Photo courtesy of the Washington, D.C.
Convention and Tourism Corporation

GOVERNMENT PERFORMANCE AND RESULTS ACT

THE PEACE CORPS' PERFORMANCE PLANS AS REQUIRED UNDER THE GOVERNMENT PERFORMANCE AND RESULTS ACT

FY 2008 and FY 2009 Plans

The agency is currently developing a FY 2009-2014 Strategic Plan. While this plan is being developed, the following FY 2009 Performance Plan provides interim guidance and targets.

STRATEGIC GOAL 1

Assist interested countries with their identified needs by gradually expanding the number of trained Volunteers serving overseas; broadening the impact on the lives of men and women in their host communities by transferring tangible skills; and helping to promote an understanding of Americans, including representing American diversity, at a rate consistent with annual funding.

Outcome Goals:

1.1 Assist interested countries with their identified needs by gradually expanding the number of trained Volunteers serving overseas from 8,000 in FY 2008, to 8,100 in FY 2009 at a rate consistent with annual funding.

1.2 Broaden the impact of Volunteers on the lives of men and women in their host communities by transferring tangible skills, as measured by increasing Volunteers reporting in the Peace Corps' close-of-service (COS) survey that they were "adequately" to "exceptionally" effective in transferring knowledge and skills to members of their host community, from 82 percent in FY 2008 to 85 percent in FY 2009.

1.3 Represent American diversity in Peace Corps host communities by increasing numbers of Peace Corps applicants representing diverse ethnicities and people 50 and over from the FY 2008 level of 28 percent to a level of 29 percent in FY 2009.

Performance Goals 1.1.1 – 1.1.3

Increase the number of Peace Corps Volunteers from 8,000 in FY 2008 to 8,100 in FY 2009.

Means and Strategies:

The Peace Corps will:

- continue to refine recruitment business processes to make it easier for potential applicants to enter Peace Corps service;
- continue to coordinate the increased use of returned Peace Corps Volunteers in awareness, recruitment, and retention activities for new applicants and Peace Corps Response (formerly Crisis Corps) Volunteers;
- maintain the number of Peace Corps Response projects in disaster preparedness, humanitarian relief and responses to natural disasters;
- conduct strategic recruitment and media campaigns designed to cast a wide net for prospective Volunteer candidates in communities and at campuses throughout the United States;
- increase the number of Volunteers working on HIV/AIDS activities, including the agency's involvement in the President's Emergency Plan for AIDS Relief (Emergency Plan/PEPFAR);
- continue to improve the functionality of Web-based application materials and expand the use of the Internet in marketing and retention activities; and
- identify new target markets and produce regionally appropriate marketing tools and other resources.

Verification and Validation:
Trainee input, which directly affects the number of Peace Corps Volunteers in the field, will be tracked by the Program Advisory Group (PAG). The PAG reports to senior management and is composed of staff from each of the three overseas Regions, the Office of Volunteer Recruitment and Selection, Volunteer Support, the Office of the Chief Financial Officer, the Office of the Chief Information Officer, the Office of Strategic Information, Research & Planning and Peace Corps Response. The group will meet regularly to manage issues related to meeting the agency's annual goals for trainees and Volunteers-on-Board, as well as to develop strategies for balancing supply, demand, and scarce skill issues.

Performance Indicators 1.1	FY 2008	FY 2009
i. Number of new country entries	2	3
ii. Percentage of Peace Corps focus countries participating in the President's Emergency Plan for AIDS Relief (PEPFAR)	100%	100%
iii. Number of Peace Corps Response* Volunteers (all funding sources)	100	100
iv. Overall visits to website	8.8 million	9.0 million

** The Crisis Corps has been renamed "Peace Corps Response." For more information see Volunteer section, page 32.*

Performance Goals 1.2.1 - 1.2.3

Incrementally increase the percentage of respondents to the Peace Corps close-of-service survey reporting the effectiveness of transferring knowledge and skills to members of their host community as "adequately" to "exceptionally" from 82 percent in FY 2008 to 85 percent in FY 2009.

Means and Strategies:

The Peace Corps will:

- Train Volunteers in effective ways to build capacity by increasing knowledge, improving skills, and promoting behavior change of individuals and families in the countries they serve;
- Enable Volunteers to effectively work with communities so they can manage their own development in a sustainable manner; and
- Promote Volunteer participation in the Peace Corps Partnership Program, which requires direct community initiation and involvement.

Verification and Validation:
The Center for Field Assistance and Applied Research and the Regions, through their annual Project Status Review (PSR) and Training Status Review (TSR) processes, will compile annual data and review observations related to programming and training as submitted by the field; identify general trends and promising practices; and make information available to Peace Corps field staff to help them improve their programming and training. The capacity-building efforts of Volunteers are a central component of the project goals, and the projects will be reviewed, analyzed, and provided specific feedback for improvement. The Office of Private Sector Initiatives will track and report the number of Volunteer projects undertaken through the Peace Corps Partnership Program, including trend information by region and project type. The Office of Strategic Information, Research and Planning will provide oversight of data and information quality, will analyze Volunteer survey data and will provide information to Peace Corps management to enable the improvement of programming and training.

Performance Indicators 1.2	FY 2008	FY 2009
i. Number of individuals assisted by Volunteers (e.g., students, farmers, community members) as reported via the prior year's project status report annual review	2,196,000	2,300,000
ii. Number of service providers trained by Volunteers (e.g., teachers, health clinic workers, agriculture extension agents) as reported via the prior year's project status report annual review	115,400	120,000
iii. Number of community-initiated, Volunteer-led, Partnership Program projects	505	550
iv. Increase the extent Volunteers report that they have helped host country nationals gain a better understanding of the United States and its people, as reported by the Peace Corps close-of-service survey	92%	93%

Performance Goals 1.3.1 – 1.3.3

Incrementally increase the number of Peace Corps applicants representing diverse ethnicities and people 50 and over from the FY 2008 level of 28 percent to a level of 29 percent in FY 2009.

