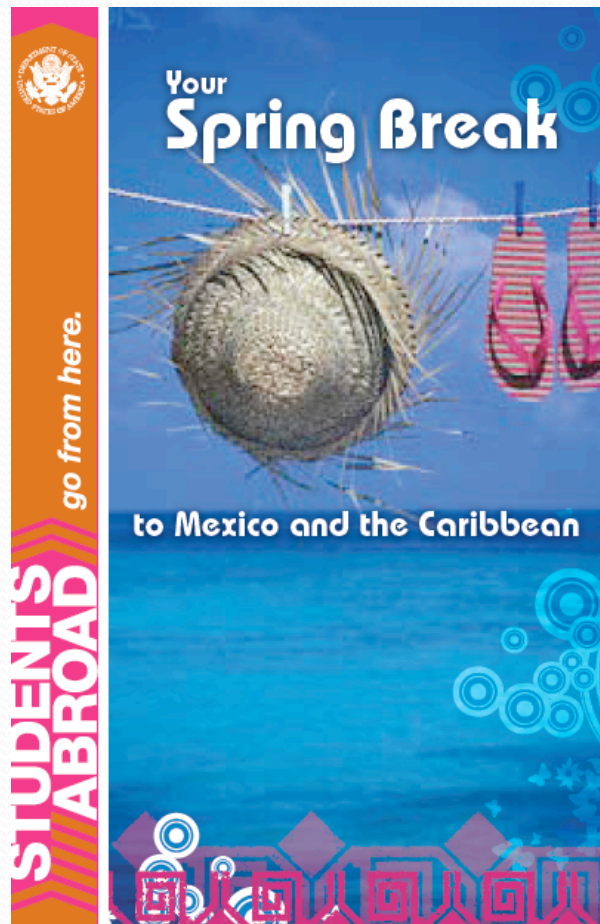
Abroad Housing Emergency Contact #:

STUDENTS ABROAD go from here.

STUDENTS ABROAD go from here.



“Go Guides”





Contacts

- Emergency Call Center 24/7: call 1-888-407-4747
(from overseas: 202-501-4444)
- Passports
 - Travel.state.gov
Automated Appointment Number: 1-877-487-2778
- Visas
 - Travel.state.gov
 - <http://www.usembassy.gov/>
 - Public Inquiries Division at (202) 663-1225



Thank You

Drew Haldane

Deputy Division Chief, Western Hemisphere Affairs
American Citizens Services and Crisis Management

Overseas Citizens Services

Bureau of Consular Affairs

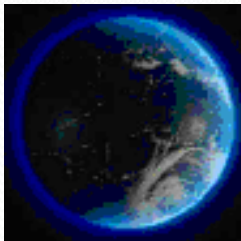
U.S. Department of State

Haldanera@State.gov

Tel. 202-647-4853



Office of American Citizens Services and Crisis Management, U.S. Department of State



UNITED STATES DEPARTMENT OF STATE

OSAC

BUREAU OF DIPLOMATIC SECURITY



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What is OSAC?

Yesterday...

Created in 1985 to promote security cooperation between the American private sector worldwide and the U.S. Government

Today...

Joint venture with over 7,500 constituent representatives, and over 140 local OSAC country councils

Academic Outreach

OSAC's Strategic Objectives

- Establish continuing *liaison* between the U.S. government and the private sector
- Provide regular and timely *exchange* of security information in the overseas environment
- Provide *guidance* such as “best practices” for coordinated security planning and implementation
- *Protect* the global competitiveness of American organizations operating overseas

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OSAC Executive Council

- 30 **Private Sector** Organizations
 - ▶ Including academic institutions, NGOs, and faith-based institutions
- Technical Advisors
 - ▶ U.S. Government Agencies
- Co-Chaired by Director of Diplomatic Security and Private Sector Representative
- Meet quarterly to create and implement OSAC's strategic plan
 - ▶ HELD ACCOUNTABLE to private sector needs

