



Office of Inspector General

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To Carol Spahn, Chief Executive Officer
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Michelle Godette, Regional Director, Africa Region
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Emily Haimowitz, Chief Compliance Officer

From Joaquin Ferrao, Acting Inspector General

Date September 30, 2022

Subject Final Report on the Post Re-Entry Health and Safety Review of Peace Corps/Zambia (IG-22-02-E)

Transmitted for your information is our final report on the Post Re-Entry Health and Safety Review of Peace Corps/Zambia.

In its response to the preliminary report, management concurred with the 4 recommendations and provided documentation of actions it took to address the issues that prompted recommendations 1, 3 and 4. OIG reviewed the documentation, and we will close recommendations 1, 3 and 4. OIG will review and consider closing recommendation 2 when the documentation reflected in the OIG's comments is received. We wish to note that in closing the recommendation, we are not certifying that the agency has taken these actions or that we have reviewed their effect. Certifying compliance and verifying effectiveness are management's responsibilities. However, when we feel it is warranted, we may conduct a follow-up review to confirm that action has been taken and to evaluate the impact.

The agency's response to the preliminary report and our comments are in the report as Appendixes C and D.

You may address questions regarding follow-up or documentation to Assistant Inspector General for Evaluations Reuben Marshall at rmarshall2@peacecorpsig.gov.

Please accept our thanks for your cooperation and assistance in our review.

cc: Jackie Dinneen, Acting Chief of Staff
Carl Sosebee, Acting General Counsel
Scott Beale, Associate Director, Office of Global Operations
Meredith Giordano, Deputy Director, Office of Global Operations
Lisa Powers, Standardization Expert, Office of Global Operations
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PEACE CORPS
Office of Inspector General

Post Re-Entry Review

Final Report
Post Re-entry Health and Safety
Review of Peace Corps/Zambia

IG-22-02-E
September 2022



EXECUTIVE SUMMARY

OVERVIEW

On June 10, 2021, the Peace Corps notified the United States Congress that Peace Corps/Zambia intended to resume operations in October of 2021 with an initial intake of 20 reinstated Volunteers, 20 2-year Volunteers, and 8 Peace Corps Response Volunteers. However, this intake was delayed to analyze the impact of the omicron variant of COVID-19. The first intake arrived in March of 2022 with 27 Volunteers. On May 6, 2022, the Office of Inspector General announced this review to assess Peace Corps/Zambia's compliance with specific agency policies and procedures related to Volunteer or trainee health and safety, and the re-entry process.

WHAT WE FOUND

We found that the post complied with most of the policies and procedures we reviewed. However, we identified two areas of non-compliance and another area that required management attention. We found that: 1) serious crime incidents were not recorded in site history files and the Volunteer Information Database Application (VIDA) as required in Safety and Security Instruction 401 (SSI 401); 2) some staff had not completed mandatory training as required before Volunteers arrived; and 3) Technical Guideline 385 should be updated to ensure no fields in the Medical Action Plan (MAP) are left blank.

RECOMMENDATIONS IN BRIEF

Our report contains four recommendations directed to the post and headquarters. We recommend that that post fully comply with SSI 401 by including notes about serious crime incidents pertaining to active sites in VIDA and to any site history files on the post shared drive. We also recommend the post review the Post Medical Action Plan and Regional Medical Action Plans to ensure that all empty fields have been completed. Finally, we recommend that the Office of Health Services amend technical guidance to include instructions on how to complete the MAP if information is not available about a subject in the MAP Template.

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BACKGROUND

In response to the COVID-19 pandemic, the Peace Corps evacuated all Volunteers from overseas posts in March 2020. The agency created the “Return to Service” working group in April 2020 to facilitate the process of resuming overseas operations. This working group issued the Country Re-Entry Guide (CREG) on June 30, 2020 to guide overseas posts through the planning and preparation process for returning Volunteers to the field. The CREG, incorporated input from various offices, including Office of Health Services (OHS), Office of Safety and Security (OSS), Office of Global Operations (OGO), and the regional offices (Africa; Inter-America and the Pacific; and Europe, Mediterranean and Asia). The agency also issued “Supporting Volunteer Health, Safety and Security: Roadmap to Updated Policies and Procedures” to alert staff about new and existing guidelines and procedures that overseas posts must complete prior to the return of Volunteers and trainees.