Means and Strategies:

The Peace Corps will:

- augment the use of targeted recruitment and communication strategies, which include multi-media campaigns to attract recruits requested by overseas posts, including minorities and others with needed skills;
- pursue marketing and recruiting initiatives that target colleges, universities, and community colleges with diverse populations, off-campus markets nationwide, and organizations serving the senior population, among others;
- increase the use of information technology to strengthen Web-based outreach to all groups and improve quality of contact information for minority recruitment; and
- implement recruitment techniques and materials that are specifically designed to attract greater numbers of minority applicants.

Verification and Validation:

The Office of Volunteer Recruitment and Selection will track applicants from diverse ethnicities, those over 50, as well as the combined total in quarterly minority recruitment reports. Additionally, the Office of Communications will monitor traffic to the minority recruitment and other key sections of the Peace Corps website. The Office of Communication collects news clips on a daily basis to determine the effectiveness of press outreach efforts, and collates a monthly report that includes statistics on articles focusing on diverse Volunteers. The Office of Strategic Information, Research and Planning will review data and information quality.

Performance Indicators 1.3	FY 2008	FY 2009
i. Percentage of applicants over the age of 50	8.0%	9.0%
ii. Percentage of applicants of diverse ethnicities	21%	21%
iii. Total visitors to website who access minority recruitment pages and/or scarce skills, family pages	450,000	460,000
iv. Number of articles placed in newspapers and other media that focus on diverse Volunteers and/or target diverse audiences	185	200
v. Total number of public service announcements (PSA) placements in minority- and diversity-geared media	4,000	4,000

STRATEGIC GOAL 2

Ensure a quality Volunteer experience by increasing the quality of healthcare and managing the safety and security risk factors in each of the communities where the Volunteers live.

Outcome Goals:

2.1 Increase the percentage of Volunteers indicating feeling "adequately" to "exceptionally" satisfied with their in-country healthcare from a FY 2008 level of 82 percent to a level of 85 percent by FY 2009.

2.2 Increase the percentage of Peace Corps Volunteer Survey respondents indicating they feel safe most of the time ("usually safe" to "very safe") where they live from a FY 2008 level of 88 percent to a level of 90 percent by FY 2009.

Performance Goals 2.1.1 – 2.1.2

Incrementally increase the percentage of respondents to the biennial (2008) and close-of-service (2009) Peace Corps Volunteer surveys indicating feeling "adequately" to "exceptionally" satisfied with their in-country healthcare from a FY 2008 level of 82 percent to 85 percent by FY 2009.

Means and Strategies:

The Peace Corps will:

- identify areas within the healthcare system that need improvement; and
- monitor the impact of strategies designed to improve its healthcare system; and
- utilize information from both the biennial survey in 2008 and the close-of-service surveys in years when the biennial survey is not conducted such as in 2009.

Verification and Validation:

The Office of Medical Services will collect, analyze, and monitor statistics on specific health indicators to gauge the health of Volunteers and monitor the impacts of improvement strategies through the annual *Health of the Volunteer,* Peace Corps Volunteer surveys, medevac survey, and other reports. The Office of Strategic Information, Research and Planning will review data and information quality.

Performance Indicators 2.1	FY 2008	FY 2009
i. Percentage of Volunteers medically evacuated to Washington, D.C., reporting they are satisfied with their medical evacuation care as measured by the medevac survey	90%	90%
ii. Percentage of Volunteer respondents reporting feeling "adequately" to "exceptionally" prepared, both physically and mentally, to meet the challenges of Peace Corps service as measured by the Peace Corps close-of-service survey	90%	90%
iii. Incidence of *falciparum* malaria in Africa region (measure is in cases per 100 Volunteer/trainee years)	Target <6	Target <6

Performance Goals 2.2.1 – 2.2.2

Incrementally increase the percentage of respondents to the biennial and close-of-service Peace Corps Volunteer surveys indicating that Volunteers feel safe most of the time ("usually safe" to "very safe") where they live by 2 percent from a FY 2008 level of 88 percent to 90 percent by FY 2009.

Means and Strategies:

The Peace Corps will:

- select Volunteer sites in communities that are stable and secure;
- through the Peace Corps safety and security officers, provide training and technical assistance so that posts meet compliance requirements;
- review communication and transportation systems to enhance Volunteer safety;
- conduct safety and security workshops for both overseas staff and Volunteers;
- conduct country assessments on safety and security concerns utilizing Peace Corps safety and security officers and State Department regional security officers in the field;
- monitor post compliance with Peace Corps Manual Section 270 (MS 270)—Volunteer Safety and Security; and
- utilize information from both the biennial survey in 2008 and the close-of-service surveys in years when the biennial survey is not conducted such as in 2009.

Verification and Validation:

The Peace Corps will track its progress in meeting safety and security requirements through mandatory post reports to Regional Directors on MS 270 compliance. Furthermore, Peace Corps Safety and Security Officers will provide assessments and recommendations to posts to enhance post safety and security training and processes. In addition, the agency will monitor results from the Volunteer biennial and close-of-service surveys regarding safety and security issues, as well as information reported in *Safety of the Volunteer*, the Peace Corps' annual report on safety and security incidents involving Volunteers.

Performance Indicators 2.2	FY 2008	FY 2009
i. Percentage of posts receiving safety and security report recommendations annually	85%	90%
ii. Percentage of Volunteer respondents reporting the safety and security portion of their pre-service training as "adequate," "effective" or "very effective" as measured by the biennial (2008) and close-of-service (2009) Volunteer surveys	85%	87%
iii. Percentage of Volunteer respondents reporting they were "somewhat," "considerably" or "completely" satisfied with support provided by Peace Corps staff for safety and security, as measured by the biennial (2008) and close-of-service (2009) Volunteer surveys	85%	87%

STRATEGIC GOAL 3

Increase the exposure of Americans to other cultures by sharing Volunteer experiences and stories in numerous venues, including the classroom, special events, community visits, and through electronic means, as well as engaging those who have completed their service in ongoing Peace Corps-supported volunteer opportunities.

Outcome Goal:

3.1 Increase the number of interactions with Americans to further the Peace Corps' goals through Peace Corps supported activities to 22,606 (aggregate of indicators i. through iv.) in FY 2008 and to a level of 23,500 in FY 2009. These targets have been revised to reflect a change in the calculation methodology that reflect verifiable measures.

