

Peace Corps
Performance Evaluation Form
For 743a and 744a Personal Services Contractors (PSCs)

INSTRUCTIONS –

The Supervisor must select three to six critical job elements from the personal services contract's Statement of Work (SOW) (Attachment I), include a brief summary of the selected elements in the chart(s) below, and have a discussion with the personal services contractor (PSC) to clarify the Supervisor's expectations regarding each critical job element. These six critical job elements are in addition to the two required elements already included in the chart (i.e. compliance with the "Basic-on-the-Job Rules" stated in the contract and compliance with the "Core Staff Requirements" stated in the contract). The three to six additional critical job elements should be added in both the tables in Section 1 and 2 of the form, but not yet rated (ratings will be done at the mid-year and end-of-year evaluation discussions).

Regarding this instruction, the Supervisor may either use one specific task as included in the SOW for each critical job element, or reference a topical area (a grouping of closely related tasks that appear in the SOW) for each critical job element, or a combination of the two. For the topical area, for example, if there are six tasks in the SOW related to preparing for pre-service training, the Supervisor could use, "performance of assigned tasks in preparation for pre-service training (See Items Under SOW Heading "Pre-Service Training Preparation")".

Once this discussion occurs, the Supervisor and the PSC must sign the Individual Performance Plan section of the form and submit to the HR Specialist for signing.

The Supervisor, with the agreement of the Country Director, must assess the PSC's performance and assign an evaluation level that best describes the level achieved. Available levels are as follows:

- Excellent – Performance consistently exceeds normal expectations and requirements
- Good – Performance consistently meets the normal expectations and requirements
- Needs Improvement – Performance inconsistently meets the normal expectations and requirements
- Unsatisfactory – Performance consistently does not meet the normal expectations and requirements

Notes/statements are required by both the Supervisor and the Supervisee at both the Mid-contract and End-of-Contract stages of the evaluations process.

When completing the evaluation(s) during the contract period using the PSC Evaluation Form, for the two required elements and for any added critical job element that is a reference to a topical area, the Supervisor must determine a single rating to give to the PSC for those elements. This is straight-forward when the PSC's performance or conduct across all sub-elements is consistent. In the instance where the PSC displayed inconsistent performance or conduct across the sub-elements, the single rating should take into consideration the relative importance of one sub-element versus another, as well as the frequency of the unsatisfactory conduct or performance. For instance, under the first required element, "Compliance with the "Basic-on-the-Job Rules" stated in the contract (I—Statement of Duties), the Personal Services Contract Template provides a list of over ten rules. The Supervisor should review the PSC's conduct in comparison with these rules over the evaluation period. If the PSC had done something very serious (e.g. are disrespectful to a community partner during a public meeting) one time or had done something less serious (e.g. reported to work late or took long personal calls during work time) repeatedly despite attempted correction of the behavior by the Supervisor, the Supervisor should consider providing a downgraded overall rating for this required element.

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Mid-contract period evaluations are required for all long-term personal services contracts, except for during individual contract periods that are less than 180 calendar days in length. They are to be completed in June 2023 (additional reminders and specific deadlines will be circulated in late May). In addition to completing Section One of this form, the Supervisor and PSC must meet to discuss current performance and to review the evaluation levels indicated for each critical job element specified on this form. Mid-contract period evaluations are not required for short-term PSCs (those whose contract is less than 260 work days in length and does not provide for 260 work day option periods after a shortened base period) or those on intermittent schedules.

