Peace Corps
Office of

INSPECTOR
GENERAL

SEMIANNUAL REPORT TO CONGRESS

April 1, 2017 to September 30, 2017

Vision:

Provide high-impact work products that agency management acts upon to increase the Peace Corps' efficiency and effectiveness.

Mission:

Through audits, evaluations, and investigations, the Office of Inspector General (OIG) provides independent oversight of agency programs and operations in support of the goals set forth in the Peace Corps Act while making the best use of taxpayer dollars.

The goals of OIG are as follows:

- To promote integrity, efficiency, effectiveness, and economy

- To prevent and detect waste, fraud, abuse, and mismanagement

- To identify risk and vulnerabilities and offer expert assistance to improve Peace Corps programs and operations

Established in 1989, OIG receives its legal authority from the Inspector General Act of 1978, as amended. The law requires that OIG fully and currently inform the Peace Corps Director and the Congress about problems and deficiencies identified by OIG relating to the administration of agency programs and operations.

Semiannual Report to Congress
April 1, 2017 to September 30, 2017

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Highlights from this Report

Message from the Inspector General

I am pleased to present the Peace Corps Office of Inspector General's (OIG's) Semiannual Report to Congress for the period of April 1, 2017 to September 30, 2017. Our work underscores OIG's commitment to promoting efficiency, effectiveness, and accountability within the Peace Corps.

During this semiannual period, my office identified the following significant management challenges facing the Peace Corps: information technology security management; planning and implementation; human capital management; compliance; and Volunteer health and safety.

The Audit Unit issued final reports for audits of posts in Cambodia, Zambia, and the Eastern Caribbean, and continued audits of posts in Botswana and Panama. The unit also continued its review of purchase card usage and its oversight of independent external auditors reviewing the Peace Corps' financial statements and information security program.

The Evaluation Unit issued final reports for evaluations of posts in Kosovo and South Africa and issued a management implication report about the impact of staff turnover on the agency's operations abroad. The unit also continued evaluations of posts in Costa Rica and Albania. Additionally, thanks to the Inspector General Empowerment Act of 2016, the unit was able to review unredacted documentation related to our 2016 evaluation of the agency's sexual assault risk reduction and response program and verify that the data upon which we based our findings was reliable.

The Investigation Unit conducted investigations of fraud, waste, abuse, and mismanagement in Peace Corps programs and operations. The unit had 35 cases and 76 inquiries open at the start of this reporting period. Over the course of the reporting period, the unit opened an additional 8 cases and 197 inquiries and closed 8 cases and 174 inquiries. The unit's investigation into an overpayment of Federal Employees' Compensation Act benefits resulted in cost avoidance to the Peace Corps of approximately $1,177,488.

I am honored to share that my office, Assistant Inspector General (AIG) for Investigations John Warren, and I received awards from the Department of Defense's Employer Support of the Guard and Reserve program for outstanding service and continuing support to national defense. Additionally, the Council of Inspectors General on Integrity and Efficiency (CIGIE) announced that my office will receive two awards at its annual award ceremony scheduled for October. Finally, as Chair of the CIGIE

Legislation Committee, I am pleased to announce that committee members from multiple OIGs will also be recognized for their assistance to Congress on the Inspector General Empowerment Act of 2016.

Kathy A. Buller
Inspector General

Management and Administration

Management and Administration

Agency Context

As of September 30, 2017, there were 7,376 Peace Corps Volunteers and trainees serving in 65 countries at 61 posts. This total includes 785 Volunteers and trainees funded by the President's Emergency Plan for AIDS Relief (PEPFAR) to work on HIV/AIDS projects at 15 posts and 258 Peace Corps Response Volunteers serving in short-term assignments at 27 posts.

Peace Corps Volunteers and programs were supported by 1,023 U.S. direct hire staff, of whom 194 worked abroad; 705 worked at headquarters; and the remaining 124 worked in regional recruiting offices and other domestic locations. There were also 3,010 locally-hired personnel at posts.

The Peace Corps had domestic and international commercial contracts with vendors and service providers. These included agreements for guard services, training, Volunteer healthcare services, information technology, communications, and other services.

Employer Support of the Guard and Reserve (ESGR) Awards

On May 11, 2017, IG Kathy Buller and AIG for Investigations John Warren were each presented with a Patriotic Employer Award from the Department of Defense's ESGR program. On September 7, 2017, the ESGR program also honored OIG with an Above and Beyond Award. These awards were presented for providing exceptional support to the family of an Air Force Reserve member.

Three OIG staff members accept the Above and Beyond Award presented by a representative of the ESGR program.

Staffing

Alexandra Miller joined OIG as a program analyst in September 2017, having worked as OIG's evaluation apprentice since September 2016. She served as a Peace Corps Volunteer from 2012 to 2015 in Cameroon, where she worked in computer science education. Prior to her service as a Volunteer, Alexandra worked for three years as a cost analyst for a global engineering and construction company. She holds a bachelor's degree in computer science and mathematics from Pacific Lutheran University and a master's degree in public policy and management from Carnegie Mellon University.

OIG Organizational Chart

Kathy A. Buller
Inspector General

Joaquin Ferrao
Deputy Inspector
General and
Legal Counsel

Christopher
Fontanesi
Attorney-Advisor

Judy Leonhardt
AIG/Audit

Jerry Black
AIG/Evaluations

John Warren
AIG/Investigations

Sarah O'Neill Gerwin
AIG/Management
and Administration

Snehal Nanavati
Lead Auditor

Erin Balch
Senior Evaluator

Doug Bonaro
Senior Investigator

Kate Pote
Outreach Specialist

Rebecca Underhill
Lead Auditor

Kris Hoffer
Senior Evaluator

German Melo
Senior Investigator

Kelsey Griffiths
Administrative
Specialist

Ann Lawrence
Auditor

Paul Romeo
Senior Evaluator

Jennifer Pallotta
Senior Investigator

Katherine Noble
Administrative
Specialist

Shane Potter
Auditor

Kaitlyn Large
Evaluator

Terrick Turner
Senior Investigator

A'Daris McNeese
Program Analyst

Alexandra Miller
Program Analyst

Joe Bodensteiner
Expert

Vacant Auditor (2)

Vacant Evaluator

Vacant
Investigator

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Management and Performance Challenges

Management and Performance Challenges

Inspector General's Statement

In accordance with the Reports Consolidation Act of 2000, the Office of Inspector General reported what we have determined to be the most significant management and performance challenges facing the Peace Corps. The IG's management challenges are observations of the IG based on the work performed by the OIG, direct observations, and information uncovered during the performance of our oversight responsibilities. We took a holistic, cross-cutting approach to identify root causes of issues.

OIG concluded that the following five areas present significant challenges at the Peace Corps:

- Information Technology Security Management
- Planning and Implementation
- Human Capital Management
- Compliance
- Volunteer Health and Safety

These challenges illustrate the most significant areas OIG believes need improvement for the Peace Corps to effectively manage its resources and minimize the potential for fraud, waste, and abuse occurring in its operations. Addressing the issues related to these challenge areas will enable the agency to increase operational efficiencies and improve mission effectiveness.

Fiscal Year 2017 Challenges

Challenge: Information Technology Security Management

Why This Is a Challenge

Effective information technology (IT) security programs help protect agency data from being misused by both internal and external sources, and minimize the risk of having sensitive data compromised. Federal laws and regulations governing IT security are designed to strengthen an agency's management of its operations. They also provide significant guidance to help prevent serious information security incidents. The Federal Information Security Management Act of 2002 (FISMA), as amended, is central to the Federal IT security program.[1] The objective of FISMA is to develop a comprehensive framework to protect government information, operations, and assets.

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[1] FISMA was amended in December 2014 by the Federal Information Security Modernization Act of 2014 (Pub. L. No. 113-283).

OIG is concerned about the quality of the agency's IT security program, especially considering the sensitive data that the Peace Corps maintains about Volunteers, such as health records and sexual assault incident information. Since FY 2009, we have reported in our management and performance challenges that the Peace Corps has not achieved full compliance with FISMA or fully implemented an effective IT security program.[2] Some of the identified issues have been outstanding for over 7 years, and the agency has struggled to implement corrective actions. Year after year, our results demonstrate that the Peace Corps lacks an effective information security program because of problems related to people, processes, technology, and culture.

One of the main drivers of the agency's immature IT security program is that the Peace Corps has not fully implemented a comprehensive agency-wide risk management program that is effective in monitoring, identifying, and assessing security weaknesses and resolving related problems at the entity, business process, and information system levels. While the agency has taken steps to strengthen its risk program at the information system level, it lacks full agency commitment and alignment with the National Institute of Standards and Technology Risk Management Framework. Without a robust risk management process, the Peace Corps is exposed to attacks, environmental disruptions, and business failures due to human error.

Since the Peace Corps does not foster a risk-based culture, it allows offices to disregard the agency's responsibility to protect its most sensitive data by introducing many information systems to the network without having the proper security assessments and approvals. Further, the agency lacks a comprehensive continuous monitoring program that documents all agency systems and their associated risks. The Peace Corps process is ad-hoc, reactive, and does not allow the agency to effectively monitor and protect its dynamic IT environment.

Progress in Addressing the Challenge

Peace Corps management has made some progress in strengthening IT security management programs and FISMA compliance. For example, the agency's chief information security officer has remained with the agency for more than a year. This is important because the agency has struggled to hire and maintain qualified staff in this role over the last 4 years. Additionally, the agency has developed and implemented user security awareness training and has begun implementing multi-factor authentication for network logins. However, a number of FISMA issue areas discussed in prior years' challenge statements have not been fully resolved and require full agency involvement to complete.

What Needs to Be Done

In order to ensure the agency's information, operations, and assets are protected, it is critical that the Peace Corps achieve full compliance with FISMA and other federal laws and regulations that apply to managing its IT security infrastructure.

The Peace Corps needs to embrace a risk-based culture and place greater emphasis on improving its information security program, including accomplishing greater FISMA

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[2] Review of Peace Corps' Information Security Program (2016)

compliance and timely remediation of IT security weaknesses that have been identified internally and through the annual FISMA audit and other reviews. Further, emphasizing a risk-based culture can help the agency better ensure that all decisions the agency makes are aligned with its priorities. The agency has made a commitment to implement an Enterprise Risk Management framework in its 2018-2022 Strategic Plan. However, the agency will need to dedicate resources and develop comprehensive policies to fully achieve this objective.

The Peace Corps will need to focus on improving its IT security program by involving senior leadership, ensuring agency policies are comprehensive, and prioritizing the time and resources necessary to become fully FISMA compliant and eliminate weaknesses. Focusing on the implementation of the Risk Management Framework will facilitate tailoring an information security program that meets the Peace Corps' mission and business needs across a decentralized organization.

Key OIG Resources

Review of Peace Corps' Information Security Program (2016)
Peace Corps' FY 2016 Performance and Accountability Report
Report on Protecting Sensitive Information in Peace Corps Computer Systems (2016)
Management Advisory Report: The Peace Corps' Cloud Computing Pilot Program (2015)

Challenge: Planning and Implementation

Why This Is a Challenge

Although the Peace Corps continues to improve key business processes and critical Volunteer support functions, as well as streamline its operations, it is constrained by decentralized processes and a lack of modern systems. Often, the agency does not apply sufficient time and resources to its planning and implementation processes.

The Peace Corps has difficulties planning and coordinating the implementation of new initiatives. For example, the Peace Corps made significant commitments to a version of cloud technology without first appropriately researching new platforms and including the Office of the Chief Information Officer (OCIO) in those decisions. In 2014, the agency entered into an agreement to provide a cloud-supported network that did not meet Federal computer security requirements and placed sensitive agency information in that environment.[3] Before making such a move, the agency should have consulted with multiple offices to ensure that needs requirements were fully assessed and that all federal requirements were addressed. In another example from our country program evaluation of Peace Corps/Kosovo, we found that the post did not have an adequate amount of time to onboard and train new staff and prepare for Volunteers.[4] According to OIG's 2014 report on new country entries,[5] an inadequate time frame for opening a post can result in a number of problems, including inadequate Volunteer training, poorly developed sites, and an uneven quality in staff hiring or training—all of which OIG

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[3] Management Advisory Report: The Peace Corps' Cloud Computing Pilot Program (2015)
[4] Evaluation of Peace Corps/Kosovo (2017)
[5] New Country Entries: Lessons Learned (2014)

observed in Peace Corps/Kosovo. Retroactively addressing poor implementation can cost the agency undue time, money, and effort.