On June 10, 2021, the Peace Corps notified the United States Congress that Peace Corps/Zambia intended to resume operations in October of 2021 with an initial intake of 20 reinstated Volunteers, 20 2-year Volunteers, and 8 Peace Corps Response Volunteers. However, this intake was delayed to analyze the impact of the omicron variant of COVID-19. At the time of our review, there were 34 Volunteers/trainees in country, including 5 reinstated Volunteers who were at site and 29 trainees in pre-service training.

OBJECTIVE, SCOPE, & METHODOLOGY

On May 6, 2022, the Office of Inspector General (OIG) announced this review to assess Peace Corps/Zambia’s compliance with specific agency policies and procedures related to Volunteer or trainee health and safety and the re-entry process.

We assessed the following researchable questions to achieve the objective:

Re-Entry Process

- Were CREG criteria for the external and internal review processes met?

Health Care

- Did the Medical Action Plan (MAP) meet Technical Guidance (TG) 385 requirements?
- Did medical facility assessments meet the requirements of TG 204?

Emergency Preparedness

- Had the post’s Emergency Action Plan (EAP) been updated?

Site Preparation

- Did site history files meet the requirements of Safety and Security Instruction (SSI) 401?
- Did site history files include information on serious crimes per SSI 401?

Training

- Were mandatory re-orientation training sessions for trainees and Volunteers provided or scheduled on the training calendar?

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- Did training records show that post staff met the requirements for mandatory training?

The scope of this review included the post's operations from 2020 to 2022. This review was conducted from Peace Corps headquarters (HQ) without travel to Peace Corps/Zambia and the fieldwork occurred from May to July 2022. The Evaluation Unit reviewed documentation provided by the agency using the following methodology:

- We verified that an agency designated certifying official had documented their review and certification of tasks completed on the external and internal factors checklists defined by the CREG.¹
- We reviewed the post's MAP, and medical facility assessments for compliance with Peace Corps TG 385 and TG 204.
- We reviewed a sample of site history files to confirm that they contained required documentation of the site development process.
- We reviewed a sample of site history files to determine if serious crime incidents were noted and interviewed post staff about the process for vetting sites.
- We reviewed the Volunteer reorientation and pre-service training schedules to confirm that required sessions were included.
- We checked staff training records for completion of required training on Sexual Assault Risk Reduction and Response (SARRR) procedures, Death of a Volunteer (DOV) procedures, Security Incident Management System (SIMS) certification, and Emergency Action Plan (EAP) refresher training. We also verified staff's familiarity with DOV procedures, the Security Incident Reporting Guide (SIRG) and its emergency notification tables.
- We reviewed the post's EAP to confirm that it was updated based on the 2019 template and included the COVID-19 analysis.

When questions arose from this documentation review, we conducted virtual interviews with relevant staff located at Peace Corps/Zambia.

This review was conducted in accordance with the *Quality Standards for Inspection and Evaluation*, issued by the Council of the Inspectors General on Integrity and Efficiency. The evidence, findings, and recommendations provided in this report have been reviewed by agency stakeholders affected by this review.

¹ The agency created the External Factors Checklist to verify "go/no-go" criteria to determine if conditions are acceptable in a particular country to receive Volunteers and trainees, confirm that the Congressional Notification should proceed, and allow the Peace Corps to invite Applicants to serve in that country. External review concerns conditions favorable for re-entry, and internal review assesses planning and preparation for re-entry. The Internal Factors Checklist is a set of comprehensive operational and mitigation planning actions. When reviewing agency certifications of external and internal review procedures, OIG did not assess the criteria for meeting the external and internal factors.

