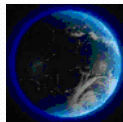


Knowing Your Resources:  
Working with the  
Department of State  
and the  
Overseas Security Advisory Council

NAFSA Regional Conference  
Indianapolis, IN  
November 2010



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





## 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

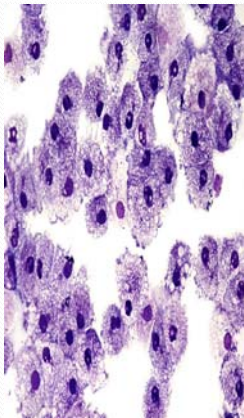


## Welfare/whereabouts requests

- 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





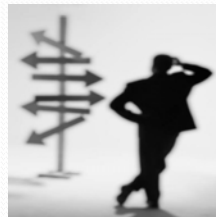
## Additional Assistance

- 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*.



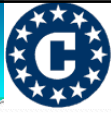
## Consular Information Program

- **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](https://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





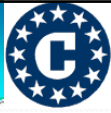
## CSI: Mexico



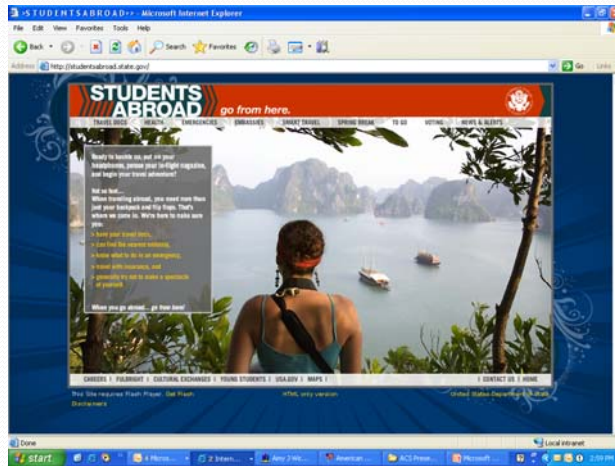
## Special Circumstances







www.studentsabroad.state.gov



## Wallet card

**TIPS TO GO**

Register your trip online for free at <http://travelregistration.state.gov/trip/ra/> 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**

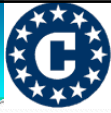
Embassy/Consulate Phone #:

Equivalent 911 Phone #:

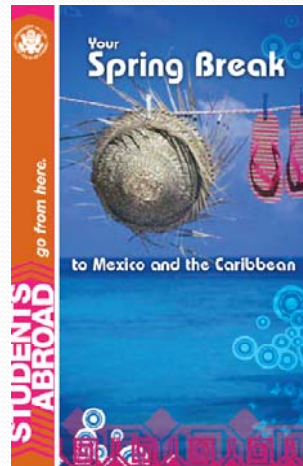
Insurance Company Name and Phone #:

Abroad Housing Emergency Contact #:

**STUDENTS ABROAD go from here.**



## “Go Guides”



## Contacts

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



# Thank You

Timothy F. Ponce  
East Asia and Pacific Division Chief  
American Citizens Services  
U.S. Department of State  
Phone: 202-736-7443  
Fax: 202-663-2778  
Poncetf2@state.gov



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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

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## 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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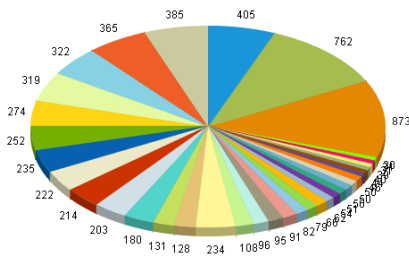
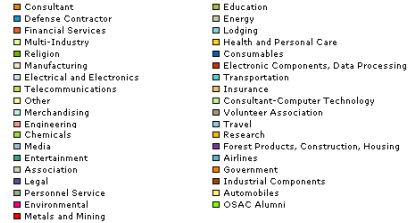


## OSAC Council Members

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



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- **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](http://www.osac.gov)

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

The screenshot shows the OSAC website interface. At the top, there's a navigation bar with 'Jump to Region' and 'Jump to Country' dropdowns, a search bar, and links for 'Login/Register' and 'Help/Info'. Below this is a main content area with a left sidebar containing a menu: HOME, NEWS, REPORTS, EVENTS, SPECIAL INTERESTS, RESOURCE LIBRARY, COUNTRY COUNCILS, OVERSEAS POSTS, PROFILED GROUPS, ABOUT OSAC, and SEARCH. The main content area features several news items: 'DRUG GANGS THREATEN MEXICAN MINING INDUSTRY' (15 Oct 2010), 'FRENCH UNIONS EXTEND STRIKE TO NEXT WEEK OVER SARKOZY' (15 Oct 2010), 'Featured Reports' including 'CYBER AWARENESS BULLETIN: OCTOBER 14, 2010' and 'OSAC REGIONAL ANALYSIS BULLETIN (OCTOBER 12, 2010)', and an 'EVENTS' section listing the 'OSAC 25TH ANNUAL BRIEFING - 2010' and 'ANNUAL INDIAN 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

