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PEACE CORPS
Office of Inspector General
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FINAL REPORT

Biennial Report on Volunteer Allegations of Misconduct or Mismanagement by Peace Corps Staff

November 2018

This report contains non-public law enforcement sensitive information from closed and ongoing cases. Please handle accordingly and restrict distribution as appropriate.

SUMMARY

On November 21, 2011, the President signed into law the Kate Puzey Peace Corps Volunteer Protection Act of 2011¹ (Kate Puzey Act), which enhances Volunteer safety and security and the Peace Corps’ response to Volunteer victims of sexual assault. In accordance with section 2, § 8E(d)(1)(A) of the Peace Corps Act, as amended by the Kate Puzey Act, the Peace Corps Office of Inspector General (OIG) must provide a report compiling complaints and allegations we have received from Volunteers about staff misconduct, mismanagement, and breaches of Volunteer confidentiality, as well as what actions were taken to assure the safety of the Volunteers who made those reports.

This report identifies “reportable complaints and allegations” received by OIG between October 1, 2016, and September 30, 2018; whether such complaints or allegations involve breaches of Volunteer confidentiality; and actions taken by OIG subsequent to the complaints or allegations to assure the safety of Volunteers who made such reports. “Reportable complaints and allegations” are those made by Volunteers, trainees, applicants, and returned Peace Corps Volunteers (returned Volunteers), which relate to misconduct or mismanagement by Peace Corps staff.

SUMMARY OF ALLEGATIONS RECEIVED

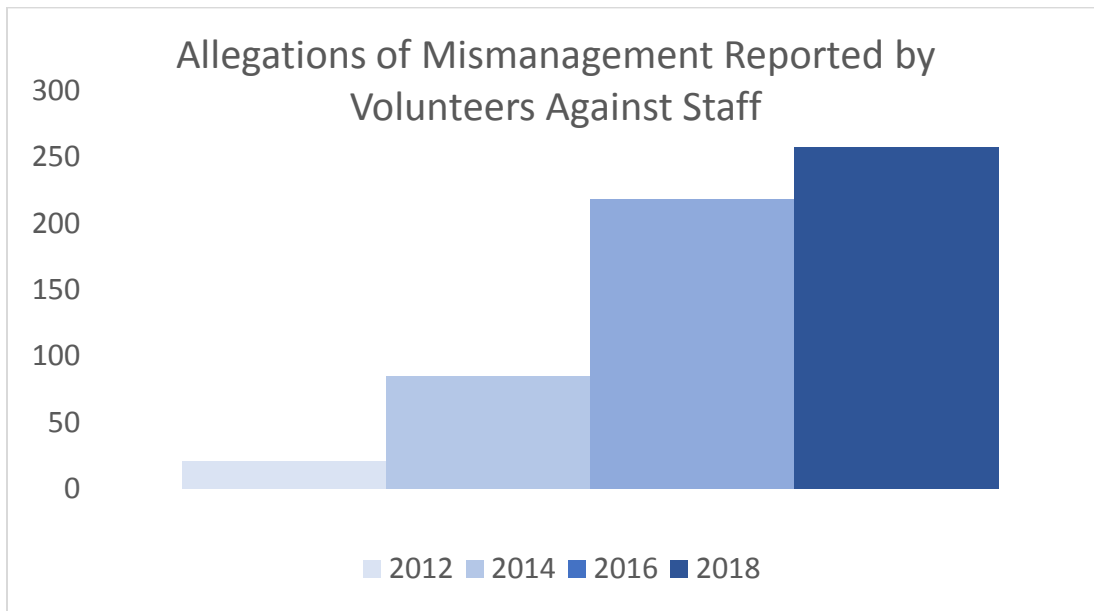


Figure 1. Allegations of Mismanagement Reported by Volunteers Against Staff from Biennial Report Periods 2012-2018. Number of allegations made by biennial reporting period. *Source: OIG case management system.*

¹ Kate Puzey Act (Nov. 21, 2011), Pub. L. 112-57, 125 Stat. 736.

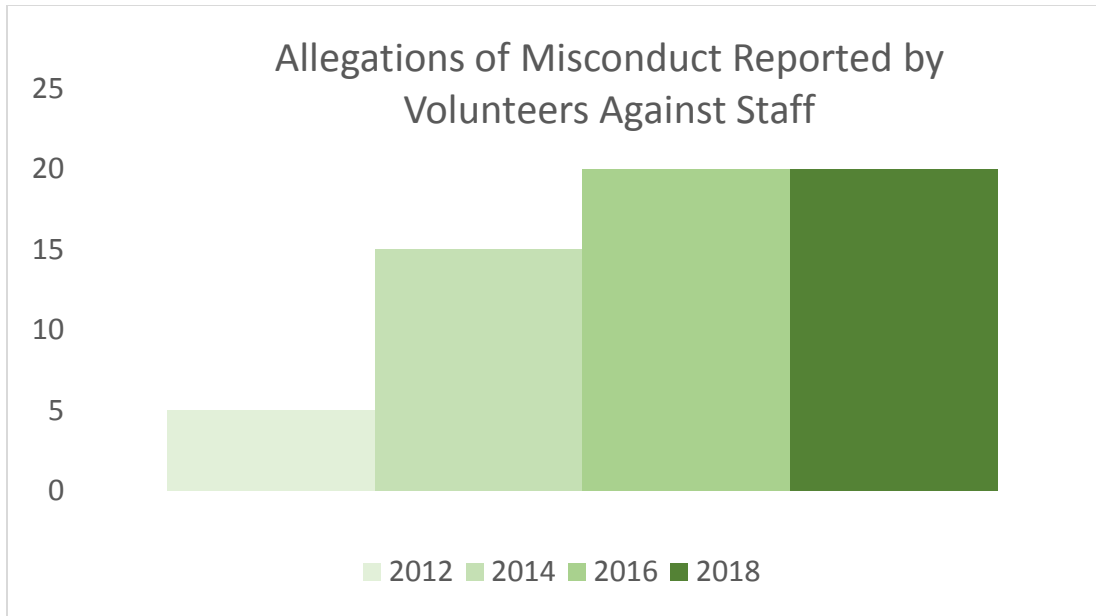


Figure 2: Allegations of Misconduct Reported by Volunteers Against Staff from Biennial Report Periods 2012-2018. Number of allegations made by biennial reporting period. Source: OIG case management system.

During the 2 years covered by this report, OIG received approximately 827 complaints from all sources. Of those complaints, 277 (33 percent) originated from Volunteers and were about misconduct or mismanagement by Peace Corps staff (See Figures 1 and 2).² OIG initiated inquiries into the 277 complaints, 4 of which were converted into preliminary inquiries (PIs).³ During this 2016-2018 reporting period, 2 of the 277 allegations were converted into investigations, 1 of which is still under inquiry.

OIG reviews each complaint in a diligent and thorough manner in accordance with applicable laws, rules, and regulations. In some cases, PIs are opened, and the complaint is assigned to a special agent (SA). To determine if a complaint should be converted to a PI or an investigation, the Hotline operator elicits as much information from the complainant in order to collect as many facts as possible. The Hotline operator can do so through a preliminary interview of the complainant. Examples of screening techniques used at this stage include obtaining the particulars of the allegation to identify any witnesses, determining if there is a health or safety concern, and obtaining any evidentiary documentation, if possible. Depending on the information obtained about a complaint, the Assistant Inspector General for Investigation (AIG/I) determines the disposition of the complaint. In a majority of the cases during this reporting period, the initial

² OIG previously categorized allegations described in the 2014 Biennial Report as “policy violations.” As policy violations tend to be a subset of misconduct or mismanagement, allegations regarding policy violations have been recategorized as mismanagement for the purposes of this report.

³ In OIG’s previous case management system that tracked all complaints, PIs, and investigations, the allegations were labeled as PIs. In OIG’s new tracking system, all allegations are labeled complaints before being converted to either a PI or an investigation. This reporting period includes allegations from both the previous case management system as well as the current case management system. For purposes of this report, the allegations that would have been considered PIs under the old system are considered complaints unless the complaint was assigned to a SA and there was a summary report written.

work conducted by the Hotline operator was sufficient to justify the complaint not being converted to a PI or an investigation. Rather, the allegations were referred to OIG's units, to other offices within the agency, or to the regional or post staff who were better positioned to address the concerns.

For some allegations, the complaint is converted into a PI and is assigned to a SA. PIs are of a limited duration and scope, the goal of which is to determine whether the opening of a full investigation is justified. Interviews, to include subject interviews, queries with other agencies, and the review of agency records, are investigative techniques that may be used in such inquiries. Upon completion of the PI, the AIG/I, with input from the SA, will make a determination about the merits of the complaint/allegation and the course of investigative action to be taken, such as referring it or opening a full investigation. During this reporting period, we had multiple complaints that were converted to PIs, but were ultimately not converted into investigations.