Effective implementation of initiatives requires fully developed policies, procedures, and guidance to support critical changes, especially for new systems. While the agency has a dedicated committee and process to develop policy, including procedures and other internal controls, it struggles to effectively coordinate, implement, and manage these rules. For example, the Peace Corps implemented a new property management system (Sunflower) in 2015, but did not document important controls residing in the system and how they should be applied until 2017. For 2 years the property control procedures on record related only to the defunct system. In addition, the agency did not change relevant policies or procedures governing employee time and attendance in anticipation of implementing a new timekeeping system. Instead the agency switched its time and attendance system first and is still working to change its relevant guidance. This change impacted all staff because the system is tied to payroll. While training was provided to staff and supervisors at rollout, such trainings cannot supplant well considered policies, procedures, and guidance. Additional planning should occur during the initial phases of the project to ensure that users are prepared and that related reference materials are sufficient and readily available after roll-out. Planning and implementation is further hampered by the lack of a centralized system whereby a headquarters office can ensure that other offices update previous guidance according to new agency-wide policies or initiatives.

Moreover, although the Peace Corps is working to modernize its businesses processes, OIG audits and evaluations have found that several essential business functions remain largely paper-based, including processes for travel, medical supply management, payment vouchers, purchase card logs, contract files, and several human resource functions including performance appraisals, employee off-boarding, and training records. Recently, when the agency switched its human resources system, it actually replaced certain automated HR functions with paper processes. Lack of automation makes planning and implementation more challenging and impacts data reliability, as manual data processes are more prone to error.

Progress in Addressing the Challenge

The Peace Corps established initiatives to better manage certain programs and changes in the agency. The Office of the Chief Information Officer launched the Business Advocacy Manager Program in early FY 2017. The program pairs an IT liaison with each agency office to facilitate collaboration, fulfill requests, and advocate during IT project planning. To manage workforce reduction requirements, the agency established a task force that develops processes, guidance, and communications on all hiring actions, reassignments, and reorganizations. The processes established by the task force will "standardize personnel actions and allow for strategic decision-making by supervisors, managers, and senior leadership."

The agency continues to utilize the recommendations of a field advisory board, which is comprised of post leadership from across regions. The agency established the board to determine the most prominent issues among posts and recommend policies and actions for the agency to address these concerns. Office heads work with the board to communicate updates on new policies and initiatives as well as progress on prior recommendations.

The senior policy committee continues to work to improve communication and coordination in this area. The agency has updated internal guidance for a number of policies related to new systems or programs, such as those for the website and direct hire duty hours. These policies are scheduled to be issued pending approval of their implementing procedures.

What Needs to Be Done

The agency needs to assign overall responsibility for planning, coordinating, and implementing agency-wide policies or initiatives. The agency should ensure that responsible program offices regularly review agency policy under their purview and assist the senior policy committee in making and communicating appropriate changes. It should continue to assess its operations and modernize its business processes, including ensuring that new processes and initiatives related to essential business functions are automated. The agency also needs to ensure that these modernization efforts are appropriately planned and that their implementation into agency policies and procedures is timely and fully integrated. Furthermore, agency business processes must support effective internal controls by ensuring continuity and accountability. As automated systems are introduced in the Peace Corps environment, the agency must be diligent in ensuring that proper IT security controls are in place, as IT security has been a reported challenge area since 2009. See the Management Challenge section titled *Information Technology Security Management*.

Key OIG Resources

Evaluation of Peace Corps/Kosovo (2017)
OIG's FY 2017 Annual Plan
Management Advisory Report: The Peace Corps' Cloud Computing Pilot Program (2015)
Recurring Issues Report: Common Challenges Facing Peace Corps Posts, FYs 2012-2015
Final Audit Report: Peace Corps Applicant Screening Process (2014)
New Country Entries: Lessons Learned (2014)
Management Advisory Report: Certification of Volunteer Payments (2013)
Final Audit Report: Peace Corps Overseas Staffing (2013)
Final Program Evaluation Report: Follow-up Evaluation of the Volunteer Delivery System (2010)

Challenge: Human Capital Management

Why This is a Challenge

Key pillars of human capital management include hiring, recruitment, training, and knowledge management. In performing oversight over agency operations, OIG has highlighted areas of concern in all four sectors. Most importantly, we have noted how excessive personnel turnover has substantially exacerbated these challenges.

Hiring and Recruitment

Nearly all Peace Corps U.S. direct hire staff are subject to a 5 year term limit called the "five-year rule" (FYR). Congress enacted the FYR in 1965 to create a constant flow of new employees including returned Peace Corps Volunteers, avoid the inflexibility associated with the civil service system, and prevent employees from working their entire career at the Peace Corps. However, when OIG analyzed the impact of the FYR in June 2012, we found that between 2005 and 2009 the annual pace of employee turnover was between 25 percent and 38 percent, quadruple the average turnover rate in the Federal government. OIG estimated that excessive turnover driven by the FYR accounted for approximately 60 percent of $20.7 million in total turnover management costs.

In July 2017, OIG issued "Management Implication Report – Challenges Associated with Staff Turnover" to the acting Director. This report outlined the negative effects of staff turnover on the agency's ability to maintain high quality Volunteer support and improve core business functions, illustrating that high staff turnover is a persistent challenge for the agency that spans multiple levels and areas of operation.

Almost all leadership positions at the Peace Corps, both at headquarters and overseas, are subject to the FYR. Since these positions directly impact the agency's operations, recruiting and hiring skilled personnel to fill these vacancies is critical. In 2013, OIG reported on these challenges in our audit of Peace Corps overseas staffing. We found that the agency struggled to maintain a robust pool of qualified applicants and ensure positions were filled in a timely manner. It had difficulty managing hiring and administrative timelines for open positions, maintaining consistency in the interview and hiring process, planning for transfers, and dealing with unexpected vacancies. These challenges were aggravated by the agency's accelerated rate of overseas staff turnover.

Headquarters personnel recruitment is similarly difficult because many of the positions require specialized knowledge and the ability to perform governmental budgeting, payment, and contracting. We found that the FYR exacerbated the agency's challenges in attracting and retaining qualified personnel and contributed to an abbreviated average tenure of about 3 years. Specifically, the agency has struggled to recruit qualified staff in acquisition and contract management, and short tenures have compromised the agency's ability to conduct adequate acquisition planning. In our 2016 audit of Peace Corps' healthcare benefits administration contract, we identified that inexperienced staff and insufficient planning contributed to instances of the agency's non-compliance with the Federal Acquisition Regulations and other complex rules associated with soliciting, awarding, and administering contracts or procurements. This is particularly concerning due to the large sums of money processed in contracting and acquisitions.

Training and Knowledge Management

Training and knowledge management are also important aspects of human capital management. Effective staff training is essential in core volunteer support functions to help ensure the health, safety, and security of volunteers. Knowledge management, the systematic documentation and maintenance of information, is necessary for the agency to operate

efficiently and achieve goals. Further, it is important that training and knowledge databases are accessible by the right people at the right times and are consistently updated.

In FY 2014, OIG evaluated the Peace Corps' training of overseas staff and uncovered a number of challenges.[6] The agency's primary training and orientation program for overseas staff members was not available to all of them, and the agency lacked an alternate mechanism for orienting new overseas staff members. In the absence of a comprehensive, standardized orientation and training program for all overseas staff, each post decided what information would be provided to new staff. This created variability in the quality of staff training, and there was no assurance that new staff was properly trained on important policies and procedures. Further, in both the 2013[7] and 2016[8] evaluation reports on the Peace Corps Sexual Assault Risk Reduction and Response (SARRR) program, OIG again found that there was inconsistent onboarding and continuing education processes for critical staff positions which deliver safety, security and medical support to volunteers. The Peace Corps' high turnover rate exacerbates training challenges by simultaneously creating a larger burden for staff charged with employee training responsibilities and a larger need to effectively train incoming staff.

The agency's lack of centralized training records and a robust learning management system, further complicate its ability to effectively and efficiently train staff. In the aforementioned FY 2013, 2014, and 2016 evaluation reports, OIG found that the agency could not identify everyone who needed to take certain trainings, nor track training completion. During fieldwork in 2016, OIG could not verify that all overseas staff had received the mandatory SARRR training required by the Kate Puzey Peace Corps Volunteer Protection Act of 2011; nor could we identify the population of overseas staff required to take these trainings. Constant turnover and insufficient training records challenge the agency's ability to ensure that employees receive training on mandatory and job-essential topics.

The importance of knowledge management has been highlighted in several internal and external evaluations of the FYR. Our 2012 FYR report and 2017 management implication report illustrate the importance of knowledge management and highlight how excessive turnover makes this process simultaneously more difficult, and more critical to ensure continuity of operations. Shortened tenures contribute to insufficient institutional memory. With high turnover, the Peace Corps must rely on its policies, reports, and other office-level operating procedures to act as its centralized source of knowledge and agency history. However, as identified in the "Planning and Implementation" section of this report, Peace Corps has struggled with systematically recording, maintaining, and propagating such guidance. For example, during fieldwork for the 2016 SARRR program report, OIG found that the Office of Victim Advocacy had very few written operating procedures to orient the new director. In addition, the Peace Corps' online manual and intranet has been incomplete for an extended period of time due to site upgrades.

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[6] Final Report on the Program Evaluation if the Peace Corps' Training of Overseas Staff (2014)
[7] Evaluation of the Peace Corps Volunteer Sexual Assault Policy (2013)
[8] Final Evaluation Report on the Peace Corps Sexual Assault Risk Reduction and Response Program (2016)

Progress in Addressing the Challenge

Hiring and Recruitment

The agency has made improvements to hiring and recruiting in an attempt to limit the turnover of critical Peace Corps positions. Accomplishments include recruiting intermittent experts and rovers to ensure adequate coverage of unexpected senior post staff vacancies; developing a master calendar of all known upcoming vacancies; and holding monthly coordination meetings through which key offices can give feedback on the qualifications needed to fill upcoming vacancies.

Furthermore, the Peace Corps has revised its acquisition and contracting policies and procedures with the goal of assuring timely contract awards and improving its process for selecting and designating contracting officer representatives.

On May 1, 2017, Congressman Ted Poe introduced H.R. 2259, the "Sam Farr Peace Corps Enhancement Act." That bill would allow the Director to exempt certain positions from the FYR if they require specialized technical or professional skills and knowledge of Peace Corps operations, such as those relating to Volunteer health services, financial management, information technology, procurement, personnel, legal services, or safety and security. That provision is supported by agency management.

Training and Knowledge Management

Since the agency established an Office of Staff Learning and Development (OSLD) in 2015, this office has worked to define learning and development needs at specific phases in each employee's tenure, including trainings needed to comply with federal laws and communicated the importance of SARRR training to staff. OSLD has also worked to purchase a new learning management tool to help manage training requirements and completions; however, this system is still in development.

What Needs To Be Done

Hiring and Recruitment

The agency still needs to address two open recommendations (recommendations 2 and 3) from our 2012 FYR report relating to better management of turnover and acquisition and retention of qualified personnel in core business functions. In addition, the agency should take action to improve how it hires certain overseas staff, such as by developing (1) policies and procedures for hiring overseas staff management positions, and (2) a set schedule for maintaining rosters of eligible candidates for these positions.

Training and Knowledge Management

The agency needs to act on many recommendations related to training and knowledge management. Specifically, the agency needs to address the systemic issues uncovered during our 2014 evaluation, including creating a training needs assessment process, a standardized training program for new overseas staff, and an improved learning management system. In

addition, the agency still needs to develop, communicate, and track expectations and results for how headquarters and overseas staff comply with training-related laws and policies.

The agency must devote resources to formalize knowledge management practices related to recording institutional memory, transferring knowledge to new hires, and ensuring accessibility. The agency must also establish a process to monitor and evaluate the success of the newly acquired learning management system.

Key OIG Resources

Management Implication Report: Challenges Associated with Staff Turnover (2017)
Final Evaluation Report on the Peace Corps Sexual Assault Risk Reduction and Response Program (2016)
Final Audit Report: Peace Corps' Volunteer Healthcare Benefits Administration Contract (2016)
Final Report on the Program Evaluation if the Peace Corps' Training of Overseas Staff (2014)
Final Audit Report: Peace Corps Overseas Staffing (2013)
Evaluation of the Peace Corps Volunteer Sexual Assault Policy (2013)
Final Evaluation Report: Impacts of the Five-Year Rule on Operations of the Peace Corps (2012)
Recurring Issues: OIG Post Audits and Evaluations FY 2009-2011 (2012)

Challenge: Compliance

Why This Is a Challenge

The Peace Corps is a small agency that finds itself challenged to meet its global mission while at the same time complying with all of the requirements of a Federal agency. While the Peace Corps has shaped its core values around Volunteer wellbeing, commitment to national service, and other areas related to quality programming, diversity, and innovation, the agency has not made complying with Federal laws, regulations, and other requirements a priority. Compliance is a significant objective in the government sector, and management should comprehensively consider the controls needed to effectively comply with relevant requirements.[9] There is no centralized responsibility for identifying and understanding which Federal laws and regulations apply to the Peace Corps or for ensuring that the agency works towards compliance. The agency lacks an effective coordinating mechanism that supports implementation. Currently, individual offices and staff members are responsible for knowing what has been passed and working with their respective offices to meet requirements. OIG reports have noted challenges in compliance in numerous operational areas. Non-compliance with IT security requirements has been covered in the *Information Security Technology Management*, as that is a particularly sensitive and far-reaching problem.

