



BUREAU OF  
CONSULAR AFFAIRS

PRESENTS

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OFFICE OF OVERSEAS CITIZENS SERVICES

FEBRUARY 2013





# U.S. Citizens Abroad

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- U.S. citizens make more than 65 million trips abroad every year
- 6.8 million (estimated) U.S. citizens reside overseas
- More than 270,000 students study abroad





# Assistance for U.S. Citizens Abroad

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- Issuance of Emergency Passports
- Welfare/Whereabouts Requests
- Medical Emergencies
- Arrests
- Crisis Response
- Routine Services





# Welfare/Whereabouts Requests

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- Contact hospitals, hotels, jails, local authorities, etc.
- Privacy Act limitations
- Cannot compel response or return to the United States
- Phone home!





# Medical Emergencies

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





# Arrests

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- More than 3,500 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

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- National Contact Center – more than 300K calls in first two days after Haiti earthquake!
- Immediate needs
- Departure/assisted evacuation





# Routine Services for U.S. Citizens

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- Citizenship Determination – acquisition, loss
- Passports - extra pages
- Consular Report of Birth Abroad (CRBA)
- Consular Report of Death (CRODA)
- Judicial Assistance - notarials, affidavits
- Federal Benefits
- Voting





# Additional Assistance

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- Deaths & Estates
  - 11,000 (estimated) U.S. citizens die outside of the United States each year-- mostly long-term residents overseas
  - Notify next of kin about options and costs for disposition of remains
- Crime/terrorism victim assistance
- Kidnappings
- Financial assistance, repatriations





# Consular Information Program

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- “Know Before You Go”
- Travel.State.Gov
- Studentsabroad.State.Gov



The Consular Information Program aims to

help U.S. citizens living and traveling

abroad make *informed decisions and plans.*





# Consular Information Program

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





# Consular Information Program

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- **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 policies
  - Health conditions
  - Minor political disturbances
  - Unusual currency and entry regulations
  - Crime and security information
  - Drug penalties



# CSI: Mexico

The screenshot shows the 'Mexico Country Specific Information' page. On the left is a navigation menu with categories like 'International Travel', 'Emergencies and Crises', and 'International Travel Information'. The main content area features the Mexican flag, a 'Print' button, and an 'Email' button. Below these are links for 'Recent Embassy Notices for American Citizens' and 'Travel Warning for Mexico'. A 'On this page' section lists various topics such as 'Country Description', 'Smart Traveler Enrollment Program (STEP)/Embassy Location', and 'Threats to Safety and Security'. At the bottom of the main content is a map of Mexico with labels for Tijuana, Mexicali, Ciudad Juarez, and Hermosillo. On the right sidebar, there are sections for 'Worldwide Caution', 'Travel Warnings' (listing Colombia and Congo), 'Travel Alerts', and 'Country Information' with a dropdown menu and a 'GO' button. A 'Smart Traveler Enrollment Program' icon is also visible.

**International Travel**

- Emergencies and Crises ▶
- International Travel Information** ▶
- Tips for Traveling Abroad ▶
- Living Abroad Tips ▶
- A-Z Index of Topics

## Mexico

### Country Specific Information



[Print](#) [Email](#)

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

On this page »

- ▶ Country Description
- ▶ Smart Traveler Enrollment Program (STEP)/Embassy Location
- ▶ Entry/Exit Requirements for U.S. Citizens
- ▶ Threats to Safety and Security
- ▶ Crime
- ▶ 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



Done Local intranet 100%

### Worldwide Caution

#### Travel Warnings

**Colombia** 07/22/2011  
**Congo, Democratic Republic Of The** 07/19/2011  
**Libya** 07/19/2011

[MORE ▶](#)

#### Travel Alerts

### Country Information

-- Select a Country -- [GO](#)

 Smart Traveler Enrollment Program





# Consular Information Program

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- **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
- **Messages for U.S. citizens**
- Enroll! <http://step.state.gov/>



Smart  
Traveler  
Enrollment  
Program





# www.studentsabroad.state.gov

TRAVEL.STATE.GOV  GO Contact Us



## STUDENTS ABROAD

go from here.

TRAVEL DOCS HEALTH EMERGENCIES EMBASSIES SMART TRAVEL SPRING BREAK TO GO VOTING NEWS & ALERTS

**STAY CONNECTED**

**When you go abroad... go from here!**

When traveling abroad, you need more than just your backpack and flip flops. That's where we come in. We're here to make sure you're ready.

You might be interested in these:

- smart traveler enrollment program
- travel docs
- know what to do in an emergency

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# Consular Information Program

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- Information from a variety of sources
  - Embassies, consulates: 265 in nearly every country in the world
  - Intelligence community
  - Media
  - Foreign governments





# Office of Children's Issues

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## International Parental Child Abduction

Prevention - CPIAP

Incoming

Outgoing

Hague Abduction Convention





# Intercountry Adoption

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- Promote safe, ethical, transparent adoptions to and from the United States
- Hague Adoption Convention
  - 87 Partners



# www.travel.state.gov

Newsroom | About Us | U.S. Embassies & Consulates | Help & Contacts



## TRAVEL.STATE.GOV

A SERVICE OF THE BUREAU OF CONSULAR AFFAIRS  
U.S. Department of State

INTERNATIONAL TRAVEL | PASSPORTS | VISAS | CHILD ABDUCTION | LAW & POLICY

Search this Site  **GO**

### Travel Information

#### Worldwide Caution

#### Travel Warnings

Philippines 01/30/2013  
Afghanistan 01/29/2013  
El Salvador 01/23/2013

[MORE ►](#)

#### Travel Alerts

Egypt 02/06/2013  
South Pacific Cyclone Season 01/07/2013

[MORE ►](#)



### Smart Traveler

Download the free Travel App

[MORE ►](#)



#### I-601A Waiver



#### Russia Adoption Information



#### Passport Day in the USA 2013

### Country Information

Select Country/Area  **GO**



#### Smart Traveler Enrollment Program

### Stay Connected

### International Travel

for U.S. Citizens

- ▶ Hajj Fact Sheet
- ▶ Our Role in a Crisis
- ▶ Smart Traveler Enrollment Program (STEP)
- ▶ Tips for Traveling Abroad
- ▶ Asst. Secretary Jacobs Advice for Older Travelers

### Passports

for U.S. Citizens

- ▶ First Time Applicants
- ▶ Renew Passport
- ▶ Download Passport Forms
- ▶ Application Status
- ▶ Refund of Expedite Passport Fees

### Visas

for Foreign Citizens

- ▶ Immigrants to the United States
- ▶ Travel Without a Visa
- ▶ Temporary Visitors to the U.S.
- ▶ Wait Times for Nonimmigrant Visa

### Children and Family

for U.S. & Foreign Citizens

- ▶ Intercountry Adoption
- ▶ Abductions from the U.S.
- ▶ Abductions to the U.S.
- ▶ Prevention
- ▶ Resources

[MORE ►](#)





# Contacts

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- **Overseas Citizens Services**

1-888-407-4747 (from overseas: 202-501-4444)

- [Travel.State.Gov](http://Travel.State.Gov)

- **Congressional Liaison Office (not for the public)**

202-228-1605

- [Hill-Liaison@state.gov](mailto:Hill-Liaison@state.gov)