Allegations of mismanagement were the most common type of complaint received. During this reporting period, October 2016 to September 2018, allegations of mismanagement were a greater proportion of reportable allegations than during the reporting periods for each of the three previous issuances (2012, 2014, and 2016) of the Biennial Report on Volunteer Allegations of Misconduct or Mismanagement by Peace Corps Staff (Biennial Report). While there is no clear definition for either term, "mismanagement" allegations generally involve poor or uninformed performance on the part of an employee, whereas "misconduct" allegations generally involve behavior that violates a law, regulation, policy, or is otherwise unacceptable.

While OIG maintains an online reporting tool located on the OIG webpage of the Peace Corps website that allows complainants to make anonymous allegations, OIG also receives allegations or complaints through our dedicated email address, by phone, by mail, through direct outreach with Peace Corps Volunteers, and during OIG field work (See Figure 3). The majority of complaints (90 percent) were received through a dedicated OIG Hotline contact tool such as the online reporting tool, dedicated OIG email address, dedicated OIG phone line, or dedicated P.O. box. Another 10 percent of complaints were received through other email communications or phone calls made directly to an individual in OIG.⁴

⁴ In the 2016 Biennial Report we counted phone, email, online submissions, and letters to dedicated Hotline contact tools as separate categories, but in this report we have combined them into one.

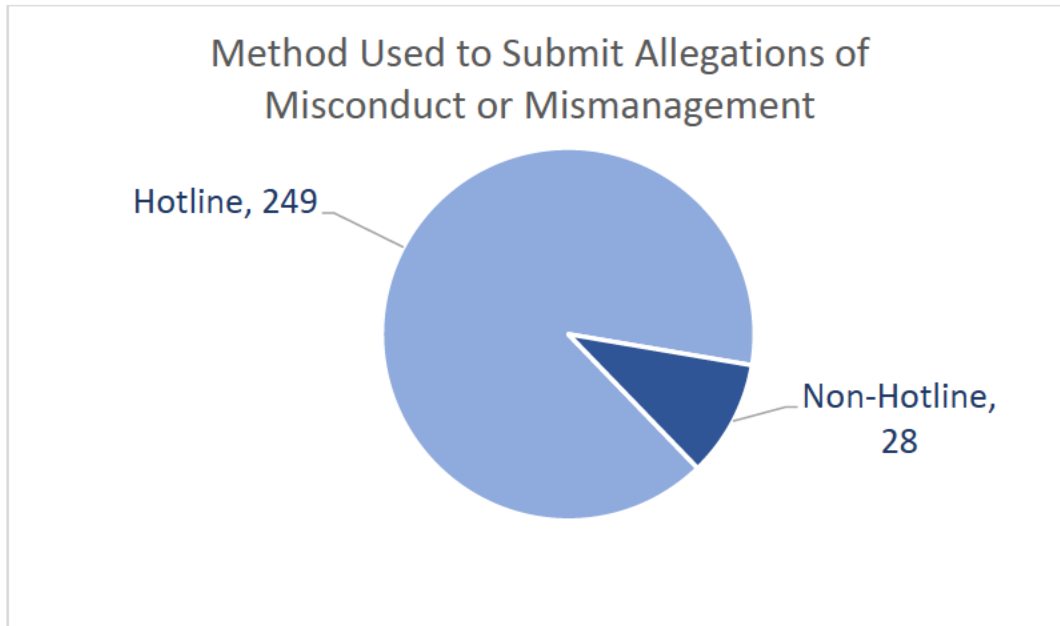


Figure 3. Distribution of Complaints by Method of Submission During the Fiscal Year (FY) 2016-2018 Reporting Period. 'Non-Hotline' complaint refers to information received through methods other than those listed above, such as during a routine evaluation. n=277. Source: *OIG case management system.*

OIG included in this report all allegations received that originated from Volunteers, trainees, returned Volunteers, and applicants, regardless of the individual who brought the complaint to the attention of OIG (See Figure 4). Many complaints were brought to the attention of OIG by Peace Corps staff; family of Volunteers; the general public; and other trainees, Volunteers, and returned Volunteers. However, for the purposes of this report, OIG only tracked the origin of the complaint: a trainee, Volunteer, returned Volunteer, or applicant. "Returned Volunteer" includes former Volunteers who successfully completed a full term of service, former Volunteers who were separated from service or received interrupted service, former trainees, and complaints provided to OIG by family members on behalf of a former Volunteer. "Volunteer" includes current Volunteers, and complaints from family members of Volunteers who submitted an allegation on behalf of the Volunteer. Notably, the percentage of complaints which originated from Volunteers about Peace Corps staff members increased from 62 percent of complaints in the 2016 Biennial Report to 73 percent in this report.

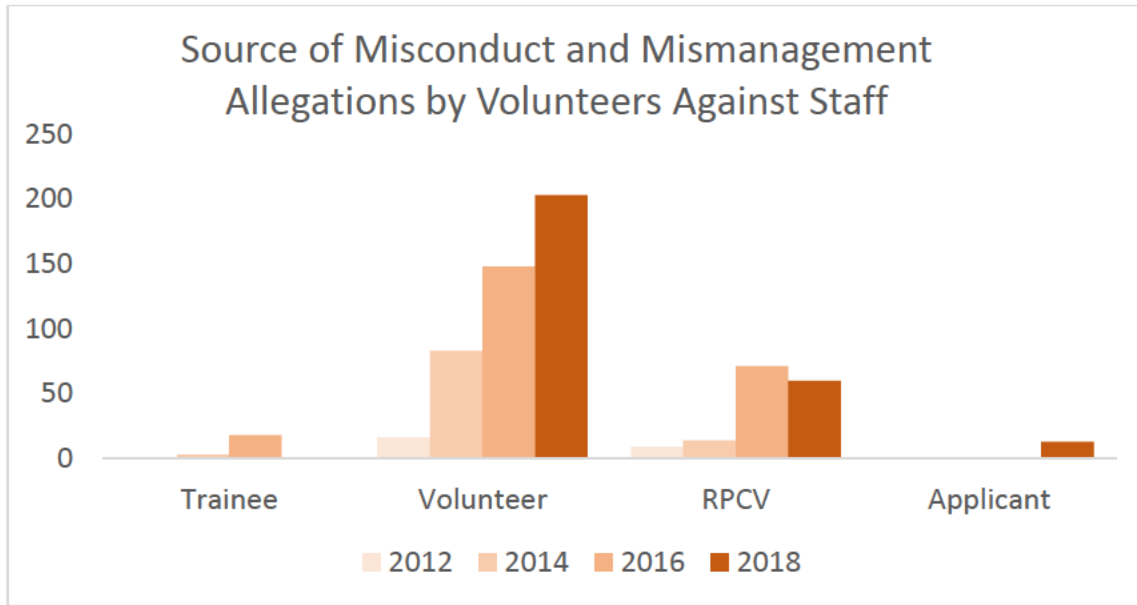


Figure 4: Source of Mismanagement Allegations from Biennial Report Periods 2012-2018. OIG included in this report all allegations received that originated from Volunteers, trainees, and returned Volunteers, regardless of the individual who brought the complaint to the attention of OIG. 2012 n=26, 2014 n=100, 2016 n= 238, 2018 n=277. Source: OIG case management system.

Overall, there has been a 965 percent increase in the number of reportable complaints during this reporting period as compared to the first reporting period in 2012,⁵ a 177 percent increase as compared to the 2014 Biennial Reporting period, and a 16 percent increase as compared to the 2016 Biennial Reporting period (See Figures 4 and 5).