REVIEW RESULTS

Apart from the two areas documented below, our review found that Peace Corps/Zambia complied with the areas that we assessed (see Table 1).

Table 1: Results of OIG Review of Peace Corps/Zambia’s Compliance with Selected Policies and Procedures Related to Volunteer/trainee Health and Safety and Re-entry

Compliance Review Results			
Areas Reviewed	Result	Observations	
External Factors	Met	The inspection shows that the process as outlined in the CREG for the External Review Process was followed in re-opening this post.	
Internal Factors	Met	The inspection shows that the process as outlined in the CREG for the Internal Review Process was followed in re-opening this post.	
Medical Action Plan	Met	The inspection verified that all required components were present, however, some blank entries created confusion that could have been avoided by noting “not available.”	
Facility Assessments	Met	The Inspection verified that medical facility assessments provided by the agency met requirements in MTG 204.	
Site History Files Contents	Met	Post’s management of site history files met post-specific and global requirements for the sites developed for the first intake of Volunteers, except for the notation of serious crime incidents.	
Crime Incidents Noted in Site History Files	Not Met	Inspection showed that the post had not recorded notes about serious crime incidents in site history files or VIDA as required in SSI 401.	
Volunteer or trainee Training	Met	The inspection shows that all required topics were covered during re-orientation and pre-service training events.	
Staff Training	SARRR, SIMS, DOV and EAP	Not Met	Staff had not received required training at the beginning of this review, however, by the end of fieldwork, staff had received required training.
	DOV Procedures	Met	Post performed the mandatory DOV table-top exercise.
	Familiarity with notification tables and SIRG	Met	Required staff were familiar with the DOV procedures, SIRG and the emergency notification tables.
EAP Review	Met	Post’s EAP met key requirements related to resuming operations.	

Post's site history files did not contain required information about security incidents

According to MS 270 section 6.7, the site history must capture security issues that could affect future Volunteer placements in particular areas. SSI 401 outlines requirements for maintaining site history files. According to the guidance, current site history files could either be uploaded to VIDA or maintained on an approved server for a period of 10 years. New site history files were required to be uploaded to VIDA. Zambia chose to maintain their current site history files on their shared drive and upload new site history files to VIDA, which included the sites developed for their 2022 Volunteer intake.

SSI 401 Appendix 1 specified that site history files in VIDA should include SIMS ID numbers for serious crimes² and other relevant security incidents and concerns. The December 2021 update of SSI 401 directs posts to input this information in VIDA under "security incident" in the notes section for the site. OIG identified five developed sites in Zambia where a serious crime incident had been reported in the past 10 years. However, OIG observed that the notes section of these five sites in VIDA did not include the incident number as required; Therefore, the post was not in compliance with SSI 401.

OIG also found that the post was not in compliance with SSI 401 regarding site history documentation. The site history files on the post's shared drive did not contain the minimum required documentation for serious crime incidents. Post staff stated that serious crime incidents were not documented in the site history files kept on the post's shared drive where the files were accessed by a variety of program and regional staff. Since the post was only required to include the crime incident number, the fact that programmatic and regional staff accessed the files should not have created an impediment³.

We recommend:

- 1. The country director and director for programming and training ensure all relevant security incidents are documented correctly in VIDA.**
- 2. That the safety and security manager ensure that site history files on the post's shared drive include incident numbers as required by SSI 401.**

² According to MS 461, the following are serious crimes:(1) A missing or isolated Peace Corps Volunteer; (2) The death of a Peace Corps Volunteer; (3) A life-threatening injury to a Peace Corps Volunteer resulting from a crime; (4) The rape or attempted rape or sexual assault of a Peace Corps Volunteer; (5) The kidnapping or hostage-taking of a Peace Corps Volunteer; (6) Any other serious crime or security incident involving a Peace Corps Volunteer; or (7) Any crime or attack that is potentially motivated by politics, terrorism, or a hate crime.