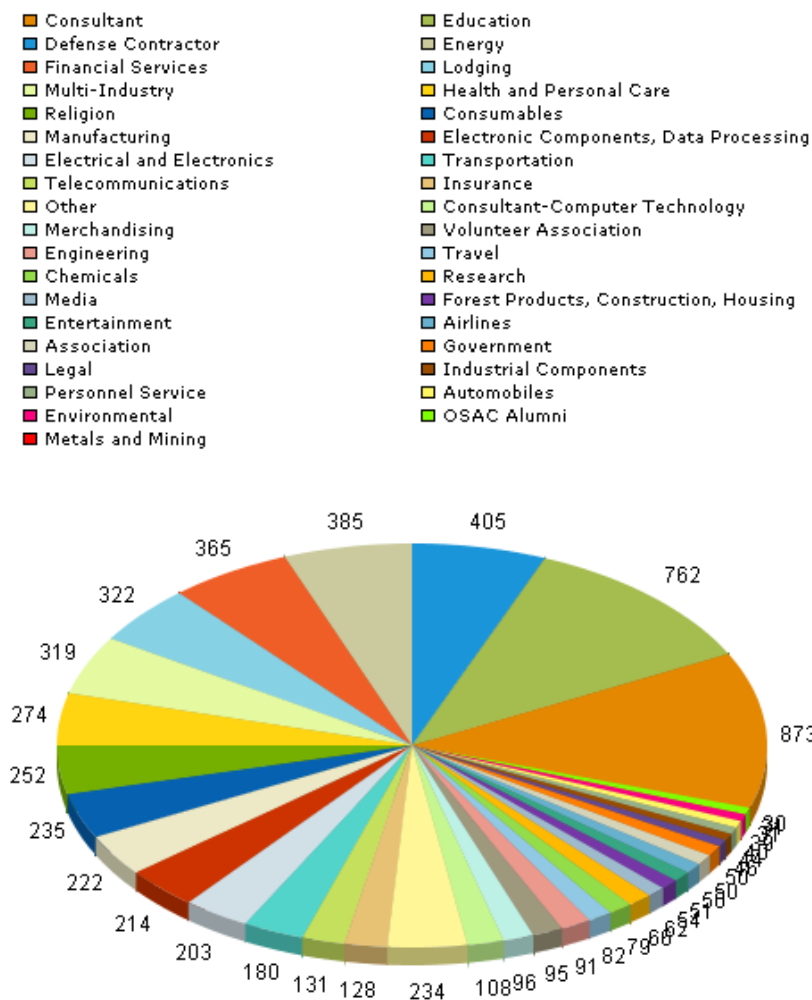
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OSAC Council Members

- 3M
- Aramark
- Boeing Company
- Church of LDS
- CIGNA
- ConocoPhillips
- Dow Corning
- Ernst & Young
- FedEx
- Google
- Honeywell
- Hyatt
- InterAction
- KPMG
- Levi Strauss
- Loyola Marymount
- Maritz
- McCormick & Co.
- MeadWestvaco
- Merck
- NBA
- NYSE
- Pepperdine
- Principal Financial
- Procter & Gamble
- Raytheon
- Save the Children
- Starwood Hotels
- Target
- United Airlines
- U.S. Steel
- Verizon
- Visa
- Walt Disney

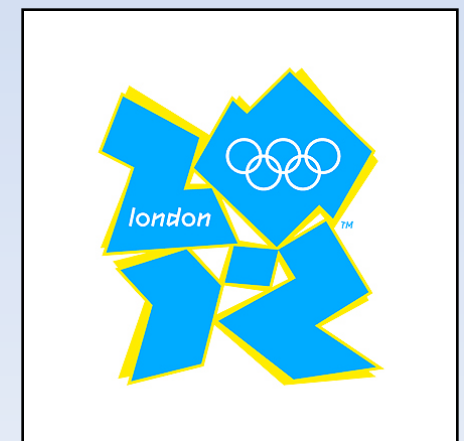
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- Constituent Organizations
 - 7,500 as of October 2010
 - Top five categories
 - Consultants
 - **Education**
 - Defense Contractor
 - Energy
 - Financial Services
- Information posted to OSAC.gov
 - Approx. 16,200 pieces of data in 2009; 105,000 total