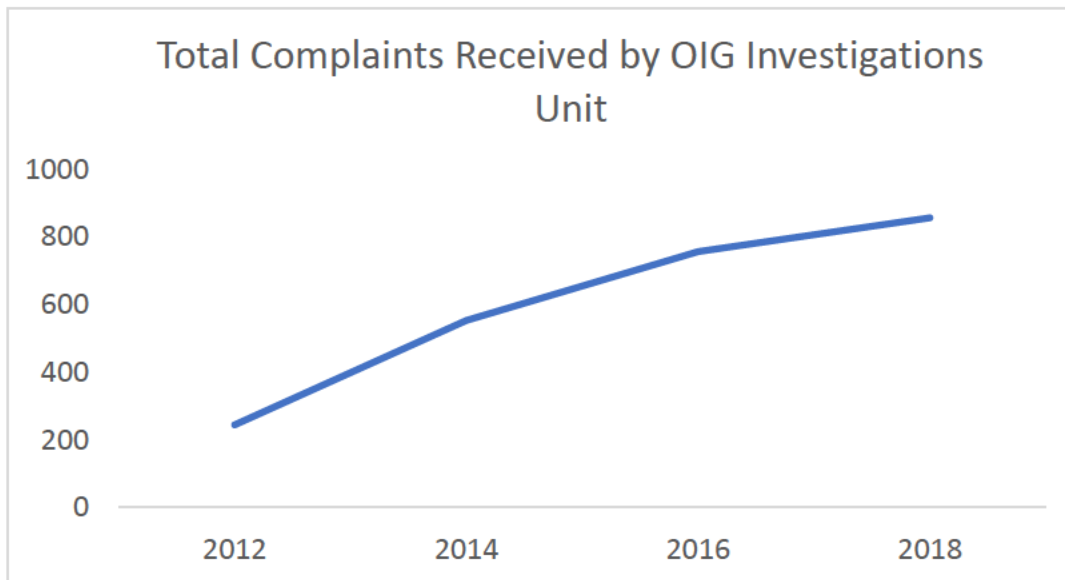


Figure 5: All Complaints Received by OIG Investigation Unit Across All Biennial Reports. 2012 n=244, 2014 n=553, 2016 n=756, 2018 n=856. Source: OIG case management system.

⁵ The 2012 reporting period was limited to approximately 1 year of complaints. The 2014, 2016, and 2018 reporting periods covered 2 years each.

Mismanagement Allegations by Subtype

OIG further categorized allegations by subtype (See Figure 6). Mismanagement allegations covered a broad spectrum of complaints, the most prevalent of which include complaints about staff performance (80 complaints), housing/safety concerns (50 complaints), healthcare (40 complaints), and administrative separations from service (22 complaints). We note that complaints about staff performance and unfair treatment more than doubled when compared to the 2016 Biennial Report. Often, these complaints are initiated when a Volunteer reaches out to OIG seeking to dispute policies at post, or the application of those policies. For allegations that do not specify a breach of policy or misconduct, OIG will either seek the alleged’s consent to refer the matter to the appropriate Peace Corps office or refer the matter to the appropriate OIG unit for information. Sixteen complaints alleged the agency mismanaged its responses to sexual assaults; however, 20 complaints alleged misconduct or mismanagement by an agency employee in circumstances that arose because of sexual assaults.⁶

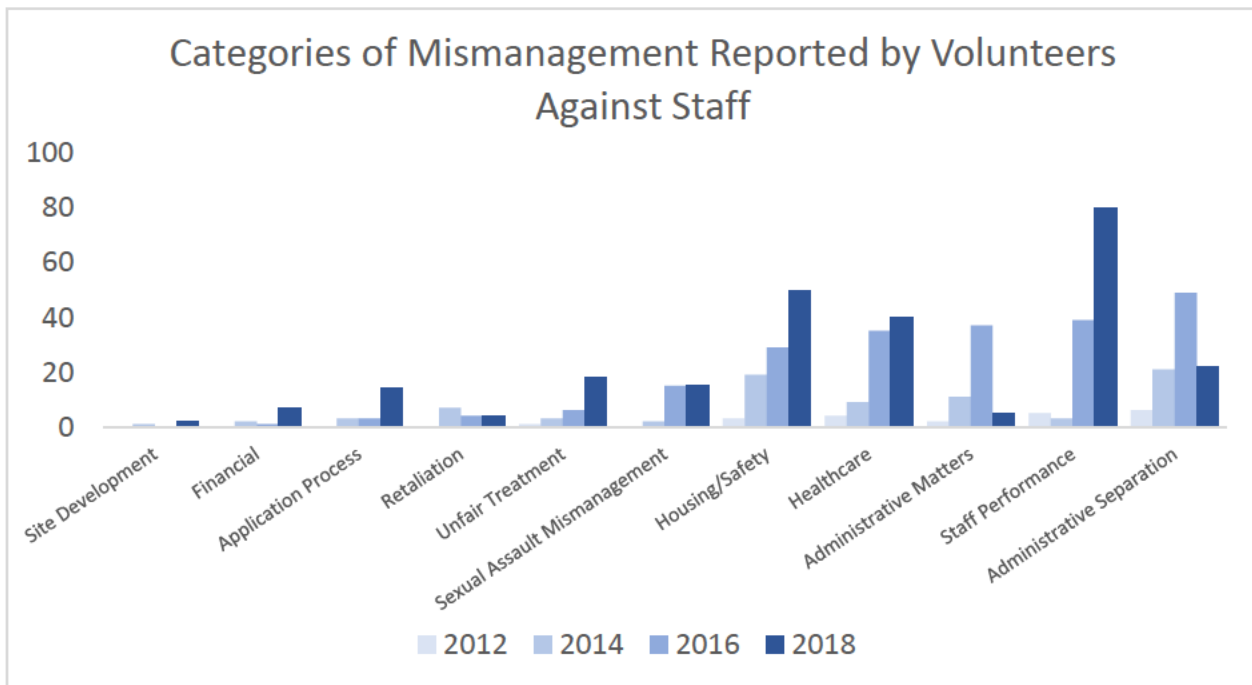


Figure 6. Categories of Mismanagement Reported for Biennial Report Periods 2012-2018. Note that for the 2014 Biennial Report, OIG listed ‘housing’ and ‘safety’ allegation subtypes as separate matters. Given the nature of the Volunteer complaints regarding housing and their relationship to Volunteer safety, they are listed in the 2016 and 2018 Biennial Reports together. Note that for the 2014 and 2016 Biennial Reports, OIG listed ‘other’ as a separate matter, which included complaints regarding ‘application process’. During the 2016-2018 reporting period, OIG created an ‘application process’ category and did not receive complaints outside of the designated categories in Figure 6. 2012 n=21, 2014 n=81, 2016 n=218, 2018 n=257. Source: OIG case management system.

⁶ Not all allegations involving a sexual assault were necessarily related to a mismanaged response to a sexual assault. For example, a Volunteer may have alleged that an employee might improperly disclose information related to a sexual assault in an incident unrelated to the agency response to the sexual assault itself.

Misconduct Allegations by Subtype

OIG further categorized misconduct allegations by subtype (See Figure 7). The misconduct allegations covered a broad spectrum of complaints, the most prevalent of which involved allegations of sexual assault/harassment (six complaints), discrimination (five complaints), and fraternization (four complaints).

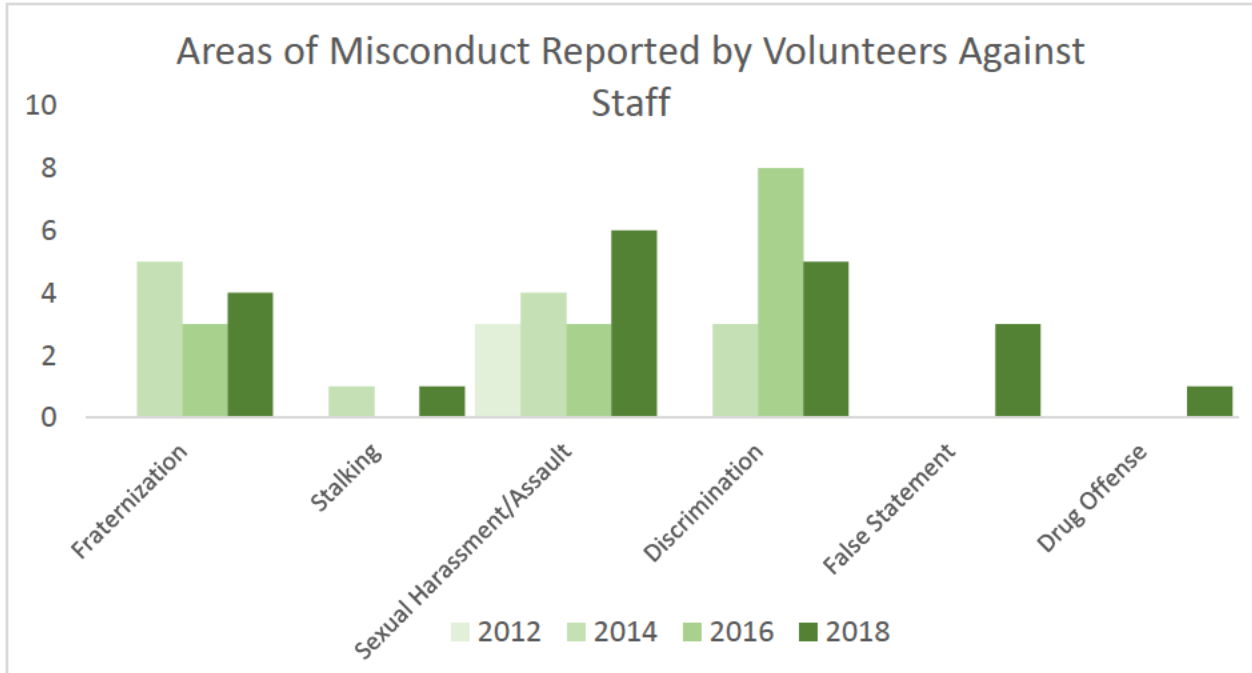


Figure 7: Areas of Misconduct Reported for Biennial Report Periods 2012-2018. Prior allegations included Retaliation, Medical Care, and Ethics Violations, however there were no complaints in those categories for this reporting period and thus were not included. 2012 n=5, 2014 n=14, 2016 n= 20, 2018 n=20. Source: OIG case management system.