End-of-contract period evaluations are required for all PSCs (long-term, short-term, and intermittent), except for during individual contract periods that are less than 45 calendar days in length. For long-term PSCs (or short-term PSCs with a renewal anticipated), they are to be completed between 45 and 60 calendar days before the end of the current contract period of performance so as to provide the Overseas Contracting Officer (OCO) the information required to determine whether or not the contract should continue (e.g. through the exercise of an option) in a timely manner. 2024 end-of-year evaluations must be completed by November 10th, 2024 ((additional reminders and specific deadlines will be circulated in October). For short-term PSCs, they are to be completed during the last 7 calendar days of contract period of performance. In addition to completing Section Two of this form, the Supervisor and PSC must meet to discuss current performance and to review the evaluation levels indicated for each critical job element specified on this form. After this discussion is complete, the PSC must provide a written statement describing their perspective on their performance of the critical job elements during the rating period, which will be included on this form at the end of Section Two, if provided.

The official copy of all completed performance evaluations must be kept in the PSC's contract file.

PERSONAL SERVICES CONTRACTOR (PSC) DATA

Peace Corps Post South Africa	Personal Services Contractor (PSC) Name (Last, First Middle) Jena, Ethel B		
PSC Position Title Safety and Security Manager		Personal Services Contract Number PSC-674-25-004	
Rating Period (Date to Date) December 29, 2024 – December 28, 2025		Contract Period (e.g. Base or Option #) Pre-Service Training Number, If Applicable:	
PSC Type: <input checked="" type="checkbox"/> Long-Term <input type="checkbox"/> Short-Term <input type="checkbox"/> Intermittent			

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SIGNATURES

Individual Performance Plan:

Printed Name of PSC Ethel Jena	Signature of PSC This signature confirms that the PSC and Supervisor have met to discuss the six “critical job elements.”	Date
Printed Name and Title of Supervisor Kristi Raube	Signature of Supervisor	Date

Mid-Contract Period (If Required):

Printed Name of PSC Ethel Jena	Signature of PSC This signature confirms that the PSC has discussed the above evaluation with their Supervisor, but does not necessarily constitute agreement with the evaluation levels or notes below.	Date
Printed Name and Title of Supervisor Kristi Raube	Signature of Supervisor	Date
Printed Name of Country Director (Not Required if Supervisor is the Country Director)	Signature of Country Director	Date

End-of-Contract Period:

Printed Name of PSC Ethel Jena	Signature of PSC This signature confirms that the PSC has discussed the above evaluation with their Supervisor, but does not necessarily constitute agreement with the evaluation levels or notes below.	Date
Printed Name and Title of Supervisor Kristi Raube	Signature of Supervisor	Date
Printed Name of Country Director (Not Required if Supervisor is the Country Director)	Signature of Country Director	Date

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SECTION ONE: MID-CONTRACT PERIOD EVALUATION (Required for all long-term PSCs, except for during individual contract periods that are less than 180 calendar days in length)

Date of Mid-Contract Period Performance Discussion:

E = Exceptional; G = Good; NI = Needs Improvement; U = Unsatisfactory

Critical Job Elements of Personal Services Contract Statement of Work	Mid-Contract Period Evaluation Level
Compliance with the “Basic-on-the-Job Rules” stated in the contract (I – STATEMENT OF DUTIES)	<input type="checkbox"/> E <input checked="" type="checkbox"/> G <input type="checkbox"/> NI <input type="checkbox"/> U
Compliance with the “Core Staff Requirements” stated in the contract (I – STATEMENT OF DUTIES)	<input type="checkbox"/> E <input checked="" type="checkbox"/> G <input type="checkbox"/> NI <input type="checkbox"/> U
Meet training deadlines to effectively deliver safety and security sessions at PST, IST, MST, and COS as measured by PCT/V surveys and Training Manager assessment	<input type="checkbox"/> E <input checked="" type="checkbox"/> G <input type="checkbox"/> NI <input type="checkbox"/> U
Respond to all PCT/V security issues immediately if emergency and within 1 business day if non-emergency as measured by PCT/V reports	<input type="checkbox"/> E <input checked="" type="checkbox"/> G <input type="checkbox"/> NI <input type="checkbox"/> U
Work collaboratively with Programming Team to prepare security-related aspects of homestays at least 2 months before PST	<input type="checkbox"/> E <input type="checkbox"/> G <input type="checkbox"/> NI <input type="checkbox"/> U
NOT APPLICABLE DUE TO PAUSED INPUT	
Work collaboratively with Programming Team to prepare security-related aspects of Volunteer Sites at least 1 months before PCV occupancy	<input type="checkbox"/> E <input checked="" type="checkbox"/> G <input type="checkbox"/> NI <input type="checkbox"/> U
Develop relationships with individuals who may need to assist PCT/Vs in case of emergency or security incidents	<input type="checkbox"/> E <input checked="" type="checkbox"/> G <input type="checkbox"/> NI <input type="checkbox"/> U
Complete Security Incident Management System (SIMS) reports per guidance as measured by PCSSO assessment	<input type="checkbox"/> E <input checked="" type="checkbox"/> G <input type="checkbox"/> NI <input type="checkbox"/> U