Performance Goals 3.1.1 – 3.1.3

Increase the number of interactions with Americans to further the Peace Corps' goals through Peace Corps supported activities to 22,606 in FY 2008, and 23,500 in FY 2009.

Means and Strategies:

The Peace Corps will:

- strengthen the sponsorship and participation of returned and current Volunteers in Peace Corps Week activities;
- sponsor events and provide services to help first-year returned Volunteers market skills and experience derived from their Peace Corps service to U.S. employers;
- improve communication with and information services to returned Volunteers, especially through the use of technology, to increase their awareness of Peace Corps activities and engagement in third goal initiatives;
- raise awareness of the Peace Corps Partnership Program as a vehicle through which private sector entities (RPCV groups, civic/community organizations, faith-based organizations, schools, businesses, etc.) and individuals can connect with and support Volunteer projects;
- promote awareness of the Peace Corps' Coverdell World Wise program to U.S. educators; and
- Expand participation in the Fellows/USA program for returned Peace Corps Volunteers.

Verification and Validation:

The Office of Volunteer Recruitment and Selection, which includes the Office of Domestic Programs, will monitor and assess implementation of events and delivery of services to ensure increased returned Peace Corps Volunteers' involvement and participation in events throughout the country that further the Peace Corps' third goal of improving Americans' understanding of other peoples. Furthermore, the Office of Private Sector Initiatives will monitor and report on private sector entities and individuals who support Peace Corps Volunteer projects through the Peace Corps Partnership Program. The Office of Strategic Information, Research and Planning will review data and information quality.

Performance Indicators 3.1	FY 2008	FY 2009
i. RPCV interactions with the American public in communities and on campuses nationwide during Peace Corps Week and throughout the year through activities supported by the Peace Corps	11,050*	11,500*
ii. Donors supporting Peace Corps Volunteer projects through private sector contributions	6,200	6,600
iii. U.S. educators connecting with Peace Corps Volunteers through the Peace Corps' Coverdell World Wise Schools correspondence match program	5,000	5,000
iv. Fellows/USA participants serving in communities nationwide	356	400
v. Visits per year to the Peace Corps' Coverdell World Wise School website that contains lesson plans, Volunteer stories, and other educational resources for use in the classroom and beyond	1.45 million	1.60 million

* *These targets have been revised to reflect a change in the calculation methodology that result in more accurate reporting.*

Interactions between American Volunteers and the people in their host communites are the core of Peace Corps service

STRATEGIC GOAL 4

Increase the retention level of Americans interested in the Peace Corps by better facilitating the process of obtaining information, applying, joining and completing their Volunteer service.

Outcome Goals:

4.1 Improve the responsiveness of the Volunteer application process by streamlining the application process and decreasing the Peace Corps' response time to applicants by 4 percent from 146 days (aggregate of below indicators of timeliness) in FY 2008 to 140 days in FY 2009.

4.2 Maintain the overall 12-month Volunteer's resignation rate (with resignation officially defined as a decision made by a Volunteer/Trainee that he/she no longer wishes to continue in Peace Corps service) at 10 percent or less.

Performance Goals 4.1.1. – 4.1.3

Decrease the Peace Corps' response time to applicants by 4 percent from 146 days in FY 2008 to 140 days in FY 2009.

Means and Strategies:

The Peace Corps will:

- institutionalize and enhance Web-based application procedures for prospective recruits;
- pilot at each regional recruitment office a variety of innovative Internet outreach, visibility, recruitment, and applicant retention activities, including those oriented toward minority audiences;
- continue to modify the Peace Corps' external website to provide a more citizen-centered experience, including expanded country and assignment information;
- institutionalize and enhance Web-based medical screening procedures for prospective recruits;
- institutionalize customer service improvements and simplify the process for nominating applicants to Peace Corps programs;
- strengthen outreach for hard-to-fill countries, including those in Central Asia; and
- use the website as a tool in training, educating, and preparing Volunteers for service.

Verification and Validation:

The Office of Volunteer Recruitment and Selection will manage and evaluate these strategies using a standardized system that tracks Peace Corps applications from the initiation of the application process to submission and throughout the subsequent necessary phases. Similarly, the Office of Medical Services will utilize tracking mechanisms to monitor the timeliness of the key steps needed for an applicant to be medically cleared for Peace Corps service. The Office of Strategic Information, Research and Planning will review data and information quality.

Performance Indicators 4.1	FY 2008	FY 2009
i. Number of days from receipt of application to nomination	≤64	≤62
ii. Number of days from nominee's completed health status review to medical kit sent	≤7	≤6
iii. Number of days from receipt of completed medical kit to medical qualification	≤30	≤29
iv. Number of days from medical qualification to invitation	≤45	≤43
v. Percentage of applicants who submit their Volunteer applications over the Internet	86%	90%

Performance Goals 4.2.1 - 4.2.3

Maintain the overall 12-month Volunteer's resignation rate at 10 percent or less in FY 2008 and FY 2009.

Means and Strategies:

The Peace Corps will:

- maintain and improve systems to ensure appropriate site development for Volunteers, including the selection and orientation of host country counterparts;
- provide an appropriate level of staff support to Volunteers throughout their two years of service, including site visits from programming and other staff;
- develop and maintain information systems to identify, collect and disseminate promising practices in programming and training from posts and other sources;
- promote and support the exchange of field resources for enhancing programming and training effectiveness;
- develop manuals, tools, and resources, based on promising practices collected from the field and responding to needs expressed by posts; and
- utilize information from both the biennial survey in 2008 and the close-of-service surveys in years when the biennial survey is not conducted such as in 2009.

Verification and Validation:

The Peace Corps' Center for Field Assistance and Applied Research will monitor the production and quality of programming and training materials (including the quality of materials provided to posts) with the regions through review of annual reports and evaluations. The Office of Strategic Information, Research and Planning will collect data on the resignation rate for Volunteers and provide the data for the regions to utilize and will also provide data and information quality reviews.