Allegations by Region

OIG analyzed data from all reporting periods to examine trends in the geographic location of complaints. Absolute numbers of complaints have risen in each progressive reporting period, but not equally between administrative regions (Regions). In this reporting period complaints in the Africa Region increased by 221%, representing nearly half of all Africa Region’s complaints from all Biennial Reports (See Figure 8). In the 2016-2018 reporting period, Africa Region accounted for approximately half of all complaints, however Africa Region is also responsible for nearly half of all Volunteer Years Served. By calculating the number of complaints in terms of Volunteer Years Served, the upward trend in Africa Region complaints is less pronounced (See Figure 9).

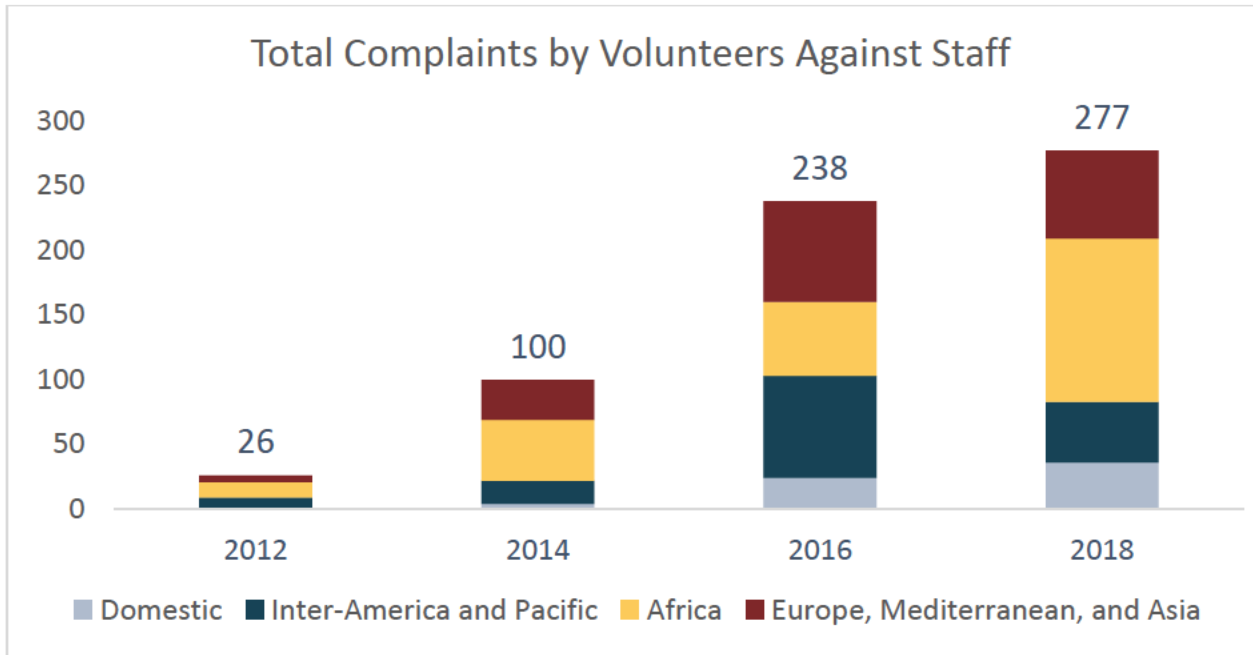


Figure 8. All Complaints by Biennial Report, Stacked by Region. “Domestic” complaints are specifically related to headquarters operations. *Source: OIG case management system.*

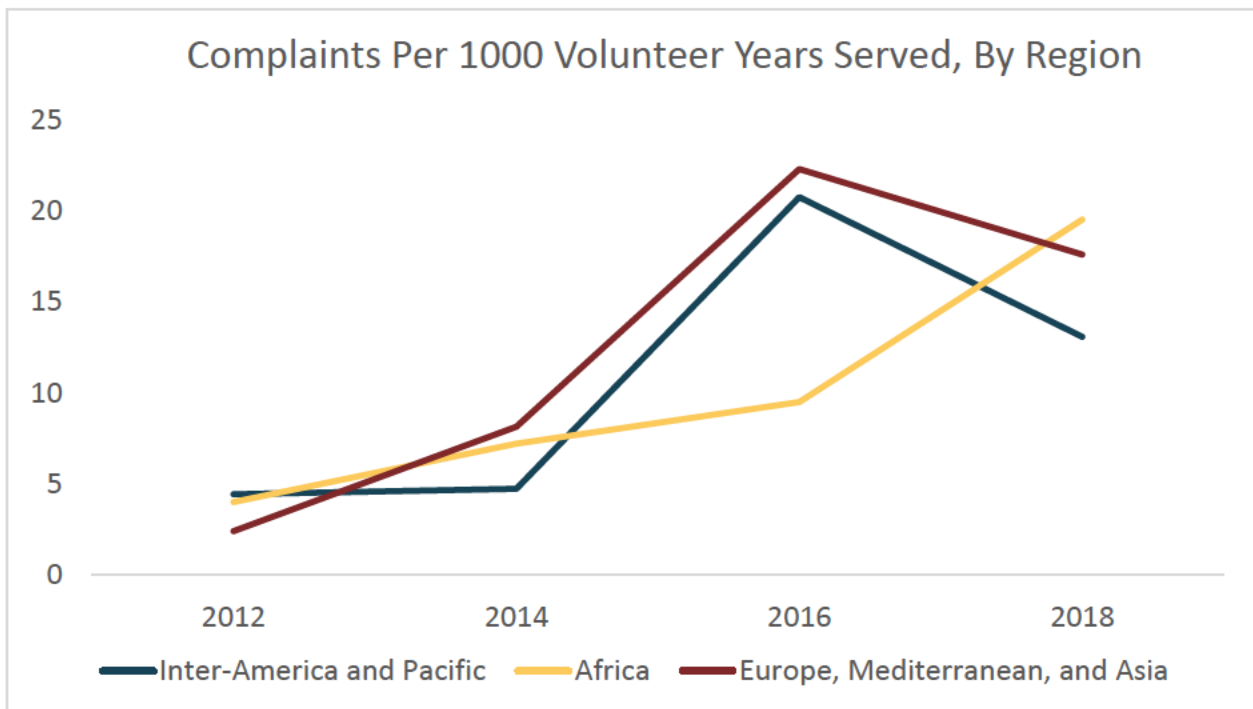


Figure 9. All Complaints by Region, Divided by 1000 Volunteer Years Served During the Reporting Period. Total V-Years Served per reporting period: 2012 y= 7082, 2013-14 y= 14108, 2015-16 y= 13301, 2017-18 y= 13912. *Source: OIG case management system.*

BREACHES OF VOLUNTEER CONFIDENTIALITY

During the reporting period, OIG received 20 allegations from Volunteers regarding breaches of confidentiality. OIG provided serious consideration to each allegation. Depending on the nature of the complaint, OIG took a variety of actions to address the allegation. In some cases, OIG referred matters to post or Region staff. For example, seven cases were referred to Region or post staff during this reporting period. One case that was referred to Region staff involved a staff member who allegedly violated the Health Insurance Portability and Accountability Act (HIPAA). Other examples of cases referred to post or Region staff involved a staff member who shared information about a Volunteer's assault, and a staff member who shared restricted information with both staff and Volunteers. Some cases referred to post or Region staff also resulted in the accused staff member being counseled about laws and policies about protecting Volunteer confidentiality or the accused staff member receiving a letter of reprimand.