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 drug business, as Miguel tells it, used to offer a promising career for a young man. At 4m he would set out into the sierra of Simalco to pick up cannabis. Back in the city of Culiacan he would pack it for export, compressing it into a hydraulic pump, wrapping it in polythene and dunking it in wax to block the sniffle dogs' noses.

**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 Korea on Friday threatened to attack sites in South Korea if Seoul carries out its threat to start cross-border propaganda broadcasts and media 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**  
Representative of the Department of State's Bureau of Diplomatic Security and global private sector security professionals will use the DTSE to celebrate the 25th anniversary of the Overseas Security Advisory Council or OSAC. [more...](#)

**OSAC REGIONAL**

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## Special Interest Page: Academia

<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

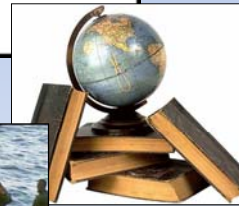
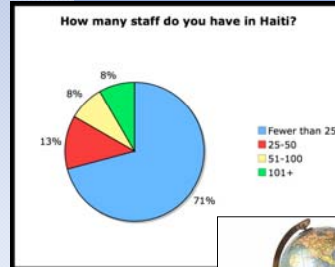
- New website: November 2010
  - Provide better constituent outreach and interaction
  - Deliver OSAC products in effective, timely manner
  - Allows for customization, collaboration
    - Blogs, chat rooms, maps
- Webcasting:
  - Live Q&A
  - Available on website



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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



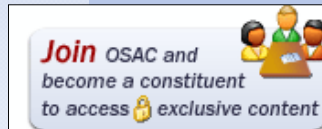
Haiti

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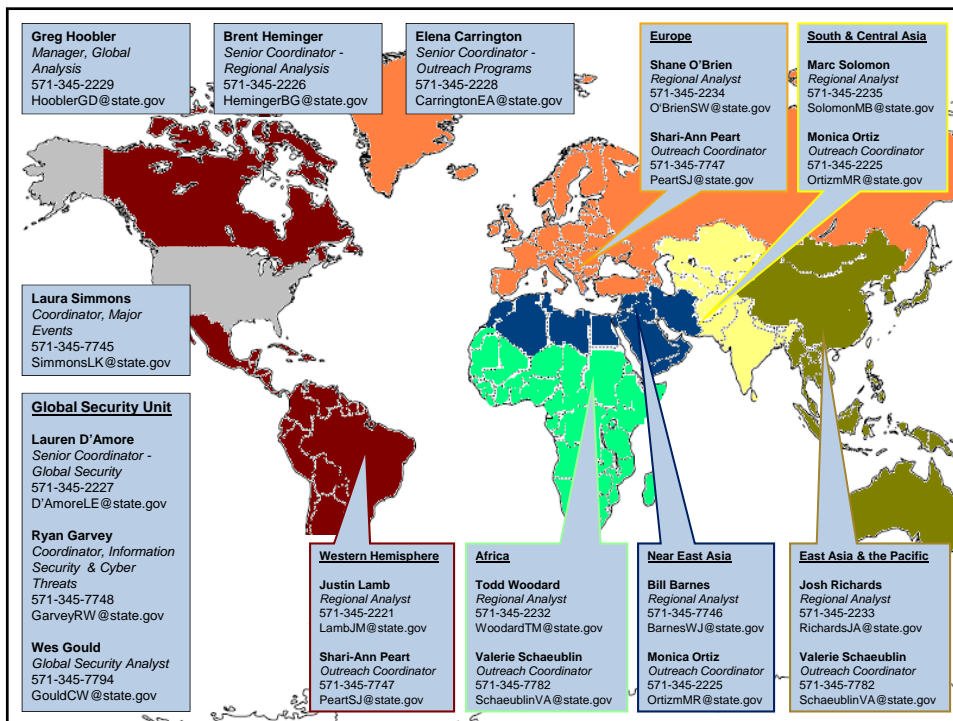


# Ready to Join?

- **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



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Questions?



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Thank You!

Shari-Ann Peart  
Outreach Coordinator,  
WHA and EUR  
[peartsj@state.gov](mailto:peartsj@state.gov)  
571 345 7747



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