Performance Indicators 4.2	FY 2008	FY 2009
i. Percentage of sites described as "very well," "well," or "adequately" prepared as measured by the biennial (2008) and close-of-service (2009) Volunteer surveys	80%	81%
ii. Percentage of Volunteer respondents reporting their pre-service training to manage cultural differences as "adequate," "effective" or "very effective" as measured by the biennial (2008) and close-of-service (2009) Volunteer surveys	91%	92%
iii. Percentage of Peace Corps project and training programs reviewed annually to provide feedback for improvement to posts as reported via the prior year's project status report/ training status report review process	97%	98%
iv. Percentage of Peace Volunteer respondents reporting their pre-service training as "adequate", "effective," or "very effective" in preparing them to maintain their mental/ emotional health, as measured by the biennial (2008) and close-of-service (2009) Volunteer surveys	85%	86%

THE PEACE CORPS' PERFORMANCE RESULTS AS REQUIRED UNDER THE GOVERNMENT PERFORMANCE AND RESULTS ACT

FY 2007 Performance Results

STRATEGIC GOAL 1

Assist interested countries with their identified needs by gradually expanding the number of trained Volunteers serving overseas; broadening the impact on the lives of men and women in their host communities by transferring tangible skills; and helping to promote an understanding of Americans, including representing American diversity, at a rate consistent with annual funding.

Outcome Goals:

1.1 Assist interested countries with their identified needs by gradually expanding the number of trained Volunteers serving overseas from 7,733 in FY 2004 to 8,000 in FY 2008, at a rate consistent with annual funding.

1.2 Broaden the impact of Volunteers on the lives of men and women in their host communities by transferring tangible skills, as measured by increasing Volunteers reporting in the Peace Corps' close-of-service survey that they were "adequately" to "exceptionally" effective in transferring knowledge and skills to members of their host community, from 80 percent in FY 2006 to 82 percent by FY 2008.

1.3 Represent American diversity in Peace Corps host communities by increasing numbers of Peace Corps applicants representing diverse ethnicities and people 50 and over by 4 percent, from FY 2005 level of 24 percent to 28 percent by FY 2008.

Performance Goal 1.1.1

Increase the number of Peace Corps Volunteers to 7,920 by FY 2007.

FY 2007 Goal	FY 2007 Actual
7,920	8,079

Results			
FY 2003	FY 2004	FY 2005	FY 2006
7,533	7,733	7,810	7,749

Results and Analysis:

At the end of FY 2007, 8,079 Americans were serving in 74 countries through 68 posts as Peace Corps Volunteers encouraging sustainable development and cross-cultural understanding at the grassroots level. This level of achievement is noteworthy because it represents a high for field-serving Volunteers during the period covered by the present strategic plan and for the agency during the last 37 years. In addition, the agency broadened its international reach with the arrival of Volunteers entering on duty in the Kingdom of Cambodia which opened in FY 2006 and the historic return of the Peace Corps to Ethiopia.

Performance Indicators 1.1	FY 2007 Target	FY 2007 Results
i. Number of new country entries	2	1
ii. Percentage of Peace Corps focus countries participating in the President's Emergency Plan for AIDS Relief (PEPFAR)	100%	100%
iii. Number of Crisis Corps Volunteers (all funding sources)	100	64
iv. Overall visits to website	8.6 million	10 million

* *This is a measure of whether the Peace Corps is partnering with PEPFAR in all of he nine PEPFAR focus countries in which the agency currently has a presence.*

Results and Analysis:

In accomplishing the agency 's goals for modest expansion, the Peace Corps continues to respond to the numerous countries requesting a Peace Corps presence by opening new programs that focus on meeting the unique needs of the host country. In April 2007, the Peace Corps placed Volunteers in the Kingdom of Cambodia for the first time. Volunteers will also again be working in Ethiopia with trainees arriving there in October 2007. The agency has also completed assessments for new country entries in three African countries and one Asian country for consideration in FY 2008.

The Peace Corps continues to be a valuable participant in the President's Emergency Plan for AIDS Relief (PEPFAR). The Peace Corps has a presence in 10 of the 15 PEPFAR focus countries. Each of these posts actively participated in PEPFAR funded HIV/AIDS programs during FY 2007, expanding and enhancing their ongoing efforts in the fight against the pandemic. Twelve additional posts also participated in the PEPFAR funded program, and Volunteers throughout the world integrated HIV/AIDS awareness messages into their work. By living and working at the grassroots level in communities and speaking the local language, Peace Corps Volunteers are uniquely suited to share culturally appropriate messages in HIV/AIDS education and prevention.

The Peace Corps' Crisis Corps program sends returned Peace Corps Volunteers on short-term assignments to assist with critical country needs. This fiscal year, programs primarily supported the HIV/AIDS global pandemic and disaster preparedness and mitigation in countries prone to natural disasters. In FY 2007 Crisis Corps served in 10 new countries: Eastern Caribbean (which comprises Antigua/Barbados, Dominica, Grenada, St. Lucia, St. Kitts, and St. Vincent), Guyana, Madagascar, Panama, and the Philippines. Of the 64 Crisis Corps Volunteers who served, 41 supported HIV/AIDS programs in nine countries. Crisis Corps also sponsored a disaster preparedness workshop for the Central America/Caribbean sub-region, providing strategic response training to facilitate future participation in disaster preparedness and response.

A strategic realignment of priorities in Jamaica along with staff changes in Jamaica and Guatemala, led to a shortfall of anticipated assignments for the Crisis Corps in the Central America/Caribbean sub-region for FY 2007. Establishing a new program in the Philippines, which required hiring a project coordinator and extensive relationship building and site development, also delayed placements and contributed to the program's not meeting its FY 2007 targets. The process to request Crisis Corps Volunteers has been streamlined, and the program expects to receive more-than-sufficient requests to meet its FY 2008 targets.

The American public increasingly uses the internet as its primary source to obtain information. New initiatives for the Peace Corps website have increased traffic to the site by an additional 92,000 visitors. In FY 2007, these initiatives included RRS (really simple syndication) feeds to syndicate news, events, and content of Volunteers' journals; and adding compelling new content to the website, such as an interactive world map, a Kenyan sign language project, the new Coverdell World Wise Schools site, and "Volunteer Voices" podcasts.

Performance Goal 1.2.1.