OIG also refers breaches of confidentiality to other offices within the agency, as well as to OIG's Evaluation and Audit Units. During this reporting period, the Office of Health Services (OHS) was referred an allegation involving a Volunteer's assigned nurse who allegedly violated HIPAA. The agency's breach notification team also received a referral from OIG for a case in which a returned Volunteer inadvertently received medical records of multiple Volunteers.

In some cases, OIG is unable to further inquire into alleged breaches of confidentiality. This Biennial Report includes two such cases. In one case the Volunteer refused to waive confidentiality in order to let appropriate staff know about the breach, and for another incident the Volunteer requested that OIG not further its inquiry into the complaint. As allegations involving breaches of confidentiality were highlighted in the Kate Puzey Act, such allegations are explicitly noted in the allegation descriptions below.

RESPONDING TO VOLUNTEER ALLEGATIONS

OIG is committed to reviewing all complaints, allegations, or concerns we receive; giving them serious consideration; and treating them with the utmost discretion. OIG will not disclose the identity of individuals reporting the information without their consent, unless the Inspector General determines such disclosure is unavoidable during the course of an investigation.

Actions Taken to Ensure Volunteer Safety

In responding to Volunteer allegations, OIG often coordinates with relevant agency offices that have programmatic responsibility for the particular issue alleged if OIG believes the office is in the best position to respond. Examples of offices or individuals with which OIG often coordinates responses to Volunteer allegations with includes the Office of Safety and Security (OSS); the Office of Civil Rights and Diversity (OCRD); OHS; country directors (CDs); and regional management for Africa Region Operations (AF); Europe, Mediterranean, and Asia Region Operations (EMA); and Inter-America and the Pacific Region Operations (IAP).

Additionally, when conducting investigative activity, OIG regularly assesses the safety of Volunteers who provide complaints or allegations.

OIG takes routine precautions to ensure the safety of Volunteer complainants, such as not disclosing the complainant's identity without consent and working with agency staff to ensure that Volunteers are not at risk due to filing a complaint or as a result of the circumstances related to the complaint. The agency has the programmatic responsibility of ensuring the safety and security of all Volunteers, though OIG may monitor the agency response to a particular Volunteer complaint if circumstances warrant follow-up. The agency also requires that all staff overseas be trained annually on handling Volunteer allegations and has policies and procedures⁷ for all agency employees on handling complaints and allegations made by Volunteers. Where additional action was taken by OIG, it is explicitly noted in the allegation descriptions in this report.

Of allegations received that are covered by this report, 251 allegations (91 percent) involved matters which did not necessitate additional action to ensure the safety of Volunteers. During the FY 2014-2016 reporting cycle, 98 percent of responsive allegations received did not require such additional action be taken. In these cases it was determined that action was either unnecessary or unfeasible because the Volunteers involved had already left the country, closed their service, remained anonymous, or the situation otherwise did not necessitate additional action. In cases where the situation did not necessitate additional action to assure the safety of the complainant, OIG referred the allegation and did not reveal the Volunteer's identity without the Volunteer's consent. Unless otherwise noted in the descriptions of the complaints, no action was necessary to protect the safety of the complaining Volunteer.

The OIG Investigation Unit examines whether the facts and circumstances of the complaints give rise to a criminal or administrative violation and, if appropriate, refers cases for criminal prosecution or to agency management for action. These referrals can result in cases remaining open for a longer period of time than other allegations. Investigations are conducted under the direction and guidance of the assistant inspector general for investigations and in accordance with the Inspector General Act of 1978, as amended.⁸

Consistent with its strategic plan, OIG has established an Outreach Committee to engage with staff and Volunteers on the role of OIG. The committee, with the support of the Peace Corps Office of Communications, has developed an awareness campaign to ensure that applicants, Volunteers, and Peace Corps staff are educated on the role of OIG and how to report allegations or other information to OIG, including reporting allegations confidentially or anonymously. Volunteers now receive information about OIG. A sample of these materials is included in Appendix A.

⁷ Peace Corps Manual Section 271 *Confidentiality Protection and Confidentiality Protection Procedures*.

⁸ 5 U.S.C. App 3 §6.

METHODOLOGY

The Investigation Unit tracks complaints as described in §8E(d)(1)(A) of the Peace Corps Act, as amended by the Kate Puzey Act. OIG determined the scope of this report would include allegations or complaints received between October 1, 2016 and September 30, 2018.⁹

For the purposes of this report, OIG considered only allegations or complaints originating from Volunteers, returned Volunteers, applicants, trainees, former trainees, invitees or those being relayed to OIG on behalf of Volunteers alleging Peace Corps staff committed misconduct, mismanagement, or policy violations. If the complaint or allegation originated with a Volunteer, but was submitted to OIG by another individual, the information has been included in this report. For the purposes of this report, the term “Peace Corps staff” includes employees, experts, consultants, host country nationals, and personal services contractors. Complaints by Volunteers against other Volunteers were not considered for this report. “Breach of confidentiality” refers to any alleged breaches by staff, regardless of whether they were substantiated.¹⁰

If OIG received multiple complaints about a single incident, each complaint is accounted for. However, OIG has noted where a single summary pertains to multiple complaints. Information for each allegation includes: the administrative region where the alleged misconduct occurred, its type and subtype, a summary, whether there were any breaches of Volunteer confidentiality, a description of actions taken (if appropriate) to assure the safety of Volunteers providing complaints or allegations, and the outcome/disposition of each matter summarized.

⁹ Section 2 of the Kate Puzey Act amended the Peace Corps Act to include Section 8E (found at 22 U.S.C. 2507(e)) to mandate that OIG “...submit to the Committee on Foreign Relations and the Committee on Appropriations of the Senate and the Committee on Foreign Affairs and the Committee on Appropriations of the House of Representatives a report, not later than 1 year after the date of the enactment of this section, and biennially through September 30, 2018, on reports received from volunteers relating to misconduct, management, or policy violations of Peace Corps staff, any breaches of the confidentiality of volunteers, and any actions taken to assure the safety of volunteers who provide such reports.”

¹⁰ Breaches might include the improper disclosure of: (1) information protected under federal law, regulations, or policy; (2) the identity of an individual reporting misconduct, mismanagement or policy violations; or (3) sensitive personal information disclosed in confidence to Peace Corps staff.

ALLEGATIONS

ALLEGATION # 1

Peace Corps Region: Inter-America and the Pacific Region

Allegation Type: Mismanagement

Subtype: Health Care

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged that, on the way to site, the Volunteer was instructed by the post's medical unit to continue flying on connecting flights with excessive ear pain rather than discontinue the Volunteer's flights and seek medical treatment. The Volunteer alleged having been told to do so because the Peace Corps did not want to pay for lodging. The Volunteer expressed concern that the Volunteer's health was endangered.

Case Outcome/Disposition: This matter was referred to the Peace Corps Quality Nurse. The case was closed on October 26, 2016.

ALLEGATION # 2

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Housing & Safety

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer expressed concerns about the safety of Volunteers during political violence in their country of service.

Actions Taken to Assure the Safety of Volunteers: Safety and Security staff at Peace Corps headquarters and post staff monitored the security situation in coordination with U.S. Embassy security personnel. OIG monitored the agency's handling of the situation until the security environment improved. Additionally, some Volunteers were relocated, and Safety and Security developed a plan for evacuation of the affected provinces and consolidation. OIG also spoke with Volunteers who lived in the affected region to give them a better understanding of the situation.

Case Outcome/Disposition: The matter was referred to the Peace Corps Director, the Region staff, and the OSS. The case was closed on November 1, 2017.

ALLEGATION # 3

Peace Corps Region: Domestic

Allegation Type: Mismanagement

Subtype: Application Process

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an applicant. The applicant alleged that the applicant's multiple applications submitted were not being fairly considered by the Peace Corps placement specialist.

Case Outcome/Disposition: The matter was referred to Peace Corps Response and OCRD. The case was closed on October 26, 2016.

ALLEGATION # 4

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Unfair Treatment

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged that the Volunteer's program manager (PM) treated the Volunteer unfairly by inconsistently enforcing rules, changing expectations, and questioning the Volunteer's motive to serve, despite volunteering for extra commitments.

Case Outcome/Disposition: The matter was referred to the Region for action. The case was closed on March 23, 2017.

ALLEGATION # 5

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Health Care

Allegation Narrative: On [REDACTED], OIG received an email from a returned Volunteer. The complaint was regarding a Freedom of Information Act request for records relating to medical care the returned Volunteer received during service. After meeting with the returned Volunteer and the returned Volunteer's family, the returned Volunteer relayed allegations of mismanagement of medical care and allegations that the returned Volunteer had been the victim of a crime during service. The returned Volunteer alleged that the Peace Corps failed to appropriately address the incident.