Research & Information Support Center

- **17 Regional Analysts and Coordinators**
 - Regional Coverage
 - Outreach
 - Information Security
 - Major Events
- **Outreach:**
 - Phone, email, in-office consultations
 - Event threat assessments
 - Travel to region
 - 24-hr crisis management
 - 202 309 5056



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Centralized Information Sharing

www.osac.gov

- Daily News
- Special Reporting
 - Regional Analysis Bulletin
 - Cyber Awareness Bulletin
- Consular Affairs Bulletins
- Event Announcements

The screenshot displays the OSAC (Overseas Security Advisory Council) website. The header includes the OSAC logo and the text "Overseas Security Advisory Council Global Security News & Reports". Navigation links for "Contact OSAC" and "Newsletter" are in the top right. A search bar and dropdown menus for "Jump to Region" and "Jump to Country" are present. A sidebar on the left lists categories: HOME, NEWS, REPORTS, EVENTS, SPECIAL INTERESTS, RESOURCE LIBRARY, COUNTRY COUNCILS, OVERSEAS POSTS, PROFILED GROUPS, ABOUT OSAC, and SEARCH. The main content area features two news articles: "DRUG GANGS THREATEN MEXICAN MINING INDUSTRY" and "FRENCH UNIONS EXTEND STRIKE TO NEXT WEEK OVER SARKOZY". Below these are "Featured Reports" including the "CYBER AWARENESS BULLETIN: OCTOBER 14, 2010" and the "OSAC REGIONAL ANALYSIS BULLETIN (OCTOBER 12, 2010)". An "EVENTS" section on the right lists the "OSAC 25TH ANNUAL BRIEFING - 2010" and the "ANNUAL INDIA COUNTRY COUNCIL MEETING: HYDERABAD, INDIA (DECEMBER 8)".

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How the Website Can Help

- **Critical news events**
 - Notice and direct link
- **Crime and Safety reports**
 - Site assessment
 - Orientation materials
 - Emergency planning
- **Webinars/PowerPoints**
 - Invite or forward
- **Consular updates**
 - Share with students/on-site staff

**Overseas Security Advisory Council**
Global Security News & Reports

10/15/2010 <http://www.osac.gov>

Report your security incidents and critical incidents here

Featured Stories
UNDER THE VOLCANO- ORGANISED CRIME IN MEXICO
Americas - Guatemala, Mexico THE drugs business, as Miguel tells it, used to offer a promising career for a young man. At 4am he would set out into the sierra of Sinaloa to pick up cannabis. Back in the city of Culiacán he would pack it for export, compressing it with a hydraulic pump, wrapping it in polythene and dunking it in wax to trick the sniffer dogs. [more...](#)
DRUG GANGS THREATEN MEXICAN MINING INDUSTRY
Americas - Mexico Mining firms have shuttered a handful of exploration projects in remote areas of Mexico as the industry grapples with threats from drug cartels and rising security costs, Mexico's mining chamber said on Thursday. [more...](#)
N.KOREA REPEATS THREAT TO SHELL S.KOREA PROPAGANDA SITES
East Asia / Pacific - Kazakhstan, Korea, North, Korea, South North Korea on Friday threatened to attack sites in South Korea if Seoul carries out its threat to start cross-border propaganda broadcasts and leaflet launches. [more...](#)
FUEL SUPPLY TO PARIS AIRPORTS CUT AMID PENSION STRIKES
Europe - France Fuel supplies to Paris' main airports through a major pipeline have been cut off amid strikes over pension reforms. [more...](#)
FRENCH UNIONS EXTEND STRIKE TO NEXT WEEK OVER SARKOZY PENSIONS
Europe - France Oct. 15 (Bloomberg) -- French labor unrest will extend into next week as unions voted to strike Oct. 19, the eve of a Senate vote on President Nicolas Sarkozy's bill to raise the retirement age. [more...](#)