Drug Free Workplace

In September 1986, Executive Order 12564 mandated a drug-free federal workplace and required formal agency programs and employee drug testing for those serving in sensitive positions. While the agency initially issued a plan in 1991, it did not update, maintain, or develop

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[9] See GAO Green Book Section OV2.16-OV2.25 for agency management guidance for establishing objectives.

procedures in this plan. OIG issued a report in 2012 informing the agency of its noncompliance and need to review and follow a formal drug-free workplace plan.[10] It then took four more years for the agency to issue an updated comprehensive drug-free workplace plan, policy, and implementing procedures; list testing-designated positions; and begin random drug testing for headquarters designated positions.

Accessibility of Electronic and Information Technology

The Rehabilitation Act of 1973 was amended in 1998 to require Federal agencies to make their electronic and information technology accessible to people with disabilities. The law requires that technologies such as websites, phone systems, hardware, and software be available for both members of the public and Federal employees with physical, sensory, or cognitive disabilities. However, the Peace Corps has not ensured its public-facing website is in full compliance. A subpage states that users can request a reasonable accommodation to access a portion of the website and provides an email address and phone number to make this request.

Records Management Requirements

In August 2012, the Office of Management and Budget and the National Archives and Records Administration issued a directive providing a robust records management framework and requiring agencies to eliminate paper and use electronic recordkeeping to the fullest extent possible by December 2016. Despite initially budgeting and allocating funds to implement such a system, the agency has not fully complied. In February 2017, the Peace Corps reported that it had defunded the records management program and had no plans to fund it moving forward. It is relying on individual users to save their electronic records appropriately. In this report, the agency also stated that the cause of non-compliance was that "almost 50 years of records mismanagement cannot be reversed quickly…."[11]

Whistleblower Protection Act

A 2014 memorandum issued by the White House Chief Technology Officer required agencies to participate in the U.S. Office of Special Counsel's Whistleblower Protection Act certification program. Under Title 5 of U.S. Code, Section 2302(c), agencies must inform employees of their rights under the Civil Service Reform Act, the Whistleblower Protection Act, the Whistleblower Protection Enhancement Act, and related laws. The agency began to implement a program in August 2016 and submitted an application to begin the process of obtaining certification for their Whistleblower program on July 16, 2017. However, the agency has not yet received its compliance certification for this important program.

Federal Requirements for Access

Homeland Security Presidential Directive 12 (signed August 27, 2004) was a strategic initiative requiring a government-wide standard for secure and reliable forms of identification for Federal employees and contractors. This directive led to a requirement issued by Office of Management

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[10] Management Advisory Report: Peace Corps Drug-Free Workplace Plan (2012)
[11] Peace Corps Senior Agency Official for Records Management 2016 Annual Report (2017)

and Budget instructing agencies to upgrade their physical and logical access systems by FY 2012 to require the use of Personal Identity Verification cards. Through our review work of Peace Corps' information security program, we have been reporting the agency's non-compliance with this requirement since 2013.[12] After years of refusing to implement the requirement, new leadership in the OCIO made the decision to begin efforts to comply in FY 2016. The agency is beginning to implement logical access controls at headquarters, but is still struggling with full agency implementation.

Federal Acquisition Regulations

During our audit work on the Peace Corps' largest contract, we noted significant non-compliance with Federal Acquisition Regulation (FAR) requirements.[13] This included failing to incorporate proper contract clauses, misclassifying the type of contract issued, and extending the existing contract non-competitively over a long period of time. By incorrectly applying the FAR, the Peace Corps failed to best protect the government's interests and appropriately emphasize oversight of the contract.

Progress in Addressing the Challenge

The agency has taken steps to develop formalized drug-free workplace and whistleblower programs. However, neither of these programs are in full compliance yet. Specifically, the drug-free workplace program does not include any sensitive senior agency managers who are located overseas and the whistleblower program is still pending approval and certification.

Based on the recommendations in our review of the agency's largest contract, the Peace Corps appropriately planned for, competed, and awarded a replacement contract vehicle with the correct clauses and sufficient oversight mechanisms included.

The agency's Office of Civil Rights and Diversity has started a task force to alert certain senior managers to accessibility requirements and recently assigned an accessibility coordinator to help with these efforts.

What Needs to Be Done

While the Peace Corps has taken recent steps to address specific Federal requirements, the agency lacks an overall program to ensure Federal compliance. The agency should establish this role and give it the appropriate authority to ensure identification, coordination, and implementation of federal requirements. This mechanism will help the agency prioritize compliance. Through OIG work and informal discussions with the agency, we have stressed the importance of complying with Federal laws; however the agency has defunded or assigned resources to other areas and has not taken responsibility or accountability seriously. As the Federal government continues to face spending cutbacks and the agency streamlines operations

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[12] Review of Peace Corps' Information Security Program (2016)
[13] Final Audit Report: Peace Corps' Volunteer Healthcare Benefits Administration Contract (2016)

to focus on Volunteer support, the Peace Corps must adopt a deliberate and comprehensive approach to ensure compliance with Federal rules and regulations.

Key OIG Resources

Review of Peace Corps' Information Security Program (2016)
Agency Financial Report FY 2016
Final Audit Report: Peace Corps' Volunteer Healthcare Benefits Administration Contract (2016)
Management Advisory Report: Peace Corps' Volunteer Health Care Administration Contract (2015)
Management Advisory Report: Peace Corps Drug-Free Workplace Plan (2012)
Peace Corps Senior Agency Official for Records Management 2016 Annual Report (2017)

Challenge: Volunteer Health and Safety

Why This Is a Challenge

While the Peace Corps works to prioritize the safety, security, and physical and mental health of its Volunteers, OIG country program evaluations and audits have identified aspects of the agency's safety and security and Volunteer medical care programs that present management challenges. Specifically, these challenges relate to the Volunteer health care program, processes for selecting and approving sites for Volunteers, procedures and documents that prepare the agency to respond to emergencies, and sexual assault risk reduction and response.

Volunteer Health Care

In 2010, OIG reviewed the medical care provided to Volunteers following the death of a Volunteer in Morocco.[14] The review found that the methods used to measure and monitor the quality of Volunteer health care were insufficient. A follow-up review released in March 2016 found that the agency enhanced the Volunteer health program with regard to our 2010 findings, but further improvements were still needed.[15] Specifically, overseas health units had experienced turnover and staffing gaps that resulted in poor transfer of patient information and documentation which can put Volunteers' health and safety at risk.

We also found that while the agency had established a policy to identify root causes of sentinel events, defined as unfortunate or unexpected events, the reviews had not resulted in any systemic change. The process was ineffective because the agency categorized too many events as sentinel to review them effectively, sentinel event committee members often had conflicts of interest with the cases, and root cause analyses were not comprehensive.

In OIG's recent country program evaluation of Peace Corps/South Africa, we found that the process for placing Volunteers with medical accommodations in South Africa was insufficient.[16]

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[14] Death Inquiry and Assessment of Medical Care in Peace Corps Morocco (2010)
[15] Final Program Evaluation: Follow-Up Evaluation of Issues Identified in the 2010 Peace Corps/Morocco Assessment of Medical Care (2016)
[16] Final Country Program Evaluation: Peace Corps/South Africa (2017)

We recommended that the agency take into account the nature of service as well as the availability of support services in the country when making decisions about placing Volunteers with medical accommodations, especially those with mental health accommodations. Beyond considering the availability of health services in the country, the agency did not have a process to determine what types of medical accommodations might be reasonable in South Africa, which was an exceptionally challenging post for Volunteers to serve in. The agency stated that it lacked sufficient and defensible data to make these considerations. OIG had previously recommended in a 2010 report on the Volunteer delivery system that the agency collect and analyze data to determine to what extent Volunteer medical accommodations pose an undue hardship on the operations of Peace Corps, and that recommendation remains open.

Volunteer Site Selection and Approval

OIG found issues with site development at a number of posts. The agency requires that posts maintain site history files with relevant safety and security information, and that post staff review these files when considering Volunteer site placement. However, between 2012 and 2016, OIG found site history files were incomplete, insufficiently organized, or not being used to inform site selection in multiple posts and regions. OIG also found that several posts did not comply with their self-identified housing criteria, and appropriate staff (including the safety and security manager) were not always sufficiently included in the site development process. Without housing checks and proper site development, the agency may inadvertently place Volunteers in houses and sites that impose increased safety and security risks.

Emergency Preparedness

During emergencies, posts' ability to locate Volunteers, maintain detailed emergency plans, and communicate those plans to Volunteers is critical. However, more than half the posts evaluated between 2012 and 2015 did not maintain complete and accurate site locator forms, which contain contact information and site location details needed to locate Volunteers in an emergency.

In addition, OIG evaluations identified five posts with emergency action plans that were not up to date and accessible to Volunteers. At approximately half of the posts that were evaluated from 2012 to 2015, Volunteers were unaware of their emergency consolidation points. Outdated emergency action plans and a lack of communication to Volunteers about the plans and consolidation points increased the risk that Volunteers would be unable to respond quickly and appropriately in an emergency.

We further found gaps in medical emergency preparedness at posts. Medical action plans were often incomplete and missing important information that could be necessary in an emergency. This was partly due to a lack of awareness by country directors concerning their health unit oversight responsibilities. In turn, the agency did not complete all required activities, such as carrying out medical emergency preparedness drills, ensuring that Peace Corps medical officers have assessed local health facilities, and conducting site visits to Volunteers.

Sexual Assault Risk Reduction and Response

In November 2016, OIG issued a report on the Peace Corps' Sexual Assault Risk Reduction and Response (SARRR) program as required by the Kate Puzey Peace Corps Volunteer Protection Act of 2011.[17] We found that SARRR policies and procedures focused on responding to victims of assault, but risk reduction strategies were less prevalent. We also identified problems with the Peace Corps' SARRR training program for both Volunteers and staff. These issues reduced the agency's effectiveness in teaching Volunteers important program information and providing all resources intended by the program.

Progress in Addressing the Challenge

In response to our 2016 evaluation of Volunteer health care the agency has clarified guidance to medical staff, including the role of regional medical officers; how frequently posts should review in-country medical facilities and providers; its expectations for the training and use of back-up medical providers; and how to conduct an annual medical emergency drill. The agency also updated its guidance and procedures on patient safety events to focus on systemic causes. In 2016, the Office of Health Services delivered a training to all medical officers to encourage the reporting of mistakes so that the agency can better understand errors and fix systemic issues. In addition, the agency has taken steps to update its guidance on Volunteer site development procedures and requirements for medical action plans.

In response to our SARRR program evaluation, the agency has worked to strengthen their program. Specifically, it filled a new position for a permanent SARRR program director to provide oversight, coordination, and better communication for the program. The agency has also worked to improve both Volunteer and staff related trainings. It has created a new safety and security assessment to help posts better understand Volunteer comprehension of SARRR training, and issued guidance to posts clarifying expectations regarding SARRR training both for permanent staff and temporary staff serving in senior leadership positions.

What Needs to Be Done

Volunteer Health Care

The agency should strive to improve their sentinel review process, since this process will better ensure that the Peace Corps continuously learns how to better support Volunteer health and safety. Specifically, the agency should ensure reviews include key components like root cause identification and a focus on addressing systemic issues. The agency also needs to provide sufficient and appropriate staffing for case reviews.

In addition, the Peace Corps should put in place more systematic data collection and analysis in order to determine to what extent Volunteer medical accommodations pose an undue hardship on its operations.

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[17] Evaluation of the Peace Corps' Sexual Assault Risk Reduction and Response Program (2016)

Site Selection and Approval

In order to reduce safety and security risks to Volunteers, the agency should develop stronger oversight, clearer guidance, and an electronic system to manage site history files. Additionally, it is critical that proper housing checks with the involvement of appropriate staff occur during the site selection process. Furthermore, posts need to conduct housing checks in a way that is consistent with their specified housing criteria.

Sexual Assault Risk Reduction and Response

The agency needs to continue to focus on improving the SARRR program. It must ensure Volunteer trainings are specific to the countries of service and address risks to male and LGBTQ Volunteers. These trainings should continue throughout a Volunteer's service, not only at the beginning of service. The agency also needs to clarify roles and responsibilities of all post and headquarters offices involved with the program. The agency should focus efforts on better including risk reduction aspects such as implementing guidance to help staff talk sensitively and candidly about risk reduction, and developing a plan to improve collection of feedback on the effectiveness of the sexual assault risk reduction and response program.