³ Post informed us they had a process for reviewing prior safety and security incidents at sites. Because of the scope and nature of this review, OIG was unable to assess the effectiveness of this process.

Some staff had not completed mandatory training prior to Volunteers arriving at post

According to interim guidance provided to early entry posts by OGO on January 13, 2022, Peace Corps/Zambia was required to certify that post staff had completed all mandatory training prior to the arrival of the first Volunteers in March 2022. However, training records provided by the agency indicated the post was not in compliance with this requirement. Three mandatory trainings were not completed prior to the Volunteers' arrival, though they were completed over the course of our fieldwork: the Annual SARRR Refresher training, online SARRR training, and Annual Refresher Training on the EAP.

Office of Safety and Security managers at headquarters were not concerned that the completion of the EAP Refresher training after the arrival of Volunteers increased risk to Volunteers at post. Further, this timing aligned with the training schedule in the post's EAP, so it occurred as scheduled, and was not delayed. These factors mitigated our concerns about this failure to comply with the interim guidance.

Additionally, 14 staff had not received the Annual SARRR Refresher Training on responding to sexual assaults or the online SARRR Training prior to the arrival of Volunteers. Although all overseas staff are required to receive these trainings on an annual basis, the individuals who received these trainings in July 2022 were janitors and general workers who would not normally be involved in responding to sexual assaults.

Based on the mitigating circumstances explained above, we do not have a significant level of concern about the risks associated with untrained staff supporting Volunteers and we are not issuing a recommendation.

Additional guidance will improve the effectiveness of the Medical Action Plan

Technical Guideline (TG) 385 provides direction on the components and organization of a Post Medical Action Plan (PMAP), Regional Medical Action Plans (RMAP), and Individual Medical Action Plans (IMAP). These plans comprise a comprehensive Medical Action Plan (MAP) to address the urgent or emergent medical needs of the Volunteers. The MAP should be formulated to assist a temporary duty (TDY) or backup Peace Corps medical officer in the event of an emergency.

OIG found that the MAP for Zambia included empty fields where no information was provided. These included important fields such as the availability of a clinic with imaging services. We learned from staff that some fields were blank because there was no information available. In Figure 1, staff explained that the "key medical consultants" field was blank because the consultant they used was transferred to another region.

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Imaging Center (MRI/CT)				
Facility	Address	Contact Name	Contact Number	Hours of Operation
Key medical Consultants				
Name	Specialty	Facility	Address	Contact #

Figure 1. Excerpt from Peace Corps/Zambia Post Regional Medical Action Plan. Empty fields are highlighted in yellow.

OIG determined that the empty fields where no information was provided could cause confusion and delays in an emergency, particularly for TDY or backup PCMOs as staff attempt to obtain the missing information. This confusion could easily be avoided by denoting unavailable information or providing further explanation in the comments section.

The post was generally in compliance with TG 385 because the guidance states that the PMAP and RMAP “should include at least the following, if available.” OIG determined that without additional guidance regarding unavailable information, empty fields could diminish the effectiveness of these plans. Therefore, the TG should be updated with guidance to ensure no fields in the MAP are left blank.

We recommend:

- 3. The associate director of the Office of Health Services revise Medical Technical Guideline 385 to ensure no fields are left blank in the Medical Action Plan.**
- 4. That the country director of Peace Corps/Zambia review the Post Medical Action Plan and Regional Medical Action Plans to ensure that all empty fields have been completed.**

LIST OF RECOMMENDATIONS

We recommend:

1. The country director and director for programming and training ensure all relevant security incidents are documented correctly in VIDA.
2. That the safety and security manager ensure that site history files on the post's shared drive include incident numbers as required by SSI 401.
3. The associate director of the Office of Health Services revise Medical Technical Guideline 385 to ensure no fields are left blank in the Medical Action Plan.
4. That the country director of Peace Corps/Zambia review the Post Medical Action Plan and Regional Medical Action Plan to ensure that all empty fields have been completed.