OSAC 25TH ANNUAL BRIEFING - 2010
The OSAC is celebrating its 25th anniversary this year during our annual briefing on Wednesday, November 17. [more...](#)
CYBER AWARENESS BULLETIN: OCTOBER 14, 2010
The OSAC Cyber Awareness Bulletin is a compilation of open source news articles regarding information and cyber-related threats. The bulletin is intended to highlight new and emerging cyber threats, provide potential mitigation measures, and educate the reader. [more...](#)
DIPLOMATIC SECURITY AND U.S. PRIVATE SECTOR SECURITY EXPERTS TO RING STOCK EXCHANGE BELL
Representatives of the Department of State's Bureau of Diplomatic Security and global private sector security professionals visit the NYSE to celebrate the 25th anniversary of the Overseas Security Advisory Council or OSAC. [more...](#)
OSAC REGIONAL

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Special Interest Page: Academia

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Global Security News & Reports [Contact OSAC](#) • [Newsletter](#)

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ABOUT OSAC >
SEARCH

 **Special Interests**  [Printer Friendly](#)

Special Interests

BEIJING OLYMPICS
The Beijing Summer Olympics are scheduled for August 2008.

NGO
Non-Governmental Organizations and Faith-based Groups

ACADEMIA 
Academic Interests

MIDDLE EAST
Middle East Country Council Information

VANCOUVER OLYMPICS
The Vancouver Winter Olympics are scheduled for February 2010.

WORLD CUP SOUTH AFRICA
The World Cup will take place in South Africa from 11 June through 11 July 2010.

Past Events

PAN AM GAMES
The Pan American Games are scheduled for July 13-29, 2007, in Rio de Janeiro, Brazil.

Join OSAC and become a constituent to access  exclusive content 

 **Register** for the Global Security News & Reports Daily Newsletter

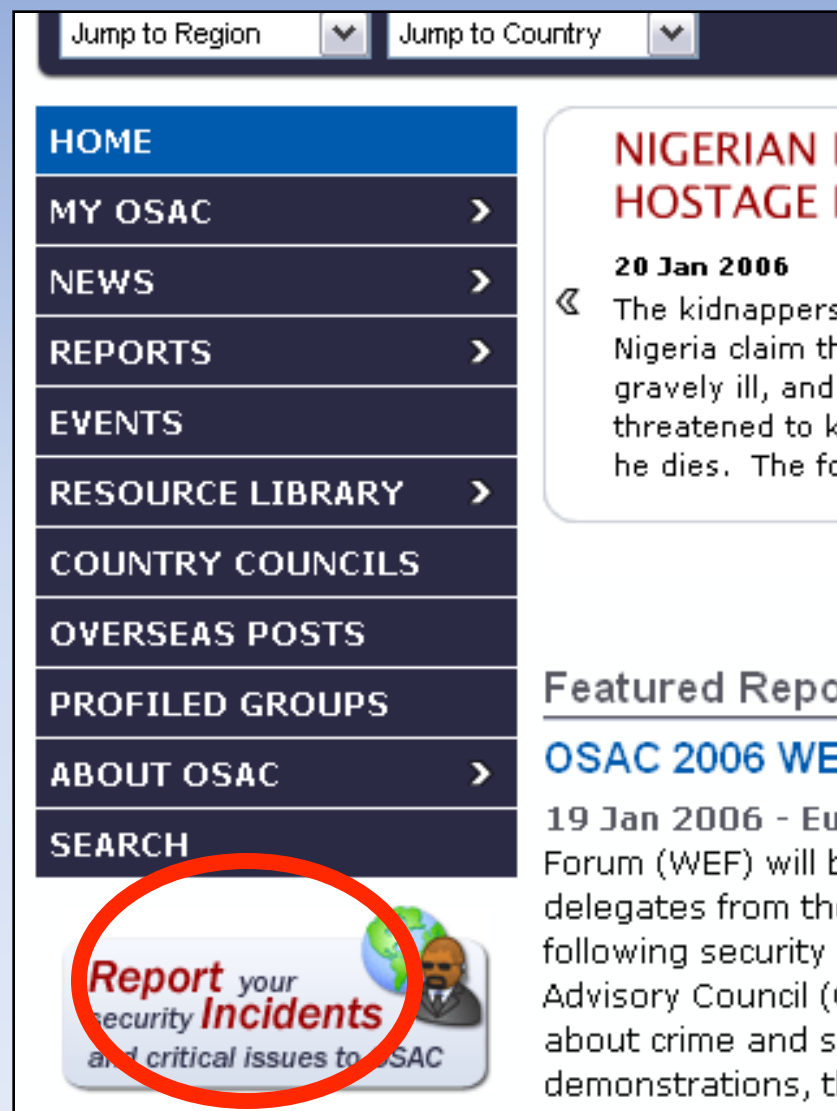
Report your security **Incidents** and critical issues to OSAC 

