



CLO Habitat for Humanity/Mission Build, La Paz

CLO Confidentiality Policy

The CLO Coordinator's policy on confidentiality is that 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 the CLO Coordinator repeat what is said to another person without permission of the individual or unless otherwise required by law.

Community Liaison

- Establish and maintain an effective working relationship with all agencies and sections of the Mission.
- Establish and maintain liaison with community organizations and local resources that can benefit members of the post community.
- Serve as community representative on Mission committees (IAHB, EAC, PEC and Employee Association).
- Attend country team and regularly scheduled briefings with MGMT and/or the DCM or CG.

Events Planning

- Coordinate the development and implementation of relevant programs to enhance post morale in the following three categories:
 - ◆ U. S. traditions
 - ◆ Host country culture
 - ◆ Social, educational, and recreational activities
- Encourage volunteerism through community outreach.
- Coordinate morale-enhancing seminars and workshops organized by other groups or individuals at post.



CLO Africa Night, Tunis

THE COMMUNITY LIAISON OFFICE

At Your Post

Eight Areas of Responsibility



FLO

U.S. DEPARTMENT OF STATE

Community Liaison Office Program



The Family Liaison Office

U. S. Department of State
 Harry S Truman Building, Room 1239
 (202) 647-1076; (800) 440-0397; FAX (202) 647-1670
 Internet: <http://www.state.gov/m/dghr/flo>
 Intranet: <http://intranet.hr.state.sbu/offices/flo/Pages/default.aspx>

CLOs Make a World of Difference

Your Community Liaison Office Working for You

The duties of the CLO are defined in eight areas of responsibility. The CLO develops and administers a program plan across the eight areas, which is client-driven and responsive to post-specific needs. The CLO is ICASS-funded, serving all agencies under Chief of Mission authority at post.

Employment Liaison

- Advocate for family member employment opportunities within the Mission and on the local economy and recommend policy initiatives to post management.
- Advertise employment opportunities within the Mission and on the local economy.
- Serve on the Post Employment Committee and advocate for family member preference and a formalized post hiring policy.
- Promote negotiation of reciprocal bilateral work agreements.
- Encourage and facilitate alternative employment options such as telework and home-based businesses.
- Coordinate career planning workshops and employment seminars for family members.
- Educate family members on EFM employment programs managed by the DOS.
- Educate family members on employment resources within the DOS.
- Encourage and assist family members to apply for training opportunities.
- Promote the post Overseas Seasonal Hire Program.
- Update and submit post's Family Member Employment Report (FAMER).

Crisis Management & Security Liaison

- Relay critical security information between post management and the community.
- Represent the interests and concerns of community members when security or crisis situations arise.
- Serve on the Emergency Action Committee (EAC) and be responsible for rumor control.
- Work with RSO to organize security briefings, personal preparedness seminars, and town meetings to ensure emergency preparedness and disseminate information.
- Maintain a contact database for all employees and family members that includes safehaven addresses.
- Provide and explain evacuation regulations and allowances to community members.
- Provide departure and safehaven info to FLO during an evacuation.
- Crisis aftermath - work with post management to rebuild the community.

Education Liaison

- Establish and maintain contact with schools used by post families.
- Provide information and resources on educational options available to employees and family members at post.
- Provide information and referrals on overseas schools, Washington area schools, boarding schools, education allowances, special needs resources, home schooling, distance learning, adult education opportunities and child care issues.
- Facilitate programs that support students and youth at post.
- Prepare annual School Summary Report for the Office of Overseas Schools and the annual Child Care Report for FLO.

Information and Resource Management

- Gather, maintain and disseminate information to the community, post management, and appropriate functional offices in the Department.
- Establish and maintain a community resource center that includes Internet/ Intranet access.
- Develop client database and CLO website.
- Market the CLO program to the community and post management to garner support.
- Submit bi-annual CLO Activity Report to FLO.
- Submit updated post information to OBC.

Guidance and Referral

- Provide confidential support to individuals and groups within the community. (divorce, spouse/child abuse, adoption, death, mental health concerns)
- Utilize available resources to address concerns and meet needs.
- Recommend referrals as appropriate.
- Represent individual and/or collective concerns to post management as appropriate and help formulate solutions.

Welcoming and Orientation

- Provide pre and post arrival information and resources to ensure successful acclimation to post environment.
- Organize and maintain an effective sponsorship program and welcome activities.
- Coordinate official post orientation program.
- Coordinate reentry workshop for departing employees and family members.