

Hong Kong Language Needs Assessment Project

The beginning of a solution

The HKLNA Project

<http://homepage.mac.com/moogoonghwa/earth/current/hklna/>

Patrick Zitny

Area Commander
patrick.zitny@dhs.gov

Department of Homeland Security

US Government

909 First Avenue, Room B10
Seattle, Washington 98103

Seattle, Friday, June 22, 2007

Re.: **Bridging the Gap Between Government and Citizen**

Dear Commander Zitny,

On Friday, May 15, 2007 I received my new Voter's Registration Card from the Whatcom County Elections Office in Bellingham, Washington. On Monday, May 18, 2007 I went to the Washington State Licensing Bureau in Seattle where I presented my new Voter's Registration Card along with four other pieces of *secondary I.D.*, so that I could receive my first piece of *primary I.D.* since arriving in the United States on March 15, 2007 after a nearly uninterrupted 16-year sojourn in East Asia.

What I received from the office was a temporary Washington State I.D. -- a small piece of paper about the size of a business card that anyone with unsophisticated software, a color printer, and access to the internet could forge. I then took this temporary piece of I.D., held it briefly before a security guard at the 2nd Avenue Federal Building, and was permitted entry. Thus, ended a more than six-week waiting period into the building (April 30, 2007 to May 18, 2007) during which I was refused permission to:

1. Wire money overseas in excess of US\$1,000.
2. Open an investment account in the United States, and
3. Obtain a visa for overseas employment

The reason for my inability to engage in these activities is clearly outlined in the attached letter from April 30, 2007. The ramifications of not being able to engage in these activities are listed below:

1. Inability to wire money overseas prohibited me from meeting my debt obligations in a timely manner and thus damaged my overseas credit rating.
2. Inability to open an investment account cost me several hundred dollars in lost investment income.
3. Inability to obtain a visa has caused me to delay acceptance of an overseas employment opportunity until the fall and a loss of more than \$10,000 in unearned income.

Northern Pacific (NP) Hotel #206
306 6th Avenue South
Seattle • Washington • 98104-2740
United States of America
Mobile Telephone: 1 206 877 3388 • SKYPE: kiusau

[http://homepage.mac.com/moogoonghwa/
moogoonghwa@mac.com](http://homepage.mac.com/moogoonghwa/moogoonghwa@mac.com)

Hong Kong Language Needs Assessment Project

The beginning of a solution

The HKLNA Project

<http://homepage.mac.com/moogoonghwa/earth/current/hklna/>

I still do not have a new passport, as I am waiting for my old passport and other application materials to be mailed from the National Passport Agency in Philadelphia where I had sent them in the hope that I might be able to circumscribe the building entry requirements imposed on me by Inspector Deaver on April 30, 2007 (see attached). The Seattle Passport Agency told me on Monday, June 15, 2007, that it would take several days in order for them to receive my old passport and other materials, but that they could issue me a new passport within a day after their receipt.

As I never received a response to my April 30, 2007 letter sent to your Department's Auburn, WA, office (the only point of contact that I could find for Federal Protective Services operations in the Pacific Northwest on the internet), I visited the Government Services Administration (GSA) Office located in the Federal Building while I was waiting for the State Department to receive my second application for a new passport. It was there that I obtained your contact information in a telephone conversation with Darryl Raab, Physical Security Specialist, whose name and number I received while in the office.

In the above and attached letter I have tried my best in as few words as possible to fit the pieces of a bureaucratic mechanism that has cost me dearly, and could have been avoided through little effort and good common sense on the part of Inspector Deaver on April 30, 2007.

What I would like to see come of my additional effort is a letter of apology from Inspector Deaver and compensation from your Department for my losses -- all of which I can easily verify, if provided a proper opportunity.

Please restore my faith and the faith of others like me in national government.