<https://www.osac.gov/majorEvents/index.cfm>

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Incident Reporting

- To report incidents or critical issues affecting operations overseas
 - Anonymous
 - Reports also accepted via email or telephone
 - Informs written products and consultations
 - Trends
 - Forecasting



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Incident Tracking

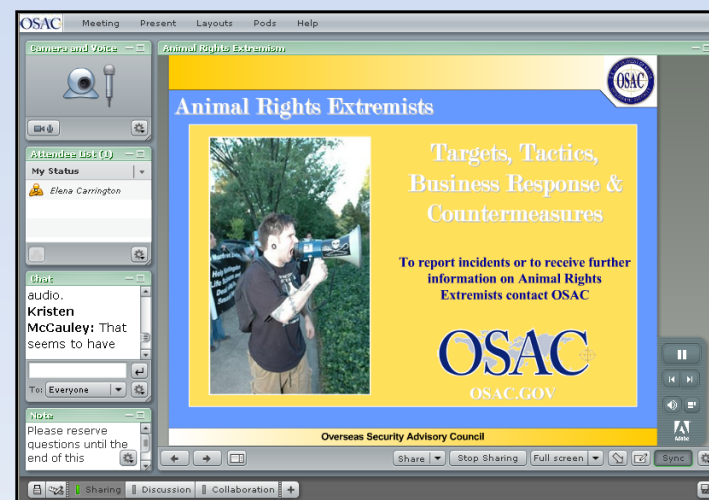
- Bombings
- Kidnappings
- Surveillance
- Riots, Protests
- Property Damage
- Cybercrime
- Economic Espionage
- Harassment by Local Government
- Robbery, Carjacking
- Major Diseases
- Natural Disasters



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New Initiatives

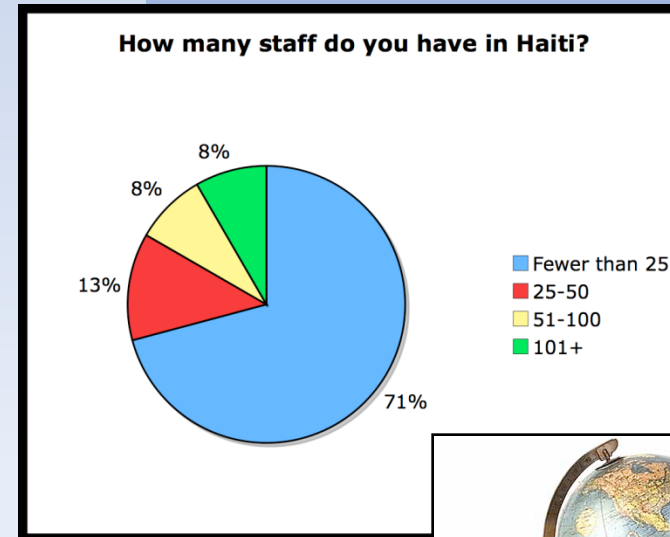
- New website: November 2010
 - Provide better constituent outreach and interaction
 - Deliver OSAC products in effective, timely manner
 - Allows for customization, collaboration
 - Blogs, chat rooms, maps
- Webcasting:
 - Live Q&A
 - Available on website