APPENDIX A: INTERVIEWS CONDUCTED

As part of this review, interviews were conducted with nine members of post staff. See Table 1 for more information on positions interviewed.

Table 1: Interviews Conducted with Peace Corps/Zambia Staff

Position	Location (Post, HQ, other)
Country Director	Post
Director of Management and Operations	Post
Director of Programming and Training	Post
Peace Corps Medical Officer (3)	Post
Program Manager	Post
Assistant Safety and Security Manager	Post
Safety and Security Manager	Post

APPENDIX B: LIST OF ACRONYMS

OIG	Office of Inspector General
ASSM	Assistant Safety and Security Manager
CD	Country Director
COTE	Calendar of Training Events
CREG	Country Re-Entry Guide
DMO	Director of Management and Operations
DOV	Death of a Volunteer
DPT	Director of Programming and Training
EAP	Emergency Action Plan
HQ	Headquarters
IMAP	Individual Medical Action Plan
KPA	Kate Puzey Peace Corps Volunteer Protection Act of 2011
MS	Manual Section
MTG	Medical Technical Guidance
OGO	Office of Global Operations
OHS	Office of Health Services
OSS	Office of Safety and Security
PCMO	Peace Corps Medical Officer
PM	Program Manager
PMAP	Post Medical Action Plan
PST	Pre-Service Training
RMAP	Region Medical Action Plan
SARRR	Sexual Assault Risk Reduction and Response
SIMS	Security Incident Management System
SIRG	Security Incident Reporting Guide
SSI	Safety and Security Instruction
SSM	Safety and Security Manager
TDY	Temporary Duty
V/T	Volunteers or trainees
VIDA	Volunteer Information Database

APPENDIX C: AGENCY RESPONSE TO THE PRELIMINARY REPORT



Memorandum

To: Joaquin Ferrao, Acting Inspector General

Through: Emily Haimowitz, Chief Compliance Officer EMILY HAIMOWITZ Digitally signed by EMILY HAIMOWITZ Date: 2022.09.29 10:03:10 -0400
Signature

From: Michelle Godette, Regional Director, AF Region MICHELLE GODETTE Digitally signed by MICHELLE GODETTE Date: 2022.09.29 11:16:45 -0400
Signature

Timothy Katz, Country Director, Peace Corps/Zambia Katz, Timothy Digitally signed by Katz, Timothy Date: 2022.09.29 09:50:22 -0400
Signature

Date: September 29, 2022

CC: Jackie Dinneen, Acting Chief of Staff
Scott Beale, Associate Director for Global Operations
Meredith Giordano, Deputy Director for Global Operations
Kevin Fleming, Chief of Operations, AF Region
Dennis McMahon, Chief of Operations, AF Region
Jennifer DiBella, Chief of Programming and Training, AF Region
Adam Stalczyński, Chief Administrative Officer, AF Region
Ina Chu, Supervisory Country Desk Officer, AF Region
Sherene Abraham, Country Desk Officer, Zambia
Allison Lange, Regional Security Advisor, AF Region
Shawn Bardwell, Associate Director, Safety & Security
David Fleisig, Chief, Overseas Operations, Safety & Security
Victor Sloan, Associate Director, Office of Health Services
Katie Downes-Angus, Compliance Accountability Officer
Gregory Yeich, Compliance Officer

Subject: Agency Response to the Preliminary Report on the Post Re-Entry Health and Safety Review of Peace Corps/Zambia (Project No. 22-EVAL-03)

Thank you for the opportunity to respond to this preliminary report from the Office of Inspector General. Enclosed please find the agency's response to the recommendation made by the Inspector General as outlined in the OIG's Preliminary Report on the Post Re-Entry Health and

Safety Review of Peace Corps/Zambia (Project No. 22-EVAL-03) sent to the agency on August 29, 2022.