Key OIG Resources:

Final Country Program Evaluation: Peace Corps/South Africa (2017)
Management Advisory Report: Site History Files (2016)
Recurring Issues Report: Common Challenges Facing Peace Corps Posts, FYs 2012-2015 (2016)
Final Program Evaluation: Follow-Up Evaluation of Issues Identified in the 2010 Peace Corps/Morocco Assessment of Medical Care (2016)
Evaluation of the Peace Corps' Sexual Assault Risk Reduction and Response Program (2016)
Death Inquiry and Assessment of Medical Care in Peace Corps Morocco (2010)

Advice and Assistance

Advice and Assistance Provided to the Agency and Others

Management Implication Report: Challenges Associated with Staff Turnover

In July 2017, OIG provided Peace Corps management with information concerning the negative impact of personnel turnover on agency operations. The report included highlights from 34 audit and evaluation reports from 2010 through 2015, specifically drawing on an analysis of interviews conducted with nearly 1,000 people in relation to 27 post program evaluations. The issue of staff turnover and the agency's response to, and management of, position vacancies were frequent themes throughout the audits and evaluations reviewed. Evidence demonstrated that position vacancies frequently exacerbated operational and management challenges. Furthermore, providing sufficient and effective Volunteer support became a common challenge during periods of staff turnover.

OIG recognizes that since March 2013 the agency has taken some administrative steps to reduce the pace of unwanted personnel turnover and that the agency has more recently supported congressional action intended to address aspects of personnel turnover. Nevertheless, the perception of many staff at the time of interviews was that turnover and related staffing gaps negatively affected their overseas programs, especially in terms of maintaining a high quality of Volunteer support, retaining sufficient institutional memory, and having functioning knowledge management practices to support effective operations.

By September 2017, the Peace Corps was required to develop a plan including long-term workforce reductions in response to Office of Management and Budget memorandum M-17-22 on reforming the federal government and reducing the civilian workforce. We issued this management implication report to provide Peace Corps management with the opportunity to incorporate the results of our analysis in its response to OMB.

Participation in Overseas Staff Training

OIG participated in overseas staff training in June 2017, briefing 37 staff on best practices and common deficiencies noted by OIG. Participants included country directors, directors of management and operations, directors of programming and training, program managers, training managers, Volunteer support staff, and financial assistants.

OIG Support for Background Checks

OIG's Investigation Unit worked with various Peace Corps offices to incorporate OIG database checks as part of the records checks performed during Peace Corps employment inquiries. Additionally, employment checks conducted by Peace Corps offices on returned Peace Corps Volunteers include an OIG database check. This program has enhanced the agency's employment inquiry and security process. During this reporting period, 44 checks of OIG records were conducted.

Review of Agency Regulations, Policies, and Procedures

OIG continues to provide advice and assistance to the Peace Corps senior policy committee and other offices by commenting on drafts of new or updated policies, procedures, and other documents governing agency organization or practice. During this reporting period, OIG reviewed 21 policies, procedures, policy attachments, guidelines, diagrams, and charters on numerous topics, including Volunteer discipline, agency response to sexual assault, human resource management, and overseas medical offices.

During this reporting period the following key policies were changed subsequent to OIG providing advice or assistance:

Interim Policy Statement (IPS) 1-17 Information Security Program

On June 16, 2017, the agency issued IPS 1-17, "Information Security Program," superseding the agency's prior manual section on the topic while updating and incorporating the agency's prior IPS related to cloud services. In our comments, we expressed our longstanding concern that agency policy authorized individual senior managers without information technology (IT) expertise, but who oversee a particular IT system, to assume responsibility for risks posed to the entire Peace Corps network by a system they manage. The agency changed this policy in the IPS, which now provides that only the Chief Information Officer has the authority to decide whether a particular information system can be operated at an acceptable level of risk to agency operations, assets, and individuals. OIG also encouraged the agency to give the Office of Chief Information Officer primary responsibility for implementing and maintaining information system security controls. Finally, OIG advised the agency not to allow Federal encryption requirement waivers.

Manual Section (MS) 673 Detailing Direct Hire Employees

On May 19, 2017, the agency issued revisions to MS 673, "Detailing Direct Hire Employees." The agency frequently details employees both within the agency and from other Federal agencies as a way to meet temporary needs for essential work. For the past 3 years, OIG advised the agency as it worked on updating this policy. Our comments focused on maintaining simple, clear processes and procedures that make compliance more likely and avoiding unnecessary administrative burdens for short-term details.

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Audits

Audits

Overview

The Audit Unit conducts independent audits of agency programs and operations that support the Peace Corps mission. The objective of OIG audits is to independently examine the financial and administrative operations of the Peace Corps, promote economy and efficiency, and ensure compliance with federal law, regulations, and Peace Corps policy. Audits are wide ranging, covering agency activities carried out at overseas posts, as well as agency-wide operations that affect multiple offices. At overseas posts, auditors review the financial and administrative operations for operational efficiency and effectiveness, financial stewardship, and compliance with agency policies and federal regulations. Auditors report their conclusions and recommendations based on data and document analyses, interviews, and direct observation. OIG also monitors the agency's progress in correcting systemic weaknesses identified in audit reports.

Audits are conducted under the direction and guidance of the Assistant Inspector General for Audits and in accordance with the U.S. Generally Accepted Government Auditing Standards (GAGAS) issued by the Comptroller General of the United States.

In addition, the unit oversees the annual audit of the agency's financial statements and the annual review of the agency's information systems security, which are performed by independent public accounting firms. Auditors also participate in cross-functional reviews of agency operations undertaken with OIG evaluators and investigators.

Along with the final reports described below, the Audit Unit continued work on the post audits of Peace Corps/Panama and Peace Corps/Botswana. The Audit Unit also continued its review of Peace Corps purchase card usage.

Agency-Wide Audits

Review of Peace Corps Fiscal Year (FY) 2017 Information Security Program

The Federal Information Security Modernization Act of 2014 (FISMA) requires federal agencies to establish effective security over their sensitive information as well as a program to protect information systems from unauthorized access, use, disclosure, modification, and other harmful impacts. In addition, FISMA requires that each OIG review its agency's information security program and report results to the Office of Management and Budget annually.

To meet this requirement, the Office of Management and Budget has developed an online data collection system for FISMA reporting from federal agencies and their respective OIGs. During this reporting period, OIG engaged the consulting firm Williams, Adley & Company-DC to conduct the FY 2017 FISMA review. The review was ongoing as of September 30, 2017. We will complete our FISMA reporting by October 31, 2017, and a summary of the results will be posted on our website.

Audit of Peace Corps FY 2017 Financial Statement

During this reporting period, OIG engaged the independent public accounting firm Kearney & Company (Kearney) to perform an audit of the agency's FY 2017 financial statements. In accordance with applicable law, OIG reviews the audit work to assure that the work performed by non-Federal auditors complies with the standards established by the Comptroller General. Upon completion of the audit, we will transmit Kearney's audit report to the Peace Corps Director. As of September 30, 2017, the audit was ongoing. The auditors' report will be included in the agency's FY 2017 financial report to be issued by November 15, 2017.

Audits of Operations Abroad

Audit of Peace Corps/Eastern Caribbean
IG-17-03-A

OIG issued a final audit report on Peace Corps/Eastern Caribbean in June 2017. More than 3,915 Volunteers have served in the Eastern Caribbean since the program's inception in 1961. At the time of our audit, 3 U.S. direct hires, 4 foreign service nationals, and 21 full-time personal services contractors were supporting 64 Volunteers working in the education sector. In FY 2016, the post's budget was approximately $2.1 million. Additionally, the Inter-America and the Pacific region at headquarters incurred an average cost of approximately $375,600 per overseas post.

We found that the post's financial and administrative operations required improvement to comply with applicable Federal laws and regulations, as well as agency policies. Specifically, by operating its program on invalid lease options for six facilities the post did not comply with Federal laws and regulations. In addition, the post did not have adequate controls over security certifications, imprest fund verifications, safeguards for controlled substances, management of Volunteer allowances, and retention of purchase card transaction documents.

Management concurred with all 14 recommendations, and 3 recommendations remained open at the end of this reporting period.

Questioned Costs

Recommendations 3 & 4: Improper lease agreements – $213,000
Recommendation 10: Lack of purchase card receipts for goods and services – $13,000
Recommendations 11 & 12: Uncollected overpayment of allowances for departed
Volunteers – $2,970

Funds to Be Put to Better Use

Recommendation 8: Inadequate oversight of claims for sick leave benefits – $970

Audit of Peace Corps/Cambodia
IG-17-04-A

OIG issued a final audit report of Peace Corps/Cambodia in September 2017. About 505 Volunteers have served in Cambodia since the program's inception in 2007. At the time of our audit, there were 3 U.S. direct hires, 2 foreign service nationals, and 31 full-time personal services contractors. The post had 112 Volunteers serving in English education/teacher training and community economic development projects. In FY 2016, the post's budget was approximately $2.3 million. In addition, the Europe, Mediterranean, and Asia region at headquarters incurred an average cost of $423,486 per overseas post.

The post's financial and administrative operations required improvement in a number of areas and did not fully comply with agency policies and applicable federal laws and regulations. OIG found that the post did not consistently collect overpayments of living allowances paid to Volunteers who terminated their service early. In addition, the post allowed the food security coordinator to operate as an unofficial sub-cashier and provide cash advances that exceeded the monetary limitations of a sub cashier. We also detected that interim advances were not regularly cleared in a timely manner. Furthermore, we noted internal control issues with creating bills of collection, reconciling grant files, retaining records, and consistently soliciting competitive bids for procurements that exceeded $3,000 U.S. dollar equivalent.

Management had concurred with all 19 recommendations, and 10 recommendations remained open at the end of this reporting period.

Questioned Costs

Recommendation 2: Uncollected overpayment of living allowances for departed Volunteers – $986
Recommendation 5: Uncollected unused grant funds – $270
Recommendation 16: Unsupported costs for contracts exceeding $3,000 – $107,390

Follow-Up Audit of Peace Corps/Zambia
IG-17-05-A

OIG issued an audit report of Peace Corps/Zambia in 2013 that included 12 recommendations, all of which were implemented and closed. In April 2016, post leadership requested OIG assistance with concerns about their system of internal controls. OIG issued a follow-up audit report of Peace Corps/Zambia in September 2017.

About 1,790 Volunteers have served in Zambia since the program's inception in 1994. At the time of our audit, there were 4 U.S. direct hires, 2 foreign service nationals, and 65 full-time personal services contractors. The post had 250 Volunteers serving in agriculture, education, environment, and health projects. In FY 2015, the post's budget was approximately $8.2 million. In addition, the Africa region at headquarters incurred an average cost of $536,000 per overseas post.

We found that management had not issued guidance regarding processes and controls for fuel management. The post lacked controls for assigning and distributing fuel cards, recording fuel purchases, processing vendor invoices for fuel purchases, tracking use of generator fuel, and purchasing vehicle lubricants. The post's cashier did not consistently report discrepancies to management, did not fully comply with sub-cashier policies, executed an unauthorized electronic funds transfer, did not timely clear interim advances, and permitted bank account deposits that were contrary to U.S. disbursement officer policies. Additionally, in some instances the post management did not perform random cash counts, did not fully comply with contracting policies and health insurance clauses in the staff employment contracts, underpaid living allowances to Peace Corps Response Volunteers, and did not obtain security clearances for staff. Further, the post did not put a contract in place with the property auctioneer who was providing the post with services. The post management was proactive in addressing issues by initiating revisions to fuel and imprest fund procedures to enhance controls prior to the issuance of our final audit report.

Management had concurred with all 21 recommendations, which remained open at the end of this reporting period.

Questioned Costs

Recommendation 10: Unapproved electronic funds transfer – $200
Recommendation 15: Non-compliance with competition requirements – $4,800
Recommendation 21: Volunteer allowances calculation errors – $1,000

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Evaluations

Evaluations

Overview

The Evaluation Unit provides the agency with independent evaluations of Peace Corps programs, operations, and management at overseas posts and domestic offices. Evaluations promote greater efficiency and effectiveness by identifying best management practices and recommending program improvements. Evaluators also participate in cross-functional reviews of agency operations undertaken with OIG auditors and investigators.

Evaluations are conducted under the direction and guidance of the Assistant Inspector General for Evaluations and in accordance with the CIGIE *Quality Standards for Inspection and Evaluation*. These standards are instrumental in maintaining impartiality, reliability, and credibility, and set the bar for competency, independence, professional judgment, and internal quality controls.

Along with the final reports and other work detailed in this section, the Evaluation Unit continued work on evaluations of the overseas Peace Corps programs in Albania and Costa Rica.