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OSAC Outreach Efforts

- Benchmarking surveys
 - Gauge private sector decision-making
- Industry-specific outreach
 - **Academia**
 - NGOs
 - Faith-based organizations
 - Hotels
 - Maritime
 - Energy
 - Small/midcap outreach
- Common Interest Councils
 - PARC, LARC



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Information Exchange Abroad: Country Councils

- **Goal:** Exchange of security information between local private sector and the embassy
- Located in more than 140 cities worldwide
- Meeting Content
 - Information-sharing & Networking
 - Discussing Best Practices
 - Recognizing Trends
 - Handling Crises
 - Rumor Control



<http://italy.osac.gov>

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How Country Councils Can Help

- Resident Directors in country welcome and useful contributors to Country Councils
 - Provide immediate access to
 - Regional Security Officer (RSO)
 - Changing conditions
 - Security professionals in the private sector
 - Collaborate on addressing shared concerns
 - Offer extra support layer during extreme crisis

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Crisis Management

- **Information Sharing**
 - Duty officer and regional analyst
 - Post-incident report
- **Benchmarking**
 - Private sector response
- **Evacuation**
 - USG efforts
 - Transportation information



Mumbai

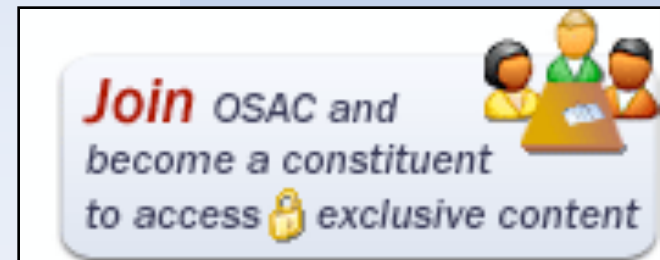


Haiti

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Ready to Join?

- **Any institution** that is incorporated in the United States can apply to become an OSAC constituent
- From our website, click “**Join OSAC Now**”
- **For password information**, email any analyst or our general account



Academic Outreach

Greg Hoobler
Manager, Global
Analysis
571-345-2229
HooblerGD@state.gov

Brent Heminger
Senior Coordinator -
Regional Analysis
571-345-2226
HemingerBG@state.gov

Elena Carrington
Senior Coordinator -
Outreach Programs
571-345-2228
CarringtonEA@state.gov

Europe

Shane O'Brien
Regional Analyst
571-345-2234
O'BrienSW@state.gov

Shari-Ann Peart
Outreach Coordinator
571-345-7747
PeartSJ@state.gov

South & Central Asia

Marc Solomon
Regional Analyst
571-345-2235
SolomonMB@state.gov

Monica Ortiz
Outreach Coordinator
571-345-2225
OrtizmMR@state.gov

Laura Simmons
Coordinator, Major
Events
571-345-7745
SimmonsLK@state.gov

Global Security Unit

Lauren D'Amore
Senior Coordinator -
Global Security
571-345-2227
D'AmoreLE@state.gov

Ryan Garvey
Coordinator, Information
Security & Cyber
Threats
571-345-7748
GarveyRW@state.gov