Recommendation 1

The country director and director for programming and training ensure all relevant security incidents are documented correctly in VIDA.

Concur

Response:

Post updated the Standard Operating Procedure (SOP) for Site Files Management to include the process for ensuring all relevant security incidents are documented correctly in VIDA. Post has implemented the SOP by ensuring all active sites where serious crime had occurred had a note in VIDA as required. This includes the five sites that the OIG identified were missing the incident number in VIDA.

Documents Submitted:

- Updated PC/Zambia Site Files Management SOP
- Documentation to support that the updates have been made for the five identified sites

Status and Timeline for Completion: September 2022

Recommendation 2

That the safety and security manager ensure that site history files on the post's shared drive include incident numbers as required by SSI 401.

Concur

Response:

This recommendation in part appears to stem from some confusion regarding the requirements of SSI 401. Site History files may live on one or multiple platforms at post until such time as all posts have migrated fully to VIDA as the sole repository for site history documentation. For sites that predate the December 2021 issuance of SSI 401, this means that some posts may continue to have information both within VIDA, as well as on their local network or in some cases, in a paper file. In all cases, each post must review all pertinent site history files as part of the site selection process as outlined in MS270 to ensure that all relevant information has been reviewed.

Because post are required to review all pertinent site history file documentation as part of the site selection and approval process and because all sites being considered for Volunteer placements must be entered into VIDA, posts are only required to enter SIMS ID numbers in VIDA as outlined in SSI 401. This ensures that all serious crimes that occurred at a site are flagged for review and it will ensure that it is captured in the appropriate location. Post are not required to enter SIMS ID numbers in other site history files that may exist at post.

To ensure that staff are clear on their roles and responsibilities in the maintenance and use of site history files, post has updated their Site History File SOP. Additionally, the agency released updated, interim guidance to all posts in August of 2022, highlighting the need for posts to work with the SIMS team at HQ to ensure that all crimes are accurately reflected in the appropriate site file in VIDA.

Documents Submitted:

- Updated PC/Zambia Site Files Management SOP
- MS 270 Section 6.7
- SSI 401
- Site History File: Interim Guidance (8/30/2022)

Status and Timeline for Completion: September 2022

Recommendation 3

The associate director of the Office of Health Services revise Medical Technical Guideline 385 to ensure no fields are left blank in the Medical Action Plan.

Concur

Response:

The Office of Health Services will update TG 385 to clarify and specify the process for completing all fields within the Medical Action Plan.

Documents Submitted:

- Updated TG 385
- Message to PCMOs Communicating TG 385 Updates

Status and Timeline for Completion: September 2022

Recommendation 4

That the country director of Peace Corps/Zambia review the Post Medical Action Plan and Regional Medical Action Plan to ensure that all empty fields have been completed.

Concur

Response:

The Peace Corps Medical Officers have updated the Post Medical Action Plan and Regional Medical Action Plan to ensure that all empty fields have been completed.

Documents Submitted:

- Updated Post Medical Action Plan
- Updated Regional Medical Action Plan

Status and Timeline for Completion: September 2022

APPENDIX D: OIG COMMENTS

In its response to the preliminary report, management concurred with the 4 recommendations and provided documentation of actions it took to address the issues that prompted recommendations 1, 3 and 4. OIG reviewed the documentation, and we will close recommendations 1, 3 and 4. We wish to note that in closing these recommendations, we are not certifying that the agency has taken these actions or that we have reviewed their effect. Certifying compliance and verifying effectiveness are management's responsibilities. However, when we feel it is warranted, we may conduct a follow-up review to confirm that action has been taken and to evaluate the impact.

For recommendation 2, additional actions and documentation are required. OIG will review and consider closing recommendation 2 when the documentation reflected in the OIG's comments is received. This recommendation remains open pending confirmation from the chief compliance officer that the documentation reflected in our analysis below is received.