Agency-Wide Evaluations

Follow-Up Review of Unredacted Sexual Assault Cases
Appended to IG-17-01-E

In 2016, OIG evaluated the agency's sexual assault risk reduction and response program (SARRR), as required by law.[18] For our evaluation, the agency provided documentation of sexual assault cases in redacted form to remove any personally identifiable information. Those redactions prevented us from determining whether the documentation received was correctly associated with the case to which it belonged, and not a different case. As a result, we included a data limitation in our November 2016 final evaluation report.[19]

In December 2016, the President signed into law the Inspector General Empowerment Act affirming OIGs' right to access all agency documents and information needed in our work. Accordingly, in July 2017, we reviewed unredacted sexual assault case documentation related to our 2016 SARRR evaluation. We requested a sample of unredacted documents from the sexual assault cases previously reviewed in order to compare the complete documents to the redacted ones we were originally provided. This helped us to confirm whether all Volunteers received timely, compassionate care.

In August 2017, following our review of the unredacted documents, OIG advised the agency that concerns related to the accuracy of documents we relied upon to conduct our case review for the 2016 evaluation had been resolved.

Evaluations of Operations Abroad

Evaluation of Peace Corps/Kosovo
IG-17-02-E

OIG issued a final program evaluation of Peace Corps/Kosovo in May 2017. Over 100 Peace Corps Volunteers have served in Kosovo since the program was first launched in 2014. At the time of our evaluation, there were two projects in Kosovo: teaching English as a foreign language (TEFL) and community development. At the onset of fieldwork, 61 Volunteers were serving in Kosovo, and all Volunteers lived with host families for their full 27 months of service.

We determined that the safety and security program was well run, particularly in the areas of emergency preparedness and safety incident response. The post's management of site history files complied with standards, and the trainings for safety and security, language, and health were all well-regarded by Volunteers. We also found that the country director managed the post in a way that was supportive to staff and Volunteers

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[18] See section 8B of the Kate Puzey Volunteer Protection Act of 2011, Pub. L. No. 112-57, 125 Stat. 736 (2011)
[19] "Final Evaluation Report: The Peace Corps' Sexual Assault Risk Reduction and Response Program [IG-17-01-E]," pages iii, 70, and 71.

and that administrative support was effective. Further, we found that TEFL Volunteers understood their project objectives and felt their work contributed to achievement of those objectives.

However, we identified several areas of concern related to programming, training, and Volunteer support. Specifically, we found that the community development project lacked a finalized logic model, reporting indicators, and clear learning objectives to guide the design of pre-service training for Volunteers. None of the staff had significant technical expertise in community development, nor had any staff been substantially involved in development of the project's logic model. In addition to concerns about the community development project, we found that technical training was weak for both community development and TEFL Volunteers. Although Peace Corps/Kosovo enjoyed good coordination with the host country government, neither project had a memorandum of understanding with the appropriate ministry or a project advisory committee.

Other areas of concern included that Volunteers were frequently changing host families, site visits from staff were unhelpful, counterpart training was ineffective, and the post did not have a supervisor/counterpart handbook. Furthermore, cross-cultural training did not prepare some Volunteers to integrate into their communities, especially those Volunteers living or working with minority populations.

Moreover, the post's medical action plan had not been updated; a medical emergency drill had not been completed; and Peace Corps medical officers were not sufficiently approving sites, conducting site visits, or assessing medical facilities. Furthermore, Volunteers lacked confidence in the regional medical unit's ability to provide them with timely and adequate medical care.

Finally, post staff reported that the process of opening the post had been rushed. As in other new country evaluations we have conducted, the agency's short timeframe for opening the post resulted in a number of problems including poor Volunteer training; poorly developed sites; and an uneven quality in staff hiring, training, and involvement in key programming decisions.

Management concurred with all 27 recommendations, and 19 recommendations remained open at the end of the reporting period.

Evaluation of Peace Corps/South Africa
IG-17-03-E

OIG issued a final program evaluation of Peace Corps/South Africa in June 2017. More than 1,400 Peace Corps Volunteers have served in South Africa since the program was first launched in 1997. At the onset of this evaluation, 96 Volunteers were serving in South Africa: 51 were community HIV/AIDS outreach Volunteers, 41 were school and community resources Volunteers, and 4 were Peace Corps Response Volunteers.

Peace Corps/South Africa faced some in-country operational challenges at the time of this evaluation. For example, the post struggled to retain staff in a competitive job market with a variety of higher-paid opportunities than those available through the U.S. Government's local compensation plan. Additionally, the post managed a regional medical unit that handled medical evacuations and emergencies affecting Volunteers throughout the sub-continent. Regarding safety and security, the post experienced one of the highest reported crime rates against Volunteers of all Peace Corps countries.

Despite the operational challenges, we found many examples of effective management. Post leadership developed a highly collaborative work environment with good communication and coordination among post staff, which resulted in effective staff work in site development, site history file management, and Volunteer placement in appropriate sites. The post also communicated well with the government of South Africa and other project partners.

We determined that there were some areas of post operations that required management's attention. Volunteers faced a range of challenges in adjusting to the conditions of service in South Africa, including insufficient local language skills, social isolation, gender-based harassment, racial tensions, safety and security concerns, and other stressors. In addition, we concluded that the process for determining placement of Volunteers in need of medical accommodations in South Africa was insufficient. Other areas that required management's attention included Volunteers' knowledge of consolidation points, roles of staff and Volunteers in delivering training, Volunteers' ability to achieve certain objectives in the post's education project, staffing of the regional medical hub, and the post's onboarding procedures for new staff.

Management concurred with 12 of the report's 13 recommendations, and 7 recommendations remained open at the end of this reporting period.

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Investigations

Investigations

Overview

The Investigation Unit is authorized to conduct investigations of waste, fraud, abuse, and mismanagement in Peace Corps programs and operations, both domestically and internationally. The unit investigates allegations of both criminal wrongdoing and administrative misconduct involving Peace Corps staff, contractors, Volunteers, and other individuals conducting transactions with the Peace Corps. Allegations are made by Peace Corps stakeholders, such as Volunteers, trainees, staff, contractors, other federal entities, and the general public. OIG receives these allegations through audits, evaluations, Hotline complaints, and other means. OIG investigators have full law enforcement authority, including the authority, upon probable cause, to seek and execute warrants for arrest, search premises, and seize evidence. They are authorized to make arrests without a warrant while engaged in official duties and to carry firearms. In addition, OIG receives investigative support from the Department of State, Bureau of Diplomatic Security.

Criminal and Misconduct Investigations

Rape in the Africa Region

OIG received information that a third-country national had filed a report with host country police stating that the third-country national was raped by a Volunteer. The victim expressed a preference that the case be resolved administratively, rather than prosecuted locally. Peace Corps removed the Volunteer from the country, and OIG and Homeland Security Investigations intercepted the Volunteer during re-entry into the United States. When OIG interviewed the Volunteer, the Volunteer admitted to attempting to sexually penetrate the victim without consent. Because of the location of the offense, U.S. criminal law could not be applied. The Volunteer resigned in lieu of administrative separation.

Allegation of Volunteer-on-Volunteer Rape in the Europe, Mediterranean, and Asia (EMA) Region

OIG investigated an allegation that a Volunteer raped another Volunteer. Both Volunteers stated that they previously agreed, while sober, to become intoxicated and have sex. One Volunteer later alleged that the incident had been rape, stating that intoxication voided any verbal consent. During the investigation, the alleging Volunteer withdrew the complaint.

Allegation of Volunteer-on-Volunteer Sexual Assault in the Africa Region

OIG investigated an allegation that a Volunteer sexually assaulted another Volunteer. Both Volunteers provided a similar account of the alleged assault, though the accused Volunteer stated that the contact had been consensual, while the other Volunteer maintained that consent was not given. Pursuant to agency policy, OIG referred the matter to the agency for appropriate action. The accused Volunteer was administratively separated.

Stalking and Harassment by a Temporary Duty Staff Member in the EMA Region

OIG received a report that a U.S. Ambassador ordered a Peace Corps employee, who was on temporary duty travel, to leave the country after it was alleged that the employee stalked and harassed another staff member at the post. The accused employee admitted to engaging in behavior equating to stalking and harassment. The Department of Justice declined prosecution in lieu of administrative remedies. The Diplomatic Security Service revoked the perpetrator's security certification and the Peace Corps terminated the perpetrator's employment contract.

Preferential Hiring Action in the EMA Region

OIG received multiple allegations of misconduct by a senior staff member at a post related to hiring. The investigation determined that the senior staff member who oversaw the hiring process unfairly favored one internal applicant over other applicants; the senior staff member allowed the internal applicant to significantly revise their résumé after the application process had closed. The senior staff member admitted to the misconduct and resigned.

Failure to Properly Handle Allegation of Procurement Irregularity in the EMA Region

OIG received information that a country director, a senior staff member, at a post failed to report to OIG and headquarters a possible serious procurement violation related to a position vacancy selection. Rather, the country director initiated an investigation. OIG confirmed that, during the course of the country director's investigation, the country director failed to protect the identity of the alleger and confronted a witness in a public place with unsupported accusations of wrongdoing. The country director told OIG that they did not report the matter to OIG or to appropriate supervisors because they did not want to jeopardize the employment of a subordinate staff member and believed that the situation could be resolved without additional scrutiny. The country director resigned.

Procurement Irregularities and Violations in the EMA Region

OIG received multiple allegations that, in two separate instances, a country director, a senior staff member, at a post violated procurement procedures related to contract staff vacancies by manipulating the selection process. The OIG investigation uncovered evidence that the country director attempted to improperly influence the selection process to favor a preferred candidate. The country director resigned.

Allegation of Surreptitious Recording in Country Director's Office in the EMA Region

OIG was notified that a Peace Corps country director found a Peace Corps issued cell phone being used as a recording device in the country director's office. The cell phone contained a 16-hour audio recording that began with the voice of a local staff member requesting office keys from the security guard the previous evening. The investigation uncovered that the staff member had borrowed the keys and returned them to the guard several minutes later. OIG determined that the cell phone was under the exclusive custody and control of the staff member when it was placed in the country director's locked office. The staff member denied wrongdoing, and denied that his voice was on the cell phone recording. The Peace Corps terminated the staff member's employment contract.

Employee Misconduct in the Africa Region

OIG received an allegation that a local staff member accepted money from a host country national for assistance in obtaining a visa to the United States. The investigation determined that on three occasions host country nationals visited the Peace Corps office to receive services from the staff member. None of the aforementioned visas were actually issued and the staff member refunded the money to the host country nationals. The agency indicated that it intended to allow the staff member to serve out the remaining three months of the staff member's employment contract, but that it would not renew the contract.

Overpayment of Federal Employees' Compensation Act (FECA) Benefits

OIG obtained information that a Returned Peace Corps Volunteer (RPCV) was working while receiving FECA benefits of approximately $1,887 per month. OIG's investigation determined that the RPCV held numerous jobs after leaving Peace Corps service. The case was referred to the Department of Labor (DOL), which determined that the recipient should not have been receiving payments because of the RPCV's apparent ability to work. DOL subsequently cancelled the monthly payments. Based upon the recipient's age and life expectancy, this action resulted in cost avoidance to the Peace Corps of approximately $1,177,488. In addition, the Department of Labor will further review the case to determine if a monetary recovery will be granted to the Peace Corps.

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2: Reports with Questioned Costs, Unsupported Costs, and Funds to be Put to Better Use

Report	Questioned Costs[20]	Unsupported Costs[21]	Funds to be Put to Better Use[22]
Audit of Peace Corps/Eastern Caribbean (IG-17-03-A)	$228,970	-	$970
Audit of Peace Corps/Cambodia (IG-17-04-A)	$108,646	-	-
Follow-Up Audit of Peace Corps/Zambia (IG-17-05-A)	$6,000	-	-
Subtotal	$343,616	-	$970
Total			**$344,586**

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[20] Questioned Costs – a cost that is an alleged violation of government or Peace Corps regulations. For example: prohibited purchases and expenditure of funds for purposes that do not relate to the Peace Corps mission.

[21] Unsupported Costs – a cost that is not supported by adequate documentation.

[22] Funds Put to Better Use – a cost that could be used more efficiently, such as costs for unnecessary goods or services.