Case Outcome/Disposition: OIG opened an investigation on [REDACTED]. The OIG investigation did not substantiate the returned Volunteer's allegation of insufficient medical care or the occurrence of a crime. The case was closed March 30, 2018.

ALLEGATION # 6

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Health Care

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a returned Volunteer. The returned Volunteer alleged that during the last month of the returned Volunteer's service, the post's medical unit failed to provide a prescription that the returned Volunteer relied on to treat a chronic illness.

Case Outcome/Disposition: The matter was referred to the Quality Nurse Line. The case was closed on March 17, 2017.

ALLEGATION # 7

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer relayed allegations from other Volunteers alleging that their CD was intimidating and bullying Volunteers and staff. Specifically, the Volunteer alleged that the CD acted inappropriately in interactions with victims of sexual assault and in handling cases of Volunteer requests for site changes.

Case Outcome/Disposition: OIG suggested the Volunteer encourage the other Volunteers to contact OIG with their first-hand allegations. Three anonymous allegations were received on [REDACTED]. Due to a lack of detail, and an inability to contact the anonymous allegeders, there was insufficient information to investigate. The case was closed on March 20, 2016.

ALLEGATION # 8

Peace Corps Region: Domestic

Allegation Type: Mismanagement

Subtype: Administrative Matters

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged that headquarters staff did not respond to both web content submitted to the Peace Corps website and inquiries about the status of the Volunteer's submission.

Case Outcome/Disposition: OIG referred the matter to the Office of Communications for action on [REDACTED]. The Volunteer declined to share the Volunteer's name or location. The case was closed on February 9, 2017.

ALLEGATION #9

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Housing & Safety

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged that post staff did not sufficiently respond to security concerns the Volunteer reported. The Volunteer alleged that, as a result, the Volunteer was a victim of a crime.

Actions Taken to Assure Safety of Volunteers: The Volunteer was given a site change after the incident and closed service normally.

Case Outcome/Disposition: OIG reviewed documentation of the incident and correspondence between the Volunteer and post staff. The matter was referred to the post for resolution. The case was closed February 7, 2018.

ALLEGATION #10

Peace Corps Region: Africa Region

Allegation Type: Misconduct

Subtype: False Statement

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an anonymous Volunteer. The Volunteer alleged that the director of management and operations (DMO) attempted to coerce the Volunteer to complain to headquarters staff about the CD.

Case Outcome/Disposition: The matter was referred to the Region staff for action. The case was closed on January 4, 2017.

ALLEGATION # 11

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Housing & Safety

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The allegation was about the appointment of a Response Volunteer, even though the post was aware that the Response Volunteer had sexually assaulted another Volunteer during the Response Volunteer's previous service.

Actions Taken to Assure Safety of Volunteers: OIG engaged the Office of Victim Advocacy (OVA) to reach out to the Volunteer victim to request the Volunteer victim's assistance in confirming the identity of the assaulter.

Case Outcome/Disposition: The victim declined to participate in the inquiry, and the matter was referred to OVA. The case was closed on December 21, 2016.

ALLEGATION # 12

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Health Care

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer had concerns about the Volunteer's medical care, allegedly contacted the Quality Nurse Line, and had not received a response in over 2 weeks.

Case Outcome/Disposition: The matter was referred to OHS which reported that the Quality Nurse responded to the Volunteer on the same day the Quality Nurse received the Volunteer's initial complaint. The case was closed December 21, 2016.

ALLEGATION # 13

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an anonymous Volunteer. The Volunteer alleged that the U.S. direct hire (USDH) staff at the post behaved unprofessionally with Volunteers, gossiping with and lecturing Volunteers. On [REDACTED], OIG received another anonymous allegation from a Volunteer, specifically about the lack of respect from the DMO.

Case Outcome/Disposition: The matters were referred to the regional director (RD) and CD. The CD advised that the allegation had been discussed with the USDH staff and they had been counseled to be considerate of their actions when speaking with Volunteers. The case was closed on December 21, 2016.

ALLEGATION # 14

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Misconduct

Subtype: Discrimination

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an anonymous source. The source alleged that Volunteers organized a diversity workshop where Volunteers of specified racial/ethnic groups were reimbursed for their travel and lodging while Volunteers of other specified racial/ethnic groups did not receive reimbursement.

Case Outcome/Disposition: OIG referred the case to OCRD. The case was closed on November 29, 2016.

ALLEGATION # 15

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Housing & Safety

Allegation Narrative: On [REDACTED], OIG received a Hotline call from a Volunteer. The Volunteer alleged that the CD did not take a security incident seriously.

Actions Taken to Ensure Volunteer Safety: The safety and security manager (SSM) worked with local police to assess the threat to the Volunteer. The Volunteer received a site change.

Case Outcome/Disposition: The Volunteer declined to release the Volunteer's identity to the agency. Because the incident was specific to the Volunteer, OIG could not refer the matter without potentially compromising the alleged's identity. The case was closed on March 20, 2017.

ALLEGATION # 16

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Housing & Safety

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an anonymous source. The source alleged that an unnamed trainee witnessed a minor being forced to have oral sex with a male visitor to the trainee's homestay. The allegation further stated that the trainee reported the incident to the SSM, who disclosed the information to two other staff for follow-up, and the matter was openly discussed at a staff meeting.

Breach of Confidentiality: Yes

Case Outcome/Disposition: OIG contacted the OSS and the Office of Victim Advocacy to determine the trainee's identity. Neither office had any information concerning the alleged incident, and OIG did not have additional information necessary to further inquire into the matter. OIG referred the matter to OIG's Evaluation Unit for awareness. The case was closed on January 12, 2017.

ALLEGATION # 17

Peace Corps Region: Africa Region

Allegation Type: Misconduct

Subtype: Discrimination

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an anonymous source. The allegor stated that the CD discriminated against Volunteers based on their appearance.

Case Outcome/Disposition: The matter was referred to the Office of Civil Rights and Diversity (OCD). The Director of OCD and the RD informed OIG that they determined there were no grounds for a complaint under the agency's discrimination complaint procedures. The case was closed on February 15, 2018.

ALLEGATION # 18

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Health Care

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer stated that the Volunteer had called and texted the Volunteer's medical office to report an illness and seek medical advice, and the Volunteer's calls and texts were not returned for over 5 days.

Actions Taken to Assure Safety of Volunteers: The Volunteer was located and received treatment.

Case Outcome/Disposition: The matter was referred to the Quality Nurse Line for action on [REDACTED]. The medical staff at the post were notified by the Quality Nurse. The Volunteer had called a non-emergency line that hadn't been checked due to national holidays. The case was closed on March 17, 2017.

ALLEGATION # 19

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Housing & Safety

Allegation Narrative: On [REDACTED], the Office of General Counsel (OGC) forwarded OIG an email from a group of Volunteers. The complaint stated that one of the Volunteers felt physically threatened by an inappropriate statement from the CD during a meeting in the CD's office.

Actions Taken to Assure Safety of Volunteers: OGC and Region staff were actively working on steps to respond to concerns raised in the letter when they forwarded the complaint to OIG.

Case Outcome/Disposition: OIG referred the matter to Region staff and OGC. The case was closed on December 21, 2016.

ALLEGATION # 20

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Health Care

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The complaint stated that the Volunteer was denied mental health treatment via medical evacuation by Counseling and Outreach Unit (COU) staff after their assessment determined it a necessary treatment. The Volunteer stated that COU staff changed their opinion about the treatment after learning that the Volunteer was not able to receive treatment at the Volunteer's home of record.

Actions Taken to Assure Safety of Volunteers: OHS planned to medically evacuate the Volunteer to a different location to receive mental health care.

Case Outcome/Disposition: OIG referred the case to OHS staff who arranged to medically evacuate the Volunteer to a different location to receive mental health care. The case was closed March 17, 2017.

ALLEGATION # 21

Peace Corps Region: Inter-America and the Pacific Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The complaint stated that post programming staff engaged in divisive and inappropriate correspondence with a project counterpart.

Case Outcome/Disposition: OIG reached out to the Volunteer for permission to refer the complaint to headquarters staff, but the Volunteer declined. The case was closed June 9, 2017.

ALLEGATION # 22

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a returned Volunteer. The complaint stated that the returned Volunteer's former CD inappropriately criticized the returned Volunteer for speaking out following a rape when they returned to the country to take part in [REDACTED] the assailant.

Case Outcome/Disposition: OIG referred the matter to OIG's Audit and Evaluation Units. The case was closed March 17, 2017.