Recommendation 2

That the safety and security manager ensure that site history files on the post's shared drive include incident numbers as required by SSI 401.

Concur **Response:**

This recommendation in part appears to stem from some confusion regarding the requirements of SSI 401. Site History files may live on one or multiple platforms at post until such time as all posts have migrated fully to VIDA as the sole repository for site history documentation. For sites that predate the December 2021 issuance of SSI 401, this means that some posts may continue to have information both within VIDA, as well as on their local network or in some cases, in a paper file. In all cases, each post must review all pertinent site history files as part of the site selection process as outlined in MS270 to ensure that all relevant information has been reviewed.

Because post are required to review all pertinent site history file documentation as part of the site selection and approval process and because all sites being considered for Volunteer placements must be entered into VIDA, posts are only required to enter SIMS ID numbers in VIDA as outlined in SSI 401. This ensures that all serious crimes that occurred at a site are flagged for review and it will ensure that it is captured in the appropriate location. Post are not required to enter SIMS ID numbers in other site history files that may exist at post.

To ensure that staff are clear on their roles and responsibilities in the maintenance and use of site history files, post has updated their Site History File SOP. Additionally, the agency released updated, interim guidance to all posts in August of 2022, highlighting the need for posts to work with the SIMS team at HQ to ensure that all crimes are accurately reflected in the appropriate site file in VIDA.

Documents Submitted:

- Updated PC/Zambia Site Files Management SOP

- MS 270 Section 6.7
- SSI 401
- Site History File: Interim Guidance (8/30/2022)

Status and Timeline for Completion: September 2022

OIG Analysis: In its response, the agency stated: “In all cases, each post must review all pertinent site history files as part of the site selection process as outlined in MS270 to ensure that all relevant information has been reviewed.” The issue OIG identified in this report is that the “pertinent site history files” are incomplete because they did not include required security incident information, including information about serious crimes. In considering the selection of an inactive site, a review of the site history files on the post’s shared drive, as required, would not have the intended effect of ensuring that all relevant information has been reviewed. However, the post could resolve the issue by recording in VIDA the required security incident information that is missing from the site history files on the shared drive.

To close this recommendation, the agency should provide evidence that for PC/Zambia’s sites, including inactive sites, VIDA contains the minimum required documentation for relevant security incidents and/or concerns as stated in SSI 401.

APPENDIX E: REVIEW PURPOSE, COMPLETION AND OIG CONTACT

REVIEW PURPOSE	<p>In 1989, OIG was established under the Inspector General Act of 1978 and is an independent entity within the Peace Corps. The purpose of OIG is to prevent and detect fraud, waste, abuse, and mismanagement and to promote economy, effectiveness, and efficiency in government. The Inspector General is under the general supervision of the Peace Corps Director and reports both to the Director and Congress.</p>
REVIEW COMPLETION	<p>The Evaluation Unit provides senior management with independent evaluations and reviews of management and operations of the Peace Corps, including overseas posts and domestic offices. OIG evaluators identify best practices and recommend program improvements to comply with Peace Corps policies.</p> <p>This review was conducted under the direction of Assistant Inspector General for Evaluations Reuben Marshall, by Senior Evaluator Kristine Hoffer, Senior Evaluator Christine Fagioletti. Additional contributions were made by Senior Evaluator Paul Romeo.</p>
OIG CONTACT	<p>Following issuance of the final report, a stakeholder satisfaction survey will be distributed to agency stakeholders. If you wish to comment on the quality or usefulness of this report to help us improve our products, please contact Assistant Inspector General for Evaluations Reuben Marshall at rmarshall2@peacecorpsoig.gov.</p>

Help Promote the Integrity, Efficiency, and Effectiveness of the Peace Corps

Anyone knowing of wasteful practices, abuse, mismanagement, fraud, or unlawful activity involving Peace Corps programs or personnel should contact the Office of Inspector General. Reports or complaints can also be made anonymously.

Contact OIG

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