3: Status of Reports Issued by OIG with Questioned and Unsupported Costs

Recommendation Status	Number of Reports	Questioned Costs	Unsupported Costs
No management decision made by the start of the reporting period	2	$64,600	-
Issued during the reporting period			
Audits	3	$343,616	-
Subtotal	**5**	**$408,216**	**-**
Management decision made during the reporting period			
(i) Disallowed costs	4	$401,946	-
(ii) Costs not disallowed	-	-	-
Subtotal	**4**	**$401,946**	**-**
Total for which no management decision had been made by the end of the reporting period	**2**	**$6,270**	**-**

4: Status of Reports Issued by OIG with Funds to be Put to Better Use

Recommendation Status	Number of Reports	Funds Put to Better Use
No management decision made by the start of the reporting period	-	-
Issued during the reporting period		
Audits	1	$970
Subtotal	**1**	**$970**
Management decision made during the reporting period		
(i) Dollar value of recommendations agreed to by management	1	$970
(ii) Dollar value of recommendations not agreed to by management	-	-
Subtotal	**1**	**$970**
Total for which no management decision had been made by the end of the reporting period	**-**	**-**

5: Recommendations on which Corrective Action has not been Completed

Audits and Evaluations

Recommendation

Audit of the Office of the Chief Information Officer (IG-10-05-A)

1 of 23 recommendations open since January 11, 2010

Recommendation 10: OIG recommended that the Chief Information Officer develop a costing technique to track total information technology costs and establish guidelines for how the agency will implement the costing technique for information technology projects.

Follow-up Evaluation of the Volunteer Delivery System (IG-11-01-E)

1 of 23 recommendations open since December 6, 2010

Recommendation 18: OIG recommended that the agency systematically collect and analyze data to determine whether Volunteer medical accommodations pose an undue hardship on the operation of the Peace Corps or any component thereof.

Evaluation of 5 Year Rule (IG-12-05-E)

2 of 5 recommendations open since June 20, 2012

Recommendation 2: OIG recommended that the Director identify which functions should be subject to periodic turnover to meet the needs of the agency, and implement a process to manage turnover so that the agency retains qualified personnel on the basis of merit and performance.

Recommendation 3: OIG recommended that the Director identify the agency's core business functions and positions that currently suffer from frequent staff turnover and lack of continuity, and determine and implement a process for acquiring and retaining qualified personnel to perform those functions on the basis of merit and performance.

Audit of Peace Corps Overseas Staffing (IG-14-01-A)

8 of 13 recommendations open since November 21, 2013

Recommendation 1: OIG recommended that the Office of Management develop and implement a formal policy and procedure for conducting post senior staff hiring. This policy should define roles and responsibilities, timelines, and accountability.

Recommendation 5: OIG recommended that the Office of Overseas Recruitment, Selection, and Support develop a set schedule for candidate roster development, issuance, and maintenance.

Recommendation

Recommendation 8: OIG recommended that the Office of Global Operations, in coordination with the Office of Human Resource Management, incorporate consideration of the Annual Volunteer Survey results into country directors' written performance appraisals in a consistent and meaningful way.

Recommendation 9: OIG recommended that the Office of Global Operations, in coordination with the Office of Human Resource Management, determine how to overcome the timing differences between the Annual Volunteer Survey and annual written appraisals to better match the performance appraisal period and provide timely Annual Volunteer Survey results for inclusion in the annual written performance appraisals.

Recommendation 10: OIG recommended that the Office of Human Resource Management provide biennial training and guidance to all post rating officials on their role in conducting performance appraisals and the level of detail needed to provide adequate feedback.

Recommendation 11: OIG recommended that the Office of Global Operations develop guidance and provide oversight of post senior staff performance appraisals to verify that each performance element is consistently addressed in the appraisal.

Recommendation 12: OIG recommended that the Office of Global Operations develop an accountability process to ensure all post senior staff appraisals are conducted and turned in within 30 days of the end of the performance period as required by policy.

Recommendation 13: OIG recommended that the Office of Global Operations, in coordination with the Office of Human Resource Management, issue guidance and provide support to regional directors on how to handle performance issues and, when required, termination of country directors.

Evaluation of Peace Corps Volunteer Sexual Assault Policy (IG-14-02-E)

2 of 8 recommendations open since November 21, 2013

Recommendation 7: OIG recommended that the agency develop and communicate expectations for training newly hired overseas staff, including training methods and deadlines.

Recommendation 8: OIG recommended that the agency develop and implement a method to track training records to verify that it is meeting the requirements of the Kate Puzey Act.

Evaluation of Overseas Staff Training (IG-14-07-E)

14 of 23 recommendations open since September 30, 2014

Recommendation 1: OIG recommended that the chief of staff develop and implement a process to ensure that all overseas staff, including newly hired staff, complete the sexual assault policy training.

Recommendation 2: OIG recommended that the chief of staff monitor the victim sensitivity training and ensure staff takes it, as needed.

Recommendation

Recommendation 3: OIG recommended that the associate director for global operations periodically review and redistribute the standardized training on the confidential handling of Volunteer allegations and create a process to ensure it is provided to all overseas staff.

Recommendation 4: OIG recommended that the director for human resource management maintain a complete list of supervisors and provide initial and refresher supervisor training to all staff in a supervisory role, regardless of employment classification.

Recommendation 5: OIG recommended that the director for human resource management develop and implement a method to track supervisor training for overseas staff and hold staff accountable for completion of the training.

Recommendation 8: OIG recommended that the associate director for global operations develop and implement an approach that ensures that overseas American staff have the language skills they need for their jobs.

Recommendation 14: OIG recommended that the chief acquisition officer establish and implement a formal verification and follow-up process to ensure purchase cardholders and approving officials are receiving required training.

Recommendation 18: OIG recommended that the chief information officer develop and implement a method to track information security training completion for overseas staff and enforce consequences for staff who do not meet the training requirement.

Recommendation 20: OIG recommended that the chief of staff ensure that there are standard operating procedures that document how required trainings are delivered and monitored.

Recommendation 21: OIG recommended that the chief of staff develop and implement a process to conduct staff training needs assessments on an ongoing basis.

Recommendation 22: OIG recommended that the associate director for global operations develop and implement a training program that is required for all new overseas staff who do not attend overseas staff training within a determined timeframe.

Recommendation 23: OIG recommended that the associate director for global operations monitor completion of the training program for new overseas staff.

Recommendation 24: OIG recommended that the chief of staff conduct a comprehensive assessment of the applicability and relevance of federally mandated trainings to overseas staff and develop training requirements and training programs as necessary.

Recommendation 25: OIG recommended that the chief of staff implement a learning management system that enables overseas staff, supervisors, and trainers to track and monitor training completion.

Audit of the Peace Corps' Healthcare Benefits Administration Contract (IG-16-02-A)

9 of 15 recommendations open since January 21, 2016

Recommendation 4: OIG recommended that the Peace Corps Director, as a matter of policy, before designating an agency advocate for competition, direct the chief financial officer to perform an analysis to determine whether the proposed advocate presently serves in any capacity that could potentially compromise the integrity of the agency's competition advocacy program as defined in Federal Acquisition Regulation Subpart 6.5. If conflicts are found, the chief financial officer should notify the Peace Corps Director and seek the Director's concurrence that the proposed advocate be designated.

Recommendation 5: OIG recommended that the chief acquisition officer promptly notify the chief financial officer if there are any changes in the agency advocate for competition's assigned responsibilities that could potentially impact the integrity of the advocacy program.

Recommendation 6: OIG recommended that the chief acquisition officer direct the contracting officer to modify the present contract to correctly identify the contract type.[23]

Recommendation 7: OIG recommended that the chief acquisition officer implement policy to ensure that the Peace Corps' contacting officers follow Federal Acquisition Regulation Subpart 16.1, "Selecting Contract Types."

Recommendation 8: OIG recommended that the chief acquisition officer direct the contracting officer to modify the present contract to more accurately identify and describe what the contract line item numbers are intended to cover and break out the obligated amounts for billed claims and the network fees under multiple separate contract line item numbers, as appropriate.

Recommendation 10: OIG recommended that the chief acquisition officer direct the contracting officer to determine if there has been and overpayment related to the non-use of the MDR benchmark before calculating the network fee over the period October 1, 2005 through July 31, 2015. If it is determined an overpayment has been made, the chief acquisition officer should seek a recovery of the amount overpaid.

Recommendation 11: OIG recommended that the chief financial officer, chief acquisition officer, and Office of Health Services associate director, assign sufficient resources for purposes of assisting in improving the overall Volunteer healthcare administration contract surveillance program and to provide greater assurance that the contractor is fully complying with the contract and its performance is acceptable.

Recommendation 12: OIG recommended that the Office of Health Services associate director, ensure that the contracting officer's representative develop a detailed plan for reviewing and testing sufficient selected data supporting contractor invoices submitted to the Peace Corps for payment. The plan should be designed to achieve better assurance that the amounts billed are accurate, fully supported, and authorized by the contract.

Recommendation 15: OIG recommended that the chief acquisition officer implement policy that requires all invoicing documents be maintained in the official contracting files for the minimum period of time as prescribed in Federal Acquisition Regulation Subpart 4.8.

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[23] The agency did not concur with this recommendation.

Follow-Up Evaluation of Issues Identified in the 2010 Peace Corps/Morocco Assessment of Medical Care (IG-16-01-E)

15 of 23 recommendations open since March 23, 2016

Recommendation 2: OIG recommended that the associate director of the Office of Health Services develop and provide guidance on the transfer of care between Peace Corps Medical Officers, TDY providers, and backup providers to facilitate continuity of care for Volunteers.

Recommendation 3: OIG recommended that the associate director of the Office of Health Services determine appropriate indicators—in addition to Volunteer satisfaction data obtained through the annual Volunteer survey—of the quality of Volunteer medical and mental health services and incorporate them into future strategic plans.

Recommendation 6: OIG recommended that the associate director of the Office of Health Services implement a screening process for root cause analyses that considers severity and frequency of negative health outcomes.

Recommendation 7: OIG recommended that the associate director of the Office of Health Services ensure staffing is sufficient to adequately implement a more effective sentinel event reporting system and that staff involved in root cause analyses have not had direct involvement in the case.

Recommendation 8: OIG recommended that the associate director of the Office of Health Services perform all root cause analyses in a manner that includes key components (system focus, cause/effect, action plan and measures).

Recommendation 9: OIG recommended that the associate director of the Office of Health Services improve staff understanding of best practices for selecting sentinel events for review and for carrying out root cause analyses.

Recommendation 10: OIG recommended that the associate director of the Office of Health Services clarify the agency's policies and procedures related to sentinel event reviews to focus on and address systemic causes.

Recommendation 14: OIG recommended that the associate director of the Office of Health Services implement and clarify MS 264 Medical Evacuation , section 4.2(e), to include the type of emergencies for which instructions should be provided to staff.

Recommendation 16: OIG recommended that the associate director of the Office of Health Services and the associate director for Global Operations ensure that country directors receive clear guidance on all of their health unit oversight responsibilities.

Recommendation 17: OIG recommended that the associate director of the Office of Health Services and the associate director for Global Operations update agency guidance to ensure that the division of oversight responsibility for the health unit is clear and that all health unit responsibilities are covered.

Recommendation 18: OIG recommended that the associate director of the Office of Global Operations and the associate director of the Office of Health Services provide coordinated communication to posts that clarifies expectations about PCMO participation in posts' planning processes, including integrated planning and budgeting (IPBS) and annual operating plan formulations.

Recommendation 19: OIG recommended that the associate director of the Office of Health Services and the associate director for Global Operations clarify policy and guidelines related to the vehicle availability for overseas health unit medical staff.

Recommendation 21: OIG recommended that the associate director of the Office of Health Services assess the amount of administrative support required to allow regional medical officers to work effectively and efficiently, and request the required resources.

Recommendation 22: OIG recommended that the associate director of the Office of Health Services develop a plan, in collaboration with other offices as appropriate, to addresses the causes of Peace Corps medical officer job dissatisfaction and improve retention of qualified PCMOs.

Recommendation 23: OIG recommended that the associate director of the Office of Health Services assess staffing configurations at posts and regional medical hubs and develop a plan to provide health units with sufficient clinical and administrative support staff.

Evaluation of the Peace Corps' Sexual Assault Risk Reduction and Response Program (IG-17-01-E)
30 of 36 recommendations open since November 28, 2016

Recommendation 2: OIG recommended that the Director improve the presentation of crimes and risks information (including qualitative information on the risk of sexual harassment) for applicants by making this information more accessible to all applicants and easier to understand.

Recommendation 3: OIG recommended that the Director clarify and support the process of tailoring training to the country of service, with a particular emphasis on incorporating culturally-specific information and expertise on gender and interpersonal relationships.

Recommendation 4: OIG recommended that the Director develop guidance for posts on integrating sexual assault risk reduction and response training into the pre-service training curriculum and 27-month Volunteer learning continuum.

Recommendation 5: OIG recommended that the Director clarify and support the process of customizing training specifically to address sexual assault risks for male and LGBTQ Volunteers.

Recommendation 6: OIG recommended that the Director define how the agency should address the problem of sexual harassment in relation to the sexual assault risk reduction and response program.