ALLEGATION # 23

Peace Corps Region: Inter-America and the Pacific Region

Allegation Type: Mismanagement

Subtype: Housing & Safety

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a family member of a Volunteer. The complaint stated that the Volunteer remained in an unsafe site after numerous requests to transfer to a new site.

Actions Taken to Assure Safety of Volunteers: The Volunteer was transferred to a housing site closer to work.

Case Outcome/Disposition: The matter was referred to OIG's Evaluation Unit. The case was closed March 17, 2017.

ALLEGATION # 24

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a returned Volunteer. The complaint stated that the DMO lacked respect for Volunteers.

Case Outcome/Disposition: This matter was referred to the RD and OIG's Audit and Evaluation Units. This case was closed March 17, 2017.

ALLEGATION # 25

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Housing & Safety

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a returned Volunteer. The complaint stated that the returned Volunteer's Peace Corps healthcare claims were not being paid in a timely manner and that post staff were unprofessional. Specifically, the returned Volunteer stated that post staff neglected to properly develop the returned Volunteer's site and that the CD was disrespectful.

Actions Taken to Assure Safety of Volunteers: The returned Volunteer was moved to a new site.

Case Outcome/Disposition: The matter was referred to OHS and Region staff. The case was closed on February 24, 2017.

ALLEGATION # 26

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The complaint stated that the CD perpetuated bigotry and victim blaming. In addition, the Volunteer stated that the CD repeatedly violated Volunteers' confidentiality.

Breach of Confidentiality: Yes

Case Outcome/Disposition: The complaint was referred to Region staff and the OCRD, which interviewed post staff and counseled the CD. The case was closed on February 14, 2017.

ALLEGATION # 27

Peace Corps Region: Domestic

Allegation Type: Mismanagement

Subtype: Health Care

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a returned Volunteer. The complaint stated that the Peace Corps had not paid medical bills accrued after the returned Volunteer's medical separation.

Case Outcome/Disposition: The matter was referred to OHS. The case was closed on February 14, 2017.

ALLEGATION # 28

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Administrative Matters

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The complaint stated that the Peace Corps did not offer adequate assistance with a tax-related issue after submitting a request.

Case Outcome/Disposition: OIG determined no action was necessary. The case was closed on March 17, 2017.

ALLEGATION # 29

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Sexual Assault Response

Allegation Narrative: On [REDACTED], OIG was copied on an email from a Volunteer to various post and domestic staff. The Volunteer was concerned about the post staff's handling of the Volunteer's medical evacuation from site following a sexual assault.

Case Outcome/Disposition: The matter was referred to the RD and the Office of Victim Advocacy. The case was closed on February 9, 2017.

ALLEGATION # 30

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Housing & Safety

Allegation Narrative: On [REDACTED], OIG was copied on an email from a Volunteer to various post and domestic staff. The Volunteer alleged that the post staff violated the Volunteer's privacy by moving the Volunteer's belongings after the Volunteer was medically evacuated.

Case Outcome/Disposition: The matter was referred to the RD and OIG's Audit and Evaluation Units. The case was closed on March 9, 2017.

ALLEGATION # 31

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Health Care

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged that the post was not providing adequate medical services.

Case Outcome/Disposition: The matter was referred to Africa Region and OHS staff. The case was closed on February 14, 2017.

ALLEGATION # 32

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED] OIG received a Hotline complaint from a Volunteer. The Volunteer alleged that the DMO shared information that the Volunteer told the DMO in confidence.

Breach of Confidentiality: Yes

Case Outcome/Disposition: The matter was referred to the Region staff for agency response. The CD discussed the concerns with the DMO and planned to have a post-wide strategy to improve communications and staff-Volunteer relations. The case was closed on April 26, 2017.

ALLEGATION # 33

Peace Corps Region: Inter-America and the Pacific Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED] OIG received a Hotline complaint from a Volunteer. The complaint stated that the CD allowed two Volunteers to verbally harass other Volunteers during a training session.

Case Outcome/Disposition: The matter was referred to the Region staff. The case was closed on March 17, 2017.

ALLEGATION # 34

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Housing & Safety

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged that the SSM engaged in victim blaming following the Volunteer's report of a physical assault.

Case Outcome/Disposition: OIG contacted the Volunteer who preferred to discuss the incident with the CD and involve OIG only if the post's response was insufficient. The case was closed March 1, 2017.

ALLEGATION # 35

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged that the post senior staff were ineffective and unprofessional at times. Specifically, the DMO exhibited disrespectful behavior.

Case Outcome/Disposition: The matter was referred to OIG's Evaluation Unit. The matter was not referred to the agency because the Volunteer did not want post staff to be informed as the allegation was on behalf of current Volunteers. The case was closed on March 3, 2017.

ALLEGATION # 36

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Housing & Safety

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a returned Volunteer. The returned Volunteer alleged that the post staff failed to address safety concerns at the returned Volunteer's former site and that the CD was unresponsive, especially following requests to appeal the returned Volunteer's description of service after terminating early.

Case Outcome/Disposition: The matter was referred to Region staff. The case was closed on March 10, 2017.

ALLEGATION # 37

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a returned Volunteer. The returned Volunteer alleged that the DMO exhibited misogynistic and disrespectful behavior towards Volunteers.

Case Outcome/Disposition: The matter was referred to Region staff. The case was closed on March 10, 2017.

ALLEGATION # 38

Peace Corps Region: Inter-America and the Pacific Region

Allegation Type: Mismanagement

Subtype: Health Care

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a returned Volunteer. The returned Volunteer alleged that the Peace Corps medical officer (PCMO) did not provide adequate care, and that the post did not clearly communicate transportation policies or post-accident procedures.

Actions Taken to Assure Safety of Volunteers: The PCMOs were trained on emergency preparedness and reminded about the Peace Corps policy.

Case Outcome/Disposition: The matter was referred to Region staff, OIG's Evaluation Unit, and OHS who followed up with the CD about counseling the PCMO and clarifying policy. OHS also trained the PCMOs on emergency preparedness. The case was closed on June 15, 2017.

ALLEGATION # 39

Peace Corps Region: Domestic

Allegation Type: Misconduct

Subtype: Discrimination

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an anonymous source. The complaint stated that a staff member at headquarters practiced discrimination and was unwilling to communicate with Volunteers.

Case Outcome/Disposition: The matter was referred to Region staff. The case was closed on March 17, 2017.

ALLEGATION # 40

Peace Corps Region: Domestic

Allegation Type: Mismanagement

Subtype: Application Process

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an anonymous source. The complaint stated that the Peace Corps took an inordinate amount of time to issue a legal clearance for an applicant and then sent an untimely invitation, leading the applicant to withdraw.

Case Outcome/Disposition: The case was referred to the Office of Volunteer Recruitment and Selection (VRS) and the Office of the Chief Compliance Officer. The case was closed on March 17, 2017.

ALLEGATION # 41

Peace Corps Region: Inter-America and the Pacific Region

Allegation Type: Mismanagement

Subtype: Housing & Safety

Allegation Narrative: On [REDACTED], OIG received a Hotline call from a Volunteer. The complaint stated that the post management did not provide adequate support for community partners to return to their sites following a training that occurred during a period of heavy rain and flooding.

Case Outcome/Disposition: OIG staff spoke with the Volunteer who decided to submit a Hotline complaint so that the case could be referred to Region staff. The case was closed on May 17, 2017.

ALLEGATION # 42

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a relative of a Volunteer. The complaint stated that the post staff were unprofessional in front of Volunteers.

Case Outcome/Disposition: The matter was referred to Region staff and OIG's Evaluation Unit. The case was closed on March 30, 2017.

ALLEGATION # 43

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Unfair Treatment

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The complaint stated that a post staff member discriminated against the Volunteer by denying leave and other requests.

Case Outcome/Disposition: The matter was referred to the Region staff, who consulted with the [REDACTED] to ensure that the Volunteer's leave was approved, and that other post staff sufficiently supported the Volunteer's service. The case was closed on April 25, 2017.

ALLEGATION # 44

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Misconduct

Subtype: Fraternization

Allegation Narrative: On [REDACTED], OIG received an email from a post staff member. The complaint alleged that another post staff member was involved in a sexual relationship with a Volunteer.

Case Outcome/Disposition: OIG converted the matter to a PI. The staff member admitted to the relationship and resigned. The case was closed on February 7, 2018.

ALLEGATION # 45

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Housing & Safety

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The complaint stated that the CD at the Volunteer's post was insensitive to concerns the Volunteer had about the Volunteer's site.