Wes Gould
Global Security Analyst
571-345-7794
GouldCW@state.gov

Western Hemisphere

Justin Lamb
Regional Analyst
571-345-2221
LambJM@state.gov

Shari-Ann Peart
Outreach Coordinator
571-345-7747
PeartSJ@state.gov

Africa

Todd Woodard
Regional Analyst
571-345-2232
WoodardTM@state.gov

Valerie Schaeublin
Outreach Coordinator
571-345-7782
SchaeublinVA@state.gov

Near East Asia

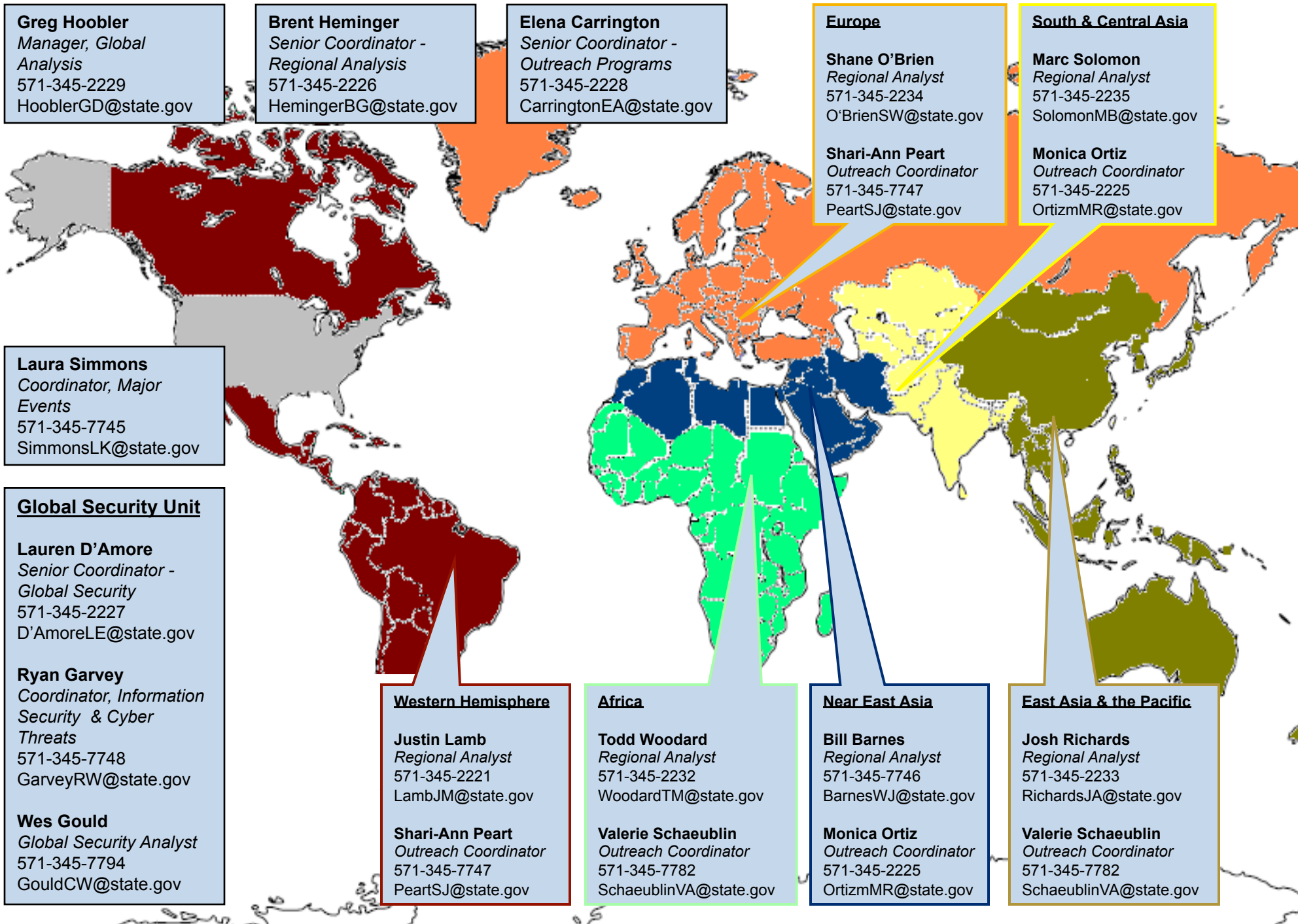
Bill Barnes
Regional Analyst
571-345-7746
BarnesWJ@state.gov

Monica Ortiz
Outreach Coordinator
571-345-2225
OrtizmMR@state.gov

East Asia & the Pacific

Josh Richards
Regional Analyst
571-345-2233
RichardsJA@state.gov

Valerie Schaeublin
Outreach Coordinator
571-345-7782
SchaeublinVA@state.gov



Questions?



Academic Outreach



Thank You!

Elena Carrington
Senior Coordinator,
Outreach Programming
CarringtonEA@state.gov
571 345 2228



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