Recommendation 7: OIG recommended that the Director provide guidance and support to posts to integrate culturally appropriate training on sexual harassment into the Volunteer 27-month learning continuum.

Recommendation 8: OIG recommended that the Director provide Volunteers with clear guidance on how and when to report sexual harassment to the Peace Corps.

Recommendation 9: OIG recommended that the Director develop a plan to provide professional development opportunities to staff, including sexual assault response liaisons, to improve staff capacity in the delivery of sexual assault risk reduction and response training.

Recommendation 10: OIG recommended that the Director consider incorporating intercultural diversity and inclusion training in the agency's plan to improve staff capacity to deliver sexual assault risk reduction and response training.

Recommendation 11: OIG recommended that the Director develop guidance to clarify the role of other programming and training staff at post in supporting the planning and delivery of sexual assault risk reduction and response training throughout the 27-month Volunteer learning continuum.

Recommendation 12: OIG recommended that the Director provide posts with alternative training guidance for Volunteers who do not attend sexual assault risk reduction and response sessions with their training group.

Recommendation 14: OIG recommended that the Director implement and communicate a process that tracks Volunteer completion of specified learning events (both in person and online) and comprehension of the sexual assault risk reduction and response training on the agency's Learning Management System.

Recommendation 15: OIG recommended that the Director establish a process to utilize feedback from Volunteers and staff on how to improve the training.

Recommendation 16: OIG recommended that the Director establish a process to gather information on Volunteers' use of risk reduction and response skills taught in the training, and use it to make improvements to the training.

Recommendation 18: OIG recommended that the Director develop and implement mental health access to care timeliness standards for victims of sexual assault with a mechanism to notify management when these standards are not met.

Recommendation 20: OIG recommended that the Director assess and redefine, if necessary, the roles and responsibilities of sexual assault response liaisons to make more effective use of existing staff capacity.

Recommendation 21: OIG recommended that the Director continue to explore ways to better engage sexual assault response liaisons with Volunteers during pre-service training and as needed during service.

Recommendation 22: OIG recommended that the Director assess and redefine, if necessary, the role and responsibilities of Peace Corps safety and security officers to make more effective use of existing staff capacity.

Recommendation 23: OIG recommended that the Director define and communicate the role of the Office of Civil Rights and Diversity in responding to sexual assaults.

Recommendation 24: OIG recommended that the Director develop and communicate guidance for overseas staff on documenting site-specific security incidents in site history files while maintaining Volunteers' confidentiality, and on using the information in site history files as part of post's site vetting process.

Recommendation 25: OIG recommended that the Director provide implementation guidance and training to improve overseas staff capacity to talk sensitively and candidly to Volunteers about sexual assault risk identification and reduction strategies tailored to their country of service, and about known risks to personal safety such as alcohol abuse.

Recommendation 26: OIG recommended that the Director expand the monitoring and evaluation plan for the sexual assault risk reduction and response program to include sexual assault risk reduction measures.

Recommendation 27: OIG recommended that the Director conduct individual and systemic sexual assault case reviews, and involve monitoring and evaluation staff in the process.

Recommendation 28: OIG recommended that the Director develop a plan to improve the collection of feedback from Volunteers, post, and headquarters staff on the effectiveness of the sexual assault risk reduction and response program.

Recommendation 29: OIG recommended that the Director dedicate additional administrative support to maintain accurate, up-to-date, centralized, and easily accessible overseas staff sexual assault risk reduction and response training records.

Recommendation 30: OIG recommended that the Director develop a formal onboarding and continuing education training program for all designated staff positions.

Recommendation 32: OIG recommended that the Director assess sexual assault staff training needs, to include interpersonal skills and teamwork, and modify training programs accordingly.

Recommendation 34: OIG recommended that the Director create and make available an overarching policy roadmap that encompasses all policies and procedures that support the sexual assault risk reduction and response program.

Recommendation 35: OIG recommended that the Director develop specific guidance to Peace Corps medical officers to clarify the standards and expectations for the provision of counseling services, and communicate that guidance to Volunteers.

Recommendation 36: OIG recommended that the Director develop an internal communication plan to notify staff in a more timely and consistent manner regarding policy changes, especially those affecting the job responsibilities of staff in sexual assault risk reduction and response program designated positions.

Evaluation of Peace Corps/Kosovo (IG-17-02-E)
19 of 27 recommendations open since May 12, 2017

Recommendation 1: OIG recommended that the post, with the support of the Europe, Mediterranean, and Asia region, postpone the second input of community development Volunteers until it has addressed the weaknesses with the project's design and related training for Volunteers, and staff are better equipped to manage and support it.

Recommendation 3: OIG recommended that the country director, with the support and guidance of the Europe, Mediterranean, and Asia region as well as the Office of Programming and Training Support, develop a plan with clear benchmarks that outlines how Peace Corps/Kosovo will improve the programming and training of the community development project, and support the current input of community development Volunteers.

Recommendation 4: OIG recommended that the country director review the post's staffing model to ensure that it has qualified full-time staff with sufficient technical expertise to fulfill the programming and training requirements for both projects.

Recommendation 6: OIG recommended that the director of programming and training use the training design and evaluation process to tailor technical training to align with the project frameworks.

Recommendation 7: OIG recommended that the director of programming and training implement the global learning standards and use the trainee assessment portfolio to provide formative assessments to trainees and document the assessment process.

Recommendation 8: OIG recommended that program managers interview and do housing checks with more than one host family, where possible, for each Volunteer in order to choose the best possible fit.

Recommendation 10: OIG recommended that the DPT work with the SSM and PCMO to improve site development in Kosovo so that staff involved in identifying sites and host families are trained in how to identify and select an appropriate host family to ensure the basic elements are in place before Volunteers arrive.

Recommendation 12: OIG recommended that the director of programming and training develop and implement a plan to increase programming staff capacity in the area of TEFL and CD technical expertise.

Recommendation 13: OIG recommended that the director of programming and training develop a plan to improve and monitor the quality of site visits by program managers.

Recommendation 14: OIG recommended that the post develop a memorandum of understanding for the teaching English as a foreign language project with the appropriate Kosovar ministry.

Recommendation 15: OIG recommended that the post develop a memorandum of understanding for the community development project with the appropriate Kosovar ministry.

Recommendation 16: OIG recommended that the post develop a project advisory committee for the teaching English as a foreign language project.

Recommendation 17: OIG recommended that the post develop a project advisory committee for the community development project.

Recommendation 20: OIG recommended that the director of programming and training assess and implement different strategies to improve the timing and quality of counterpart training.

Recommendation 21: OIG recommended that the programming and training team complete a supervisor/counterpart handbook and take steps to educate supervisors and counterparts on the contents of the handbook.

Recommendation 22: OIG recommended that the Peace Corps medical officers complete a medical action plan for the new regional medical unit.

Recommendation 23: OIG recommended that the appropriate staff from both Peace Corps/Macedonia and Peace Corps/Kosovo participate in medical emergency drills, as required by policy.

Recommendation 25: OIG recommended that the Peace Corps medical officers conduct assessments of the local facilities throughout Kosovo, as required by agency guidance.

Recommendation 26: OIG recommended that the country director clearly communicate to Volunteers the resources available and plan in place to respond to Volunteer medical emergencies in Kosovo.

Audit of Peace Corps/Eastern Caribbean (IG-17-03-A)

3 of 14 recommendations open since June 8, 2017

Recommendation 2: OIG recommended that the Office of Safety and Security update its formal policy to require host country nationals be entered into OdyWeb.

Recommendation 6: OIG recommended that the country director and the director of management and operations ensure an appropriately trained designated individual performs cash verifications of the sub-cashiers in compliance with Peace Corps policy.

Recommendation 14: OIG recommended that the director of management and operations appoint an individual to maintain the inventory database or a separate individual to conduct annual inventory.

Evaluation of Peace Corps/South Africa (IG-17-03-E)

7 of 13 recommendations open since June 19, 2017

Recommendation 2: OIG recommended that the Office of Health Service in consultation with the country director and Peace Corps medical officers in South Africa take into account the nature of service in the country when making decisions about placing and supporting medically accommodated Volunteers, especially those with mental health accommodations.[24]

Recommendation 3: OIG recommended that the country director and safety and security manager reinforce Volunteer knowledge of consolidation points, and test this knowledge throughout service.

Recommendation 5: OIG recommended that the director of programming and training and the training staff develop a plan that addresses the deficiencies related to the post compliance with terminal learning objectives, the trainee assessment portfolio, and 27-month learning continuum in order to bring the post's training program into better compliance with agency guidance.

Recommendation 6: OIG recommended that the director of programming and training, the training manager, and the language and culture coordinator develop a plan to improve the post's language training.

Recommendation 9: OIG recommended that the Country Director lead an assessment of the second goal of the education project and use the results of the assessment to develop an appropriate strategy related to teacher capacity building.

Recommendation 10: OIG recommended that the Office of Health Services hire and on-board a regional health coordinator for the South Africa Regional Health Unit.

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[24] The agency did not concur with this recommendation.

Recommendation 13: OIG recommended that the post include market basket survey in the analysis of settling-in and living allowances.

Audit of Peace Corps/Cambodia (IG-17-04-A)

10 of 19 recommendations open since September 28, 2017

Recommendation 3: OIG recommended that the director of management and operations establish adequate internal controls to ensure that completion reports are properly reconciled before closing out the grant projects.

Recommendation 5: OIG recommended that the post work with office of Global Accounts Payable and Office of Gifts and Grants Management to account for the five grants that were erroneously charged.

Potential Cost Savings Identified: $270

Recommendation 6: OIG recommended that the director of management and operations ensure compliance with policy to issue bills of collection as soon as the amount is due to the Peace Corps.

Recommendation 8: OIG recommended that the agency clarify the records retention policy as it relates to the destruction of bills of collection records to differentiate between cashier files/imprest reconciliations and collections for money owed to the U.S. Government.

Recommendation 10: OIG recommended that the director of management and operations ensure that interim advances do not exceed the authorized amount.

Recommendation 11: OIG recommended that the director of management and operations request approval from the Office Global Accounts Payable for interim advances over $2,500.

Recommendation 13: OIG recommended that the Office of Global Account Payable publish guidance in the Overseas Financial Management Handbook for mobile payment service options.

Recommendation 14: OIG recommended that the country director and the director of management and operations ensure that unannounced cash counts are performed each month and on a random basis.

Recommendation 18: OIG recommended that the director of management and operations separate the responsibilities of Sunflower maintenance from conducting annual inventories.

Recommendation 19: OIG recommended that the Facilities Management Division update the Personal Property Management Handbook to include Sunflower as the database management system and the segregation of duties that were implemented.

Follow-up Audit of Peace Corps/Zambia (IG-17-05-A)

21 of 21 recommendations open since September 29, 2017

Recommendation 1: OIG recommended that the directors of the Office of Global Operations, in coordination with the Acting Chief Financial Officer and Acting Associate Director for Management issue guidance to posts for implementing best practices and internal controls over management of fuel cards and purchase and use of fuel for vehicles and generators.

Recommendation 2: OIG recommended that the director of management and operations:

- implement procedures to track fuel cards to ensure that the general services manager reconciles active fuel cards with the number of vehicles on hand and timely cancels fuel cards belonging to sold vehicles.
- implement procedures to ensure that fuel cards are secured and issued to staff members after preauthorization.
- contact the Embassy and fuel vendors to identify and implement additional security features available to enhance accountability of fuel cards.

Recommendation 3: OIG recommended that the director of management and operations implement adequate oversight over vehicle logs and entries in the vehicle management information system to ensure that drivers provide accurate information to the motor pool coordinator for all fuel purchases and that the motor pool coordinator records all fuel purchases in the vehicle management information system purchase log.

Recommendation 4: OIG recommended that the director of management and operations implement procedures to reconcile fuel vendor statements with receipts and vehicle management information system entries before processing payments.

Recommendation 5: OIG recommended that the director of management and operations finalize and implement controls over tracking the use of fuel for generators.

Recommendation 6: OIG recommended that the director of management and operations finalize and implement controls over purchasing lubricant.

Recommendation 7: OIG recommended that the country director and the director of management and operations ensure that all the cashiers report all discrepancies to the required offices and monitor the cashier daily count results and ensure all discrepancies are resolved per Peace Corps policy.

Recommendation 8: OIG recommended that the country director and the director of management and operations perform random cash counts.

Recommendation 9: OIG recommended that the country director and director of management and operations comply with the policy and conduct sub-cashier cash counts and reconcile bank accounts at irregular intervals and ensure that sub-cashiers comply with pass-through banking requirements of Peace Corps policy.

Recommendation 10: OIG recommended that the country director and the director of management and operations ensure that adequate support exists before approving electronic fund transfers.