Sincerely,

Mr. R. A. Stegemann, A.B., M.A., M.A.

moogoonghwa@mac.com

cc: Darryl Raab, Physical Security Specialist, Federal Building, Seattle
Sadykh Sadykhof, Social Worker, (ISS), Department of Social and Health Services, WA
Michael P. Evans, Vice Consul, State Department, Hong Kong
Duane Daniel, State Department, US Consulate, Hong Kong

encl: 07/04/30 letter to Office of Federal Protective Services
07/04/30 letter to National Passport Processing Office in Philadelphia
07/04/30 letter to Accounts Receivable Division, Department of State
07/06/21 letter to Department of Health and Human Services

Northern Pacific (NP) Hotel #206
306 6th Avenue South
Seattle • Washington • 98104-2740
United States of America
Mobile Telephone: 1 206 877 3388 • SKYPE: kiusau

[http://homepage.mac.com/moogoonghwa/
moogoonghwa@mac.com](http://homepage.mac.com/moogoonghwa/moogoonghwa@mac.com)

Hong Kong Language Needs Assessment Project

The beginning of a solution

The HKLNA Project

<http://homepage.mac.com/moogoonghwa/earth/current/hklna/>

Field Operations
Office of Federal Protective Service - Region 10
US Immigration and Customs Enforcement
<http://www.ice.gov/index.htm>
32125 32nd Avenue South
Auburn, Washington 98001

Telephone: 253 815 4700

Seattle, Tuesday, April 30, 2007

Re.: **Administration of Security, Inspector J. Deaver**

cc: US State Department, 915 2nd Avenue #3410, Seattle, Washington 98174

Dear Sir/Madam,

I am sure that the job you perform is both important and difficult. It is therefore with deep regret that I must report this morning's incident in the lobby of the Federal Building located at 915 2nd Avenue, Seattle, Washington 98174.

Upon entering the building I was asked to pass my belongings through a metal detector and provide identification. Upon presenting a recently expired (22 March 2007), temporary passport issued to US residents for the purpose of re-entry into the United States under conditions of financial distress, I was placed on hold.

My document was then passed through two officers' hands before reaching the inspector in charge who told me that the document was no longer valid and would not be acceptable for entry into the building. Upon explaining that my purpose for entering the building was to visit the State Department in order to determine how to obtain a more permanent passport, I was told that only two documents were possible for building entry -- a valid US Passport or a State of Washington identity card.

When I explained that I had neither and offered other forms of picture identification, that would second both my expired, temporary US passport, and my reason for wanting entry, they were taken and examined. The documents included an international driver's license with my name and picture, a Hong Kong driver's license with my name, a Hong Kong identity card with my name and

Northern Pacific (NP) Hotel #206
306 6th Avenue South
Seattle • Washington • 98104-2740
United States of America • Mobile Telephone: 1 206 877 3388 • SKYPE: kiusau

[http://homepage.mac.com/moogoonghwa/
moogoonghwa@mac.com](http://homepage.mac.com/moogoonghwa/moogoonghwa@mac.com)

Hong Kong Language Needs Assessment Project

The beginning of a solution

The HKLNA Project

<http://homepage.mac.com/moogoonghwa/earth/current/hklna/>

picture, and a certified Hong Kong Red Cross card. All of these documents bore the same name as that on my temporary US passport. I was told that none of these were acceptable.

When I protested that the inspector had all of the identification within my possession, he offered to tell me where I could obtain a State of Washington identity card. When I reiterated that I was coming for a US passport and had no need of a State of Washington I.D., the inspector replied that I did have need of one, were I to obtain entry into the building. When I asked him what was wrong with the documents that I presented him, I was told that they were "foreign". Completely astonished by his xenophobic stance, I asked him, if he knew the difference between the enforcement of rules and the purpose of their application. I was told that I had "an attitude", that I should "get out of his face" and "back off", which I dutifully did. When I asked for his full name, rank, and office, so that I could write this letter and not cause trouble for other members of his team, I was only allowed to copy the information that was attached to his uniform and barely even that before being told to leave the building.

Although visibly upset I used no foul language and displayed no anger throughout the entire incident; rather I stated clearly that an employee of a national government should have some understanding of international government when exercising his authority over those with more international experience.

What I find particularly disturbing is the inspector's failure to call the State Department within the building and verify my identity and claims. What is worse, upon my calling the State Department after my departure from the building, the officer told me that he would not intercede on my behalf because FPS was under a different government department -- Homeland Security. I was left in the cold.

What I perceive in this incident is a total breakdown between citizen and government service brought about by xenophobic arrogance on the part of FPS, or at least, one inspector among your ranks.

Please notify me of the action that you take in regard to this notification and restore my faith in national government in the United States.