Incrementally increase the percentage of respondents to the Peace Corps close-of-service survey reporting the effectiveness of transferring knowledge and skills to members of their host community as "adequately" to "exceptionally" to 81 percent by FY 2007.

FY 2007 Goal	FY 2007 Actual
81%	86%

Results			
FY 2003	FY 2004	FY 2005	FY 2006
N/A	N/A	N/A	83%

This is a new performance goal as of FY 2006. No data from past fiscal years is available.

Results and Analysis:

One of the Peace Corps' main objectives is for Volunteers to transfer skills to members of the communities in which they live and work in order to make a meaningful and sustainable difference in the lives of those they serve. Volunteers are instructed on methods to build the capacity of the host country nationals with whom they work and to help tech solutions that will be sustainable within the community. According to Volunteers surveyed upon completion of their service, via

the close-of-service survey implemented in FY 2007, 86 percent said they effectively transferred knowledge and skills to members of their host community.

Performance Indicators 1.2	FY 2007 Target	FY 2007 Results
i. Number of individuals assisted by Volunteers (e.g., students, farmers, community members) as reported via the prior year's project status report annual review	2,176,000	2,403,458
ii. Number of service providers trained by Volunteers (e.g., teachers, health clinic workers, agriculture extension agents) as reported via the prior year's project status report annual review	114,300	155,565
iii. Number of community-initiated, Volunteer-led, Partnership Program projects	465	429
iv. Increase the extent Volunteers report that they have helped host country nationals gain a better understanding of the United States and its people, as reported by the Peace Corps close-of-service survey	91%	95%

Results and Analysis:
The agency exceeded its targets for the numbers of individuals assisted and service providers trained by Volunteers. The Center for Field Assistance and Applied Research, through its annual project status review process, compiles annual data and reviews observations related to programming and training as submitted by the field. The Peace Corps accomplishes its goal of transferring skills to people of interested countries by building the capacity of men, women, girls, and boys to manage their own development in a sustainable manner. Volunteers help build capacity by increasing knowledge, improving skills, and promoting behavior change of individuals and families in the countries they serve. Capacity-building efforts are targeted toward individuals, service providers, and organizations, who can, in turn, teach fellow community members.

One key goal of each Volunteer is to help promote a better understanding of Americans on the part of the host country community in which the Volunteer is serving. In FY 2007,the Peace Corps exceeded its target for this performance indicator. Sharing about themselves, their families, and their life in the United States, enables Volunteers to build a bridge of cross-cultural understanding. By living and working in local communities and speaking the local language, Volunteers forge relationships with their host country community members, and they model a spirit of friendship, understanding, and volunteerism on behalf of Americans.

The Peace Corps was slightly below its target for community-initiated, Volunteer-led Peace Corps Partnership Program projects. This was largely due to the use of cumbersome guidance documents and processes during the first part of the year. Steps were taken mid-year to streamline these documents and processes. Subsequently, project approvals increased threefold, but the number still fell short of FY 2007 targets by 36. It is important to note that the average project size increased by approximately 4 percent, while the average fundraising time decreased by approximately 30 percent, further validating the effectiveness of the new streamlined processes.

Performance Goal 1.3.1.

Incrementally increase the number of Peace Corps applicants representing diverse ethnicities and people 50+ by 3 percent from a FY 2005 level of 24 percent to 27 percent by FY 2007.

FY 2007 Goal	FY 2007 Actual
27%	24%

Results			
FY 2003	FY 2004	FY 2005	FY 2006
25.9%	26.1%	24.5%	24%

Results and Analysis:
While working to gradually expand its number of Volunteers, the agency is also working to increase the number of individuals from underrepresented ethnic and age groups who apply for Peace Corps service. This effort ensures that the Peace Corps continues to do its best to reflect the diverse face of the United States. While the agency enhanced its performance in FY 2007, it still failed to meet its FY 2007 target of 27 percent. A new strategic emphasis on minority recruiting reflects the agency's continued commitment to recruit applicants of diverse ethnicities and those age 50+.

Performance Indicators 1.3	FY 2007 Target	FY 2007 Results
i. Percentage of applicants over the age of 50	7.9%	7.4%
ii. Percentage of applicants of diverse ethnicities	20%	17.4%
iii. Total visitors to website who access minority recruitment pages and/or scarce skills and family pages	440,000	572,363
iv. Number of articles placed in newspapers and other media that focus on diverse Volunteers and/or target diverse audiences	180	260
v. Total number of public service announcements (PSA) placements in minority- and diversity-geared media	2,500	12,337

Results and Analysis:

Several initiatives have begun to further increase the diversity of the Peace Corps applicant pool. The following are continuing programs to further improve performance in this area: (1) Presentations at national conventions regarding Volunteer service either mid-career or post retirement; (2) Increased to more than 275 50+ general information meetings with a focus on opportunities for 50+ throughout the 11 regions; (3) Increased press coverage beginning with the Lillian Carter Awards and placement of national advertising in fraternal organization publications; (4) Addition of 50+ recruiters in the regional offices by hiring seasoned or 50+ temporary and full-time staff.

The Peace Corps has also worked diligently to increase the production of diverse applicants. Peace Corps currently enjoys a historic high number of diverse Volunteers in the field. Even though the agency did not meet the FY 2007 target for applicants of diverse ethnicities, Volunteer Recruitment and Selection has implemented the following for further improved performance in the future: (1) Regional diversity milestones; (2) Awareness and extended outreach at Hispanic-serving institutions and the Hispanic Association of Colleges and Universities (HACUs); (3) Workshops and presentations at various minority-serving institutional organizations; (4) Provision of diversity funds to regional recruitment offices for diversity recruitment pilot programs and participation in national diversity events.

New web content and PSA marketing efforts have increased visitors to the Peace Corps' website. Also in FY 2007, the bandwidth of the agency's Internet server was increased and multimedia assets were off-loaded to an external server. This enabled visitors to navigate through the website much more easily. More visitors are coming to the site and each visitor is staying longer to view more pages, sharply increasing the number of minority recruitment, scarce skills, and family pages viewed.