Evaluator Notes (required):

Ethel is off to a great start in her new role as the Safety and Security Manager. She has responded with calm, supportive guidance to PCV issues, delivered mandatory trainings, and held meetings with contacts in two provinces. She keeps me in the loop when there are issues of concern and asks the PCSSO for advice as needed.

During the next evaluation period, I encourage Ethel to continue to grow into her role, for example, develop a deeper understanding of MS270, meeting with security contacts in Mpumalanga and Limpopo, and continue to ask questions! Grateful that Ethel has taken on this new role. Well done!

SECTION TWO: END-OF-CONTRACT PERIOD EVALUATION

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Date of End-of-Contract Period Performance Discussion:

E = Exceptional; G = Good; NI = Needs Improvement; U = Unsatisfactory

Critical Job Elements of Personal Services Contract Statement of Work	End-of-Contract Period Evaluation Level			
Compliance with the “Basic-on-the-Job Rules” stated in the contract (I – STATEMENT OF DUTIES)	<input type="checkbox"/> E	<input type="checkbox"/> G	<input type="checkbox"/> NI	<input type="checkbox"/> U
Compliance with the “Core Staff Requirements” stated in the contract (I – STATEMENT OF DUTIES)	<input type="checkbox"/> E	<input type="checkbox"/> G	<input type="checkbox"/> NI	<input type="checkbox"/> U
Meet training deadlines to effectively deliver safety and security sessions at PST, IST, MST, and COS as measured by PCT/V surveys and Training Manager assessment	<input type="checkbox"/> E	<input type="checkbox"/> G	<input type="checkbox"/> NI	<input type="checkbox"/> U
Respond to all PCT/V security issues immediately if emergency and within 1 business day if non-emergency as measured by PCT/V reports	<input type="checkbox"/> E	<input type="checkbox"/> G	<input type="checkbox"/> NI	<input type="checkbox"/> U
Work collaboratively with Programming Team to prepare security-related aspects of homestays at least 2 months before PST	<input type="checkbox"/> E	<input type="checkbox"/> G	<input type="checkbox"/> NI	<input type="checkbox"/> U
Work collaboratively with Programming Team to prepare security-related aspects of Volunteer Sites at least 1 months before PCV occupancy	<input type="checkbox"/> E	<input type="checkbox"/> G	<input type="checkbox"/> NI	<input type="checkbox"/> U
Develop relationships with individuals who may need to assist PCT/Vs in case of emergency or security incidents	<input type="checkbox"/> E	<input type="checkbox"/> G	<input type="checkbox"/> NI	<input type="checkbox"/> U
Complete Security Incident Management System (SIMS) reports per guidance as measured by PCSSO assessment	<input type="checkbox"/> E	<input type="checkbox"/> G	<input type="checkbox"/> NI	<input type="checkbox"/> U

Evaluator Notes (required):

Recommended for Contract Continuation (Option Exercise/Renewal/New Contract):

☐ Yes ☐ No

PSC’s Statement (required):