Potential Cost Savings Identified: $200

Recommendation 11: OIG recommended that the country director and the director of management and operations:

- monitor interim advances and follow up with staff to clear interim advances within 3 days.
- ensure that the cashier issue a new advance to an employee only after clearing their previous interim advance.
- ensure that interim advances are limited to authorized staff members and Volunteers.
- ensure that the cashier records proper descriptions on the interim advance worksheet supporting the daily cash count.

Recommendation 12: OIG recommended that the country director and the director of management and operations ensure that the cashier limits the sub cashier advances to the authorized amount.

Recommendation 13: OIG recommended that the country director and the director of management and operations ensure that Volunteers and staff make deposits only in the USDO account following the required procedure.

Recommendation 14: OIG recommended that the director of management and operations implement a procedure to issue obligations under individual vendor names as required by policy and ensure that the staff record names of vendors and Volunteers receiving payments as the payee in compliance with Peace Corps guidance.

Recommendation 15: OIG recommended that the director of management and operations implement a procedure to comply with requirements for appropriate approvals of all disbursements over $3,000.

Potential Cost Savings Identified: $4,800

Recommendation 16: OIG recommended that the director of management and operations consult the Office of the Chief Financial Officer/Acquisition and Contract Management for appropriate action for the furniture purchased that was inadequately competed.

Recommendation 17: OIG recommended that the director of management and operations update the benefit clause in the PSC contracts according to the Embassy-issued local compensation plan and issue revised contracts for the local staff members.

Recommendation 18: OIG recommended that the director of management and operations ensure all personal services contractors have appropriate security clearances in compliance with Peace Corps policy

Recommendation 19: OIG recommended that the Office of the Chief Financial Officer/Acquisition and Contract Management issue a policy requiring post management to enter in to a contract with the auctioneer as warranted by the nature of the auction arrangement.

Recommendation 20: OIG recommended that the director of management and operations sign a contract with the auction house.

Recommendation 21: OIG recommended that the director of management and operations enhance the controls over verification of allowances prior to disbursement to ensure consistency and accuracy of living and leave allowances for new Response Volunteers.

Potential Cost Savings Identified: $1,000

Special Reports and Management Advisory Reports

Recommendation

Capstone Report: 2012 Medical Inventory Issues (IG-13-01-SR)

2 of 4 recommendations open since August 26, 2013

Recommendation 2: OIG recommended that the Office of Health Services track the total procurement of the different classifications of medical supplies: controlled, specially designated, and other. Additionally, that the Office of Health Services use this information to monitor the amount of medical supplies covered by the policies, to determine what is included in the list of specially designated medical supplies, and to establish appropriate controls for the different classifications.

Recommendation 3: OIG recommended that the Office of Health Services enhance the monitoring of medical supply inventories to include conducting additional analysis, requiring explanations for significant discrepancies, and assisting posts that continue to struggle with implementing procedures.

Management Advisory Report: The Peace Corps' Cloud Computing Pilot Program (IG-15-01-SR)

1 of 6 recommendations open since March 17, 2015

Recommendation 5: OIG recommended that the Office of the Chief Information Officer perform a full IT security assessment on potential cloud based systems prior to transferring Peace Corps data to the systems.

Management Advisory Report: Peace Corps' Volunteer Healthcare Administration Contract (IG-15-03-SR)

1 of 6 recommendations open since March 31, 2015

Recommendation 6: OIG recommended the agency refrain from entering into shared savings arrangements without specific authority. If such authority is provided, that the agency identify appropriate benchmarks, consider best practices, and assign adequate resources to manage such contracts.

Management Advisory Report: Site History Files (IG-16-03-SR)

3 of 3 recommendations open since August 24, 2016

Recommendation 1: OIG recommended that the Associate Director for Safety and Security, the Associate Director of Global Operations, and Regional Directors collaborate to strengthen oversight mechanisms to improve the completeness, organization, and use of site history files for site development and selection.

Recommendation 2: OIG recommended that the Associate Director for Safety and Security collaborate with the Associate Director of Global Operations and Regional Directors to provide clear, easily accessible and explicit agency-wide guidance to posts on the processes and procedures for maintaining site history files.

Recommendation
Recommendation 3: OIG recommended that the Associate Director for Safety and Security, the Associate Director for Global Operations, Regional Directors, and the Chief Information Officer collaborate as needed to provide systems for post for maintaining site history files.

Financial Statement Audit Recommendations[25]

Issue	Year First Identified	Agency Concurrence with Issue	Open Recommendations
Processing of Personnel Actions	2016	Concur	5
Completion of Public Financial Disclosure Forms	2014	Concur	1
Timely De-Obligation of Unliquidated Obligations	2013	Concur	4
Internal Control over Property, Plant, and Equipment	2004	Concur	3
Total Open Recommendations			**13**

Federal Information Security Management Act (FISMA) Recommendations

Issue	Year First Identified	Agency Concurrence with Issue	Open Recommendations
Risk Management Framework	2013	Concur	4
Continuous Monitoring Management	2013	Concur	3
Contractor Systems and Third Party Systems	2013	Concur	3
Laptops	2013	Concur	2
Role Based Security Training	2013	Concur	3
Incident Response and Reporting	2013	Concur	1
PIV Implementation	2013	Concur	2

[25] All recommendations issued in conjunction with these two reports are part of a normal 12-month audit cycle. As a result, recommendations made during a given fiscal year will remain in an open status during the entire subsequent fiscal year. At the beginning of each new fiscal year, the auditors will notify management of whether sufficient corrective actions have been taken regarding the prior year recommendations and issue their current notification of findings and recommendations.

Issue	Year First Identified	Agency Concurrence with Issue	Open Recommendations
Configuration Management	2008	Concur	1
User Account Management	2008	Concur	1
Remote Access Management	2008	Non-Concur	2
Contingency Planning	2007	Non-Concur	4
		Total Open Recommendations	**26**

6: Summary of Hotline and Other Complaints

Complaints Received	
Complaints Received (Hotline)	249
Complaints Received (Other Sources)[26]	23
Total Complaints (All Sources)	**272**

Overview of Complaint Activity[27]	
Resulted in Investigations	4
Resulted in Preliminary Inquiries	197
Resulted in Audits or Evaluations	-
Referred to Agency Management	112
Referred to Other Agency	3
No Action Needed	72

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[26] These complaints are largely a result of outreach by OIG staff and were received by email, phone calls, and conversations.
[27] The following actions summarize the disposition of complaints received by OIG. Please note that in some instances one complaint can result in multiple actions. In other cases, multiple complaints may be received about the same issue, resulting in one referral or result.

7: Summary of Investigative Activities and Outcomes

Investigative Activities	Preliminary Inquiries[28]	Cases
Open at the beginning of the reporting period	76	35
Opened during the reporting period	197	8
Closed during the reporting period	174	8
Total open at the end of the reporting period	**99**	**35**

Reports	
Investigative reports issued	4

Referrals	
Persons referred for criminal prosecution (Department of Justice)	2
Persons referred for criminal prosecution (state and local authorities)[29]	-
Cases referred to the Department of Justice	2
Cases referred to agency management for administrative action	4
Cases referred to agency management for other action	-
Referrals to other agencies	1

Court Actions	
Criminal informations	-
Criminal indictments	-
Trial(s) pending	-
Ongoing prosecution[30]	-
Convictions	-
Judgments	-
Fines/restitution	-

Administrative Actions	
Employee[31] resignations and terminations	14
Other employee actions[32]	-
Suspension/debarment referrals	-

Monetary Results	
Annual savings	-
Recoveries/restitution[33]	-
Cost avoidance	$1,177,488

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[28] Preliminary inquiries are initiated for complaints which either (1) are received from a Peace Corps source (e.g., staff, Volunteer, contractor) or (2) relate to a matter within the jurisdiction of OIG. A preliminary inquiry is limited in scope to the verification of information in a complaint or allegation and to confirm that the complaint or allegation falls within the jurisdiction of OIG.

[29] Includes foreign courts.

[30] Includes arrests, indictments, information, and overseas criminal proceedings.

[31] Volunteers/trainees are included as Peace Corps staff for the purpose of reporting investigative activity.

[32] Includes administrative actions that are less than resignation or termination, for example: letters of reprimand, counseling, and retraining.

[33] Includes potential recoveries.

8: References to Reporting Requirements of the Inspector General Act, as Amended

Section Reference	Reporting Requirements	Section	Page
§ 4(a)(2)	Review of legislation and regulations	Advice and Assistance	25
§ 5(a)(1)	Significant problems, abuses, and deficiencies	Management and Performance Challenges, Advice and Assistance, Audits, Evaluations	8-37
§ 5(a)(2)	Significant recommendations for corrective actions	Management and Performance Challenges, Advice and Assistance, Audits, Evaluations	8-37
§ 5(a)(3)	Prior significant recommendations on which corrective action has not been completed	Table 5	48-63
§ 5(a)(4)	Matters referred to prosecuting authorities	Investigations, Table 7	41-43, 64
§ 5(a)(5)	Summary of instances where information was refused	n/a	-
§ 5(a)(6)	List of audit, inspection, and evaluation reports, including the total dollar value of questioned costs, unsupported costs, and funds put to better use	Audits, Evaluations, Tables 1-4	28-37, 46-47
§ 5(a)(7)	Summary of significant reports	Advice and Assistance, Evaluations, Audits, Investigations	24-43
§ 5(a)(8)	Statistical table - questioned and unsupported costs	Table 3	47
§ 5(a)(9)	Statistical table - funds to be put to better use	Table 4	47
§ 5(a)(10)	Summary of previous reports with open recommendations	Table 5	48-63
§ 5(a)(11)	Significant revised management decisions	n/a	-
§ 5(a)(12)	Significant management decisions with which the Inspector General disagrees	n/a	-
§ 5(a)(13)	Information under the Federal Financial Management Improvement Act of 1996	n/a	-
§§ 5(a)(14)-(16)	The results of the last peer review conducted by another OIG	Appendix A: Reporting of Peer Reviews	68
§ 5(a)(17)-(18)	Statistical table - investigative reports issued; persons referred for criminal prosecution; indictments and criminal information	Table 7	64
§ 5(a)(19)	Investigations involving a senior government employee where allegations of misconduct were substantiated	Investigations	42
§ 5(a)(20)	Instances of whistleblower retaliation	n/a	-

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Appendices

Appendices

Appendix A: Reporting of Peer Reviews

Pursuant to Section 989C of the Dodd-Frank Wall Street Reform and Consumer Protection Act (Public Law No. 111-203),[34] OIG reports the following peer review information:

Audit Unit

On March 27, 2014, the National Endowment of the Humanities OIG issued its peer review report of the Peace Corps OIG Audit Unit for the period ending September 30, 2013. The Audit Unit received a rating of "pass," concluding that the system of quality control has been suitably designed to provide OIG with reasonable assurance of performing and reporting in conformity with applicable professional standards in all material respects.

In August 2016, OIG auditors completed a peer review of the Library of Congress OIG for the period of April 1, 2013, through March 31, 2016. We provided our results to the Library of Congress OIG on October 13, 2016. No formal recommendations were made.

Investigation Unit

In April 2016, the Federal Housing Finance Agency OIG conducted a peer review of the Peace Corps OIG Investigation Unit for the period ending April 20, 2016. The review focused on the Peace Corps OIG's internal safeguards and management procedures for its investigative operations. The review team found all of the examined areas to be compliant with CIGIE's quality standards for investigations and quality assessment review guidelines, as well as the Attorney General's Guidelines for Offices of Inspectors General with Statutory Law Enforcement Authority.

During this reporting period, OIG agents conducted an investigative peer review of the Department of Commerce OIG for the 12-month period ending April 30, 2017. The peer review was conducted by OIG's investigative staff under the direction of the assistant inspector general for investigations, with the support of the National Aeronautics and Space Administration OIG's resident agent in charge of the Computer Forensic Laboratory. The review found that the Department of Commerce OIG was in compliance with the quality standards established by CIGIE and applicable attorney general guidelines.

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[34] Section 989C of the Dodd-Frank Wall Street Reform and Consumer Protection Act amended Section 5(a) of the Inspector General Act of 1978 (5 U.S.C. App.).

Appendix B: Contract Audit Reports

Pursuant to Section 845A of the National Defense Authorization Act for Fiscal Year 2008 (Public Law No. 110-181), the Peace Corps OIG reports on final contract audit reports with significant audit findings. During this reporting period, OIG did not issue any audit reports meeting the "significant audit findings" criteria established in Public Law No. 110-181.

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

Reporting Hotline:

U.S./International:	202.692.2915
Toll-Free (U.S. only):	800.233.5874

Email:	**OIG@peacecorps.gov**
Online Reporting Tool:	**peacecorps.gov/OIG/ContactOIG**

Mail: Peace Corps Office of Inspector General
P.O. Box 57129
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