This year the Peace Corps reenergized its campaign to recruit more Volunteers ages 50 and over. The steering committee for the Volunteer Delivery System focused on new recruiting strategies (including those for Americans age 50 and over); communicating better what service really means; expediting the process to medically clear and invite applicants; strengthening language training; and creating good site placements and projects for Volunteers. Pilot posts are evaluating the effectiveness of changes in field operations.

The agency also continued to highlight the diversity of its Volunteers throughout 2007, with concentrated effort during times such as African American History Month, Hispanic Heritage Month, and Asian Pacific Islander Heritage Month. All of these efforts allowed the agency to exceed its number of article placements in diverse and targeted diverse media.

In FY 2007, there were 12,337 placements for Peace Corps PSAs in minority- and diversity-geared media—more than five times the goal. Significant factors contributing to this success were the release of two new Spanish radio PSAs; continued placement of the Spanish television PSA, which launched in 2006; and the strategic placement of Web PSAs. New targeted print PSAs were released in July 2007, which will additionally strengthen the agency's public service campaign.

STRATEGIC GOAL 2

Ensure a quality Volunteer experience by increasing the quality of healthcare and managing the safety and security risk factors in each of the communities where the Volunteers live.

Outcome Goals:

2.1 Increase the percentage of Volunteers indicating feeling "adequately" to "exceptionally" satisfied with their in-country healthcare from FY 2002 level of 75 percent to 82 percent by FY 2008.

2.2 Increase the percentage of Volunteer survey respondents indicating they feel safe most of the time ("usually safe" to "very safe") where they live from FY 2002 level of 86 percent to 88 percent by FY 2008.

Performance Goal 2.1.1.

Incrementally increase the percentage of respondents to the biennial Peace Corps Volunteer survey indicating feeling "adequately" to "exceptionally" satisfied with their in-country healthcare from the FY 2002 level of 75 percent to 82 percent by FY 2008.

FY 2007 Goal	FY 2007 Actual
25,844	21,748

Results			
FY 2003	FY 2004	FY 2005	FY 2006
N/A	N/A	N/A	21,377

Notes: *The target level for this performance goal is interpolated between those previously established for FY 2006 at 80 percent and for FY 2008 at 82 percent. The close-of service survey results for FY 2007 have been used to inform this performance goal since the next biennial Peace Corps Volunteer survey is targeted for implementation in FY 2008.*

Results and Analysis:

The health, safety, and security of every Volunteer is the Peace Corps' highest priority and is reflected as such in the agency's planning. The results of the FY 2007 close-of-service Volunteer survey demonstrate that the vast majority of Volunteers are satisfied with the healthcare they receive while they live and work in their communities around the world.

Performance Indicators 2.1	FY 2007 Target	FY 2007 Results
i. Percentage of Volunteers medically evacuated to Washington, D.C., reporting they are satisfied with their medical evacuation care as measured by the medevac survey	90%	92%
ii. Percentage of Volunteer respondents reporting feeling "adequately" to "exceptionally" prepared, both physically and mentally, to meet the challenges of Peace Corps service as measured by the Peace Corps close-of-service survey	90%	92%
iii. Incidence of *falciparum* malaria in Africa region (measure is in cases per 100 Volunteer/trainee years)	Less than 6.0	1.7

Results and Analysis:

Peace Corps Volunteers serve in challenging environments throughout the world, and the health of Volunteers is one of the agency's top priorities. In extreme circumstances, Volunteers may need to be medically evacuated to Washington, D.C. Their satisfaction with the care received is important. During FY 2007, data from the survey given to medevaced Volunteers show that the agency exceeded its goal by achieving a 92 percent satisfaction rate. These high marks reflect how well the medical field support unit supports Volunteers on medevac status. Accommodations for these Volunteers during their stay in D.C. include a lounge with Internet access and telephone service for their use; and shuttle bus transportation to and from Peace Corps headquarters each week day, and to grocery stores and pharmacies throughout the week.

The Peace Corps focuses on equipping Volunteers with the tools they need to deal with the changes they will face in their communities. Training on physical and emotional health is a focus of pre-service training and is reinforced throughout a Volunteer's term of service. Close-of-service survey results from FY 2007 indicate that the vast majority of Volunteers are satisfied with the preparation they receive during training to meet the mental and physical challenges of Peace Corps service. Furthermore, Volunteers in malaria-prone areas are thoroughly trained on proper protocols and the importance of malaria prophylaxis, resulting in a marked decrease in the incidence rate for falciparum malaria.

Performance Goal 2.2.1.

Incrementally increase the percentage of respondents to the biennial Peace Corps Volunteer survey indicating that Volunteers feel safe most of the time ("usually safe" to "very safe") where they live by 2 percent from FY 2002 level of 86 percent to 88 percent by FY 2008.

FY 2007 Goal	FY 2007 Actual
87%	85%

Results			
FY 2003	FY 2004	FY 2005	FY 2006
N/A	88%	N/A	88%

Notes: *The target level for this performance goal is interpolated between those previously established for FY 2006 at 86 percent and for FY 2008 at 88 percent. The close-of service survey results for FY 2007 have been used to inform this performance goal since the next biennial Peace Corps Volunteer survey is targeted for implementation in FY 2008.*

Results and Analysis:

The safety and security of the Volunteer is the agency's highest priority. Safety and security information is incorporated into all aspects of Volunteer recruitment, training, and service. While we are concerned with the slight drop off in this performance indicator, we attribute this to the smaller Volunteer population sampled by the close-of-service surveys. We will continue to emphasize performance in this area and will be able to validate it during the implementation of the biennial Volunteer survey in FY 2008.

Performance Indicators 2.2	FY 2007 Target	FY 2007 Results
i. Percentage of posts receiving safety and security report recommendations annually	85%	87%
ii. Percentage of Volunteer respondents reporting the safety and security portion of their pre-service training as "adequate," "effective," or "very effective" as measured by the biennial Volunteer survey*	85%	96%
iii. Percentage of Volunteer respondents reporting they were "somewhat," "considerably," or "completely" satisfied with support provided by Peace Corps staff for safety and security, as measured by the biennial Volunteer survey*	85%	90%

Notes: * *The target level for performance goals ii. and iii. are maintained at the level previously established for FY 2006 of 85 percent. The FY 2008 target is 85 percent. The close-of service survey results for FY 2007 have been used to inform these performance goal since the biennial Peace Corps Volunteer survey will be conducted again in FY 2008.*

Results and Analysis:

To help measure the impact that the safety and security support staff has had on Volunteer safety, the agency's Office of Safety and Security determined that 85 percent of posts would be visited by safety and security officers to assess and recommend improvements to their respective Volunteer safety support systems. By the end of FY 2007, this goal had been exceeded. Safety and security site visits assisted staff in training, crisis management, and collaboration with embassies on physical security recommendations or office relocations; to follow-up on previous recommendations; and to provide other safety and security programmatic support.