Sincerely,

Mr. R. A. Stegemann, A.B., M.A., M.A.
moogoonghwa@mac.com

Northern Pacific (NP) Hotel #206
306 6th Avenue South
Seattle • Washington • 98104-2740
United States of America • Mobile Telephone: 1 206 877 3388 • SKYPE: kiusau

[http://homepage.mac.com/moogoonghwa/
moogoonghwa@mac.com](http://homepage.mac.com/moogoonghwa/moogoonghwa@mac.com)

Hong Kong Language Needs Assessment Project

The beginning of a solution

The HKLNA Project

<http://homepage.mac.com/moogoonghwa/earth/current/hklna/>

National Passport Processing

Post Office Box 13349
Philadelphia, Pennsylvania 19101-3349

Seattle, Monday, 30 April 2007
Re.: **Application for New Passport**

Dear Sir/Madam,

Please find enclosed the following documents:

- Application form
- My most recent US Passport
- Check for US\$67.00
- Two 2X2 inch color photographs
- Copy of letter to your Accounts Receivable Division

I look forward to a speedy issuance of my new passport.

Sincerely,

Mr. R. A. Stegemann, A.B., M.A., M.A.

moogoonghwa@mac.com

Northern Pacific (NP) Hotel #206
306 6th Avenue South
Seattle • Washington • 98104-2740
United States of America • Mobile Telephone: 1 206 877 3388 • SKYPE: kiusau

[http://homepage.mac.com/moogoonghwa/
moogoonghwa@mac.com](http://homepage.mac.com/moogoonghwa/moogoonghwa@mac.com)

Hong Kong Language Needs Assessment Project

The beginning of a solution

The HKLNA Project

<http://homepage.mac.com/moogoonghwa/earth/current/hklna/>

Department of State

RM/GFS/F/AR
Accounts Receivable Division
P.O. Box 979005
St. Louis, Missouri 63197-9000

Seattle, Monday, April 30, 2007

Re.: **Repayment of Debt**

Dear Sir/Madam,

Please find enclosed the following documents:

- Receipt and Promise to Repay Repatriation/Subsistence Loan
- Check for US\$959.09
- Copy of letter to National Passport Processing

Upon successful cashing of the check please notify National Passport Processing in Philadelphia where I have simultaneously applied for a new passport.

Their address is:

National Passport Processing
Post Office Box 13349
Philadelphia, Pennsylvania 19101-3349

Thank you for your cooperation and outstanding service in helping me to repatriate to the United States.

Sincerely,

Mr. R. A. Stegemann, A.B., M.A., M.A.
moogoonghwa@mac.com

Northern Pacific (NP) Hotel #206
306 6th Avenue South
Seattle • Washington • 98104-2740
United States of America • Mobile Telephone: 1 206 877 3388 • SKYPE: kiusau

[http://homepage.mac.com/moogoonghwa/
moogoonghwa@mac.com](http://homepage.mac.com/moogoonghwa/moogoonghwa@mac.com)

Hong Kong Language Needs Assessment Project

The beginning of a solution

The HKLNA Project

<http://homepage.mac.com/moogoonghwa/earth/current/hklna/>

Repatriation
Department of Health and Human Services
5600 Fishers Lane, Room 16A-12
Rockville, Maryland 20857

Seattle, Thursday, June 21, 2007
Case No.: 2007-0069
Re.: **Repatriation Settlement**

Dear Sir/Madam,

In payment for settlement of services received between 15 March 2007 and 15 June 2007 please find enclosed a check for \$1,254.00.

With this sum I would like to thank the US Government, your Department, the Department of Social and Health Services in White Center, Washington, and Sadykh Sadykhov, Social Worker, who stood faithfully by me during these past, several, difficult months

During my 16 years of absence in East Asia I returned to the United States without friends and badly in need of guidance. Mr. Sadykhov stood by in every imaginable way providing me with the guidance, advice, and physical support that I required.

Because of Mr. Sadykhov's stolid support I was able to find affordable lodging, a secure place for my belongings, and attend an international conference that eventually led to an employment opportunity worthy of my social rank and professional experience. It is in this regard that my repatriation has been a true success.

Thank you.

Sincerely,

Mr. R. A. Stegemann, A.B., M.A., M.A.
moogoonghwa@mac.com

Northern Pacific (NP) Hotel #206
306 6th Avenue South
Seattle • Washington • 98104-2740
United States of America
Mobile Telephone: 1 206 877 3388 • SKYPE: kiusau

[http://homepage.mac.com/moogoonghwa/
moogoonghwa@mac.com](http://homepage.mac.com/moogoonghwa/moogoonghwa@mac.com)