

# Department of State

At the [Partnership for Public Service](#), we believe that our future and our democracy depend on the ability to solve big problems—and that we need an effective federal government to do so. As part of the executive branch, federal agencies play a role in enforcing laws and policies to achieve these ends. This series presents a sampling of initiatives at specific agencies to demonstrate the many ways our government affects our lives and communities.

## THE PEOPLE OF THE STATE DEPARTMENT

Each of the roughly 12,000 career federal employees at the Department of State is committed to the mission of the organization: To protect and promote U.S. security, prosperity, and democratic values and shape an international environment in which all Americans can thrive. Veterans make up about 20% of the department.<sup>1</sup>

### EMPLOYEES WITH VETERAN STATUS



## TYPE OF WORK

State Department staff work within subcomponents, that is, entities within the department. These include:



Regional bureaus such as the Bureau of Western Hemisphere Affairs and the Bureau of African Affairs, which develop and implement U.S. policies and diplomatic responses



Programmatic bureaus such as the Bureau of Conflict and Stabilization Operations and the Bureau of Educational and Cultural Affairs, which lead cross-cutting initiatives to advance the State Department mission across all regions

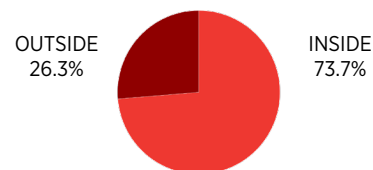


U.S. embassies in 173 countries, which serve as the official headquarters for U.S. diplomats and government representatives and assist American citizens who travel to or live in these countries

## WHERE THEY WORK

Employees at State work throughout the United States and around the globe. Most career staff work inside the Washington, D.C., area, which helps centralize global coordination.<sup>2</sup>

### DOS CAREER STAFF WORKING INSIDE OR OUTSIDE THE WASHINGTON, D.C., AREA



## IN THEIR OWN WORDS

**“Particular policy issues [which advance the cause of freedom] are less important if the people have a peaceful means to bring about change instead of turning to extremes and revolution ... That is the unifying factor in jobs I have done.”**

Michael Kozak, former senior bureau official for the Bureau of Democracy, Human Rights and Labor at the State Department and [2019 Service to America Medals® Paul A. Volcker Career Achievement medal finalist](#).

# THE DEPARTMENT OF STATE'S COMMITMENT TO SERVE THE PUBLIC

## THE STATE DEPARTMENT IN YOUR BACKYARD

The State Department is responsible for connecting U.S. citizens with the world by [issuing U.S. passports](#). In 2024, the department issued about 24.5 million passport books and cards. That year, the department also launched a new online passport renewal service to ensure Americans can more easily access passport services.

Based on [Partnership for Public Service research](#), 77% of the people who used passport services between January 2020 and 2024 were satisfied with their experience.



## SERVICE SPOTLIGHT

### 2023 Emerging Leaders Medal

Fletcher Schoen and Jennifer Harkins

#### DEPARTMENT OF STATE

State employees [Fletcher Schoen](#) and [Jennifer Harkins](#) won the 2023 Service to America Emerging Leader medal for their outstanding work. They played integral roles in the release of 11 American prisoners wrongfully detained in Russia and Venezuela, contributing to creative diplomatic strategies and delicate negotiations while showing compassion to the families and keeping them informed.

<sup>1</sup> Employment numbers and demographics at the State Department exclude Foreign Service Officers and Locally Employed Staff, as these employees are not included in data collected by the Office of Personnel Management. According to State Department data, in September 2021 the agency employed 13,589 Foreign Service Officers and 50,461 Locally Employed Staff. Find more information at [https://www.state.gov/wp-content/uploads/2021/11/GTM\\_Factsheet\\_0921.pdf](https://www.state.gov/wp-content/uploads/2021/11/GTM_Factsheet_0921.pdf)

Data included in this section represents full-time, nonseasonal, permanent civilian employees of the executive branch as of February 2024. Unless otherwise noted, this includes the career members of the Senior Executive Service. For more up-to-date information, see <https://ourpublicservice.org/performance-measures/agency-performance-dashboard/profile/DOS/>

<sup>2</sup> The Washington, D.C., area includes the District of Columbia, Maryland and Virginia. It excludes all other U.S. states and U.S. territories as well as federal employees living in foreign countries. As with the figures provided above, employment numbers and demographics at the State Department exclude Foreign Service Officers and Locally Employed Staff, as these employees are not included in data collected by the Office of Personnel Management.

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