An important goal related to a Volunteer's perception of safety and security was increasing the percentage of Volunteer respondents to 85 percent who felt that the safety and security information received during pre-service training was "adequate" to "very effective". This percentage was also greatly surpassed with survey data indicating that 96 percent reported favorably. By including region-and post-specific safety and security information in all *Welcome Books*, invitees become aware of the overall security environment of prospective posts as well as the agency's approach to safety and security. Receiving this information before leaving home enables invitees to better absorb the messages that are reiterated and emphasized in staging and pre-service training.

Additionally, 90 percent of Volunteers reported that they were "somewhat" to "completely" satisfied with the support provided by Peace Corps staff regarding their safety and security, which is well above the 85 percent goal. The presence of regional Peace Corps safety and security officers in the field, safety and security coordinators at each post, and safety and security desk officers at headquarters has improved communication, coordination, and oversight of safety and

security systems. The agency is encouraged by the positive perceptions Volunteer have of their security, training, and support and remains committed to focusing on this important issue, remaining vigilant to maximize Volunteer security overseas.

STRATEGIC GOAL 3

Increase the exposure of Americans to other cultures by sharing Volunteer experiences and stories in numerous venues, including the classroom, special events, community visits, and through electronic means, as well as engaging those who have completed their service in ongoing Peace Corps-supported volunteer opportunities.

Outcome Goal:

3.1 Increase the number of interactions with Americans to further the Peace Corps' goals through Peace Corps-supported activities to 25,844 (aggregate of indicators i. through iv.) by FY 2007.

Performance Goal 3.1.1.
Increase the number of interactions with Americans to further the Peace Corps' goals through Peace Corps-supported activities to 25,844 in FY 2007.

FY 2007 Goal	FY 2007 Actual
25,844	21,748

Results			
FY 2003	FY 2004	FY 2005	FY 2006
N/A	N/A	N/A	21,377

This is a new performance goal as of FY 2006. No data from past fiscal years is available.

Results and Analysis:
The Peace Corps' failure to achieve this goal is directly related to the methodology to calculate Performance Indicator 3.1 (i). In early FY 2007 the agency established that the previously used methodology was labor intensive and did not provide results that could be verified in an optimal manner. This was because it included an estimate of the number of unregistered returned Peace Corps Volunteers (RPCV) who participated in Peace Corps Week activities. While a number of these individuals definitely contribute to this goal, the Peace Corps has decided to exclude this estimate of unregistered participants in future calculations.

Performance Indicators 3.1	FY 2007 Target	FY 2007 Results
i. RPCV interactions with the American public in communities and on campuses nationwide during Peace Corps Week and throughout the year through activities supported by the Peace Corps	15,200	10,954
ii. Donors supporting Peace Corps Volunteer projects through private sector contributions	5,800	5,684
iii. U.S. educators connecting with Peace Corps Volunteers through the Peace Corps' Coverdell World Wise Schools correspondence match program	4,500	4,689
iv. Fellows/USA participants serving in communities nationwide	344	421
v. Visits per year to the Peace Corps' Coverdell World Wise School website that contains lesson plans, Volunteer stories, and other educational resources for use in the classroom and beyond	1.32 million	2.1 million

Results and Analysis:
RPCV participation in Peace Corps Week surpassed the FY 2006 level by 91 participants. However, the agency failed to meet its goal due to a change in calculating methodology. The previously used methodology did not provide results that could be verified in an optimal manner and was labor intensive. This was because it included an estimate of the number of RPCVs who participated in Peace Corps Week activities. While a number of these individuals definitely contribute to this goal, the Peace Corps has decided to exclude this estimate of unregistered participants in future calculations.

Though the number of donors supporting Peace Corps Partnership Program projects did not meet the FY 2007 target, it is still an achievement over levels reported in FY 2006. The 5,684 donors in FY 2007 represented an increase of 24 percent over FY 2006 levels, which is attributable to efforts to develop materials that support internal and external marketing goals. These materials are increasing Volunteer awareness of the Peace Corps Partnership Program and raising the visibility of the program to potential and existing donors.

The Peace Corps is proud to have exceeded the target for the Coverdell World Wise Schools Correspondence Match program. The agency will continue to examine the work processes in this area and deploy target strategies to encourage increased participation in FY 2008. These will include revising match procedure to encourage Volunteers to select their own teachers; revamping the marketing brochure to include a detachable, pre-paid mail-in form; adding the form to the applicant kit received prior to staging; regularly reporting status to in-country contacts; and efforts to redesign the Correspondence Match database as an automatic Web sign up application.

The agency successfully achieved its target for the Peace Corps Fellows/USA participant service in communities. This success was due in significant part to effective improvements in reminding RPCVs of this benefit of service. Our performance in increasing the visits to the Coverdell World Wise Schools website is due to several special events like the innovative Global Issues Conference, more Web-based program content, a major website redesign, and cross linking with non-governmental organizations.

Education Volunteer in Kenya

STRATEGIC GOAL 4

Increase the retention level of Americans interested in the Peace Corps by better facilitating the process of obtaining information, applying, joining and completing their Volunteer service.

Outcome Goals:

4.1 Improve the responsiveness of the Volunteer application process by streamlining the application process and decreasing the Peace Corps' response time to applicants by 7 percent from 156 days (aggregate of below indicators of timeliness) in FY 2005 to 146 days in FY 2008.

4.2 Maintain the overall 12-month Volunteer resignation rate (with resignation officially defined as a decision made by a Volunteer/trainee that he/she no longer wishes to continue in Peace Corps service) at 10 percent or less.

Performance Goal 4.1.1.
Decrease the Peace Corps' response time to applicants by 2 percent from 154 days in FY 2005 to 150 days in FY 2007.

FY 2007 Goal	FY 2007 Actual
150 days or less	129.6 days

Results			
FY 2003	FY 2004	FY 2005	FY 2006
N/A	N/A	N/A	138 days

Results and Analysis:
There are numerous steps in the application process to become a Peace Corps Volunteer. This enables the agency to recruit and thoroughly screen applicants for skills and medical and suitability issues prior to approving and inviting them to serve as Volunteers. In FY 2007, this application process was broken down into the various stages for which the Peace Corps has processing responsibilities to best analyze its efficiencies. The agency is pleased to have exceeded its FY 2007 goal of response time to applicants by approximately 20 days. The agency remains committed to streamlining the processes that enable Americans to obtain information, apply, join, and complete service as Peace Corps Volunteers.

Performance Indicators 4.1	FY 2007 Target	FY 2007 Results
i. Number of days from receipt of application to nomination	65	58
ii. Number of days from nominee's completed health status review to medical kit sent	8	6.6
iii. Number of days from receipt of completed medical kit to medical qualification	31	31
iv. Number of days from medical qualification to invitation	46	34
v. Percentage of applicants who submit their Volunteer applications over the Internet	85%	93%

Results and Analysis:
The agency created a steering committee to optimize the Volunteer Delivery and Support System by leveraging the full force of the agency's organization, management, technology, and fiscal operations to improve and sustain the Volunteer delivery. As a result of the efforts of this steering committee, the agency is pleased to have exceeded the FY 2007 goal of response time to applicants. The agency remains committed to streamlining the processes that enable Americans to obtain information, apply, join, and complete service as Peace Corps Volunteers.

Upon receipt of notification that an applicant has been nominated, and based upon the completed health status review, medical kits containing documents pertinent to each applicant are created and sent. In FY 2007, the agency exceeded its target for the number of days from nomination until the medical kit is sent. Additionally, the Office of Volunteer Support

is creating an online medical kit that will allow Volunteers to receive their medical kits even more quickly and return them to the Peace Corps for evaluation and review.

While the Peace Corps successfully met its FY 2007 target for Performance Indicator 4.1 (iii), the current methodology to calculate the number of days from receipt of completed medical kit to a decision on medical qualification does not adequately address extenuating circumstances that influence the time it takes to make a final decision. In FY 2008, the Office of Volunteer Support will test a new calculation method that will eliminate the days waiting for the return of information or test results from applicants or medical providers. This will more accurately represent the medical workload and timing until a medical decision is made.

The Peace Corps is pleased with its performance on Performance Indicator 4.1 (v), and attributes that success to the ease of applying online and submitting electronic references.

Performance Goal 4.2.1.
Maintain the overall 12-month Volunteer's resignation rate at 10 percent or less in FY 2007.

FY 2007 Goal	FY 2007 Actual
<10%	8.8%

Results			
FY 2003	FY 2004	FY 2005	FY 2006
9.0%	8.0%	9.0%	8.9%

Results and Analysis:
Retaining Volunteers is an area the Peace Corps has carefully examined, and its target to keep resignations for FY 2007 below 10 percent was achieved. Offices throughout the agency benefited from a more thorough analysis of early terminations in general, with a focus on resignations (officially defined as a decision made by a Volunteer/trainee that he/she no longer wishes to continue in Peace Corps service). The agency continues to monitor early terminations and to use both quantitative and qualitative data to improve recruiting, training, programming, and all other aspects of the Volunteer experience.

Performance Indicators 4.2	FY 2007 Target*	FY 2007 Results*
i. Percentage of sites described "very well," "well," or "adequately" prepared as measured by the the biennial Volunteer survey	80%	N/A
ii. Percentage of Volunteer respondents reporting their pre-service training to manage cultural differences as "adequate," "effective," or "very effective" as measured by the biennial Volunteer survey	90%	93%
iii. Percentage of Peace Corps project and training programs reviewed annually to provide feedback for improvement to posts as reported via the prior year's project status report/ training status report review process	96%	95%
iv. Percentage of Peace Volunteer respondents reporting their pre-service training as "adequate," "effective," or "very effective" in preparing them to maintain their mental/ emotional health, as measured by the biennial Volunteer survey	84%	91%

Notes: N/A *No data available from either the biennial or the close-of-service Volunteer survey.*

* *The target level for performance indicators i, ii, and iv is interpolated between the target previously established for FY 2006 and the target for FY 2008. The close-of service survey results for FY 2007 have been used to inform these performance indicators since the biennial Peace Corps Volunteer survey is targeted for implementation in FY 2008.*

Results and Analysis:
The Peace Corps strives to retain Volunteers throughout their term of service by managing a quality program. However, life circumstances, such as family emergencies, sometimes cause Volunteers to resign early. These performance indicators were chosen in light of the difficulties Volunteers face that can lead to resignation, including challenges in adapting to the local culture, dealing with emotional or mental health issues, and struggling with the work environment.

The Peace Corps met its goal on training Volunteers to manage cultural differences. The most safe and secure Volunteers are those who are well-integrated into their communities. The Peace Corps provides extensive training on cross-cultural awareness, enabling Volunteers to function well in their new communities. Additionally, the agency provides Volunteers with extensive language training to help them adapt to their new environment and to communicate effectively with their host country community counterparts.

Cohesive projects enable Volunteers to have well-defined work at their sites, which fits into a larger project goal to address the identified needs of the host country. The Center for Field Assistance and Applied Research monitors the production and quality of programming and training (including the quality of materials provided to posts) through an annual project status report review. These evaluations provide feedback to posts on overall possible project improvements. The agency is proud to have completed review of 95 percent of the project plans in FY 2007 which is slightly below the target of 96 percent previously established. We expect this performance to improve in FY 2008.

The agency met its goal on preparing Volunteers to meet their mental/emotional health needs during their service. In FY 2007, the agency continued training efforts of staff and Volunteers that are essential to maintaining and enhancing mental health and Volunteer resiliency.

Education Volunteer in Nicaragua

THIS PAGE WAS INTENTIONALLY LEFT BLANK