Case Outcome/Disposition: The matter was referred to the Region staff and OIG's Evaluation Unit. The case was closed on April 6, 2017.

ALLEGATION # 46

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Sexual Assault Response

Allegation Narrative: On [REDACTED] OIG received a Hotline complaint from a Volunteer. The complaint stated that the CD did not take sufficient action following a sexual assault to identify an adequate site or grant respite leave. The complaint also stated that medical staff at the post were not providing sufficient medical care.

Case Outcome/Disposition: The matter was referred to the Region staff and OHS, and OIG monitored the status of the matter. The case was closed on June 9, 2017.

ALLEGATION # 47

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The complaint stated that the CD was not correctly applying agency-wide leave policies.

Case Outcome/Disposition: The matter was referred to the Region staff who consulted with the CD. The case was closed on April 11, 2017.

ALLEGATION # 48

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an anonymous source. The allegor expressed concern that a senior official with the post treated Volunteers unprofessionally, in that the senior official acted narcissistic and condescending towards Volunteers.

Case Outcome/Disposition: The matter was referred to the [REDACTED] The case was closed on April 21, 2017.

ALLEGATION # 49

Peace Corps Region: Domestic

Allegation Type: Mismanagement

Subtype: Application Process

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an applicant. The applicant alleged being wrongfully denied an opportunity with Peace Corps Response (PCR) because of a negative suitability determination, and alleged possibly having been discriminated against.

Case Outcome/Disposition: This matter was referred to the [REDACTED] Office of Global Operations (OGO). The case was closed on April 24, 2017.

ALLEGATION # 50

Peace Corps Region: Domestic

Allegation Type: Mismanagement

Subtype: Application Process

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an applicant for a Volunteer position. Individual alleged their application was denied based on medical-based discrimination.

Case Outcome/Disposition: This matter was referred to the [REDACTED] OGO. The case was closed on April 25, 2017.

ALLEGATION # 51

Peace Corps Region: Inter-America and the Pacific Region

Allegation Type: Mismanagement

Subtype: Retaliation

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged that after raising a discrimination concern regarding staff to senior management at the post, senior management retaliated against the Volunteer by initiating administrative separation proceedings.

Case Outcome/Disposition: OIG spoke with the CD and reviewed significant documentation to determine whether the administrative separation constituted prohibited retaliation or was the natural consequence of the Volunteer's actions. Post management was able to demonstrate that the Volunteer was being administratively separated for [REDACTED], and that the action was not retaliatory. The case was closed on May 16, 2017.

ALLEGATION # 52

Peace Corps Region: Inter-America and the Pacific Region

Allegation Type: Mismanagement

Subtype: Sexual Assault Response

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged the staff's mishandling of safety issues when responding to another Volunteer's sexual assault, and specifically that post staff did not accompany the victim Volunteer to the police station.

Case Outcome/Disposition: OIG interviewed the alleged, who requested OIG not to follow up on the concerns that were expressed. The case was closed on May 3, 2017.

ALLEGATION # 53

Peace Corps Region: Domestic

Allegation Type: Mismanagement

Subtype: Application Process

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an applicant. The applicant reported concerns regarding medical screening during the application process and the ultimate denial of their application.

Case Outcome/Disposition: The matter was referred to the Office of Medical Services and to VRS for their review. The case was closed on May 3, 2017.

ALLEGATION # 54

Peace Corps Region: Inter-America and the Pacific Region

Allegation Type: Mismanagement

Subtype: Housing & Safety

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an anonymous Volunteer and another anonymous source. The complaint was about Volunteer evacuation planning related to a cyclone.

Actions Taken to Assure Safety of Volunteers: The agency contacted all Volunteers and ensured that Volunteers were at their consolidation location or were sheltering in place. The Peace Corps consolidated those Volunteers who were sheltering in place so that all Volunteers were together for support.

Case Outcome/Disposition: OIG referred these matters, along with six additional, similar anonymous concerns received by OIG, to the RD, CD, and the OSS. The case was closed on May 5, 2017.

ALLEGATION # 55

Peace Corps Region: Inter-America and the Pacific Region

Allegation Type: Mismanagement

Subtype: Housing & Safety

Allegation Narrative: On [REDACTED], OIG received a Hotline phone call from a family member of a Volunteer. The complaint was regarding Volunteer safety due to a [REDACTED]
[REDACTED]

Case Outcome/Disposition: OIG discussed the matter with the allegor, who felt satisfied with the responses provided. No additional action was required. The case was closed on May 8, 2017.

ALLEGATION # 56

Peace Corps Region: Inter-America and the Pacific Region

Allegation Type: Mismanagement

Subtype: Housing & Safety

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer expressed concern about Volunteer safety issues related to a [REDACTED]
[REDACTED]

Case Outcome/Disposition: The Volunteer did not consent to release the Volunteer's identity to the Peace Corps. Because the concern mirrored the allegations that had been raised by numerous other individuals and were referred to management. The case was closed on June 15, 2017.

ALLEGATION # 57

Peace Corps Region: Inter-America and the Pacific Region

Allegation Type: Mismanagement

Subtype: Housing & Safety

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer expressed concern about Volunteer safety issues related to [REDACTED]
[REDACTED]

Case Outcome/Disposition: The Volunteer did not consent to release the Volunteer's identity to the Peace Corps. Because the concern mirrored the allegations that had been raised by numerous other individuals and were referred to management. The case was closed on June 15, 2017.

ALLEGATION # 58

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The complaint referenced numerous unprofessional comments made by the CD to Volunteers.

Case Outcome/Disposition: This matter was referred to the Region and post staff. The case was closed on May 16, 2017.

ALLEGATION # 59

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The complaint referenced numerous unprofessional comments made by the DMO to Volunteers.

Case Outcome/Disposition: This matter was referred to the Region and post staff. The case was closed on May 12, 2017.

ALLEGATION # 60

Peace Corps Region: Inter-America and the Pacific Region

Allegation Type: Mismanagement

Subtype: Financial

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an anonymous source. The allegor asserted that Peace Corps staff was wasteful regarding funds spent evacuating Volunteers [REDACTED]

Case Outcome/Disposition: This matter was referred to OIG's Evaluation and Audit Units. The case was closed on May 16, 2017.

ALLEGATION # 61

Peace Corps Region: Domestic

Allegation Type: Mismanagement

Subtype: Health Care

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a returned Volunteer. The returned Volunteer expressed concerns about medical claim processing by a medical billing contractor after the returned Volunteer completed service.

Case Outcome/Disposition: This matter was referred to OHS. OHS intervened on behalf of the returned Volunteer and resolved the billing issue. The case was closed on October 5, 2017.

ALLEGATION # 62

Peace Corps Region: Africa Region

Allegation Type: Misconduct

Subtype: Fraternization

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an anonymous source. The source alleged that an acting manager was inappropriately socializing with Volunteers.

Case Outcome/Disposition: This matter was referred to the Region staff. The case was closed on May 23, 2017.

ALLEGATION # 63

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Staff performance

Allegation Narrative: On [REDACTED] OIG received a Hotline complaint from a Volunteer. The Volunteer alleged two breaches in volunteer confidentiality by Peace Corps staff.

Breach of Confidentiality: Yes

Case Outcome/Disposition: OIG conducted several interviews and determined that an actual breach by staff could not be confirmed. The matter was referred to the Region and post staff, who took additional measures to ensure that staff were aware of laws and policy related to protecting Volunteer confidentiality. The case was closed on December 5, 2017.

ALLEGATION # 64

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a family member of a Volunteer. The family member asserted that staff breached the confidentiality of a Volunteer (see Allegation 63).

Breach of Confidentiality: Yes

Case Outcome/Disposition: OIG conducted several interviews and determined that an actual breach by staff could not be confirmed. The matter was referred to the Region and post staff, who took additional measures to ensure that staff were aware of laws and policy related to protecting Volunteer confidentiality. The case was closed on December 4, 2017.

ALLEGATION # 65

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Housing & Safety

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged that staff failed to consider safety concerns the Volunteer raised about the Volunteer's site placement.

Actions Taken to Assure Safety of Volunteers: The Volunteer's site was changed.

Case Outcome/Disposition: The matter was referred to the Region staff and the OSS. The case was closed on December 5, 2017.

ALLEGATION # 66

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Retaliation

Allegation Narrative: On [REDACTED], OIG received an email from a Volunteer. The Volunteer alleged being administratively separated in retaliation for raising concerns about financial issues at the post.

Case Outcome/Disposition: OIG reviewed the complaint and determined that the Volunteer had been separated for having violated agency policy, and that the alleged financial issues the Volunteer identified at the post were raised after the proposed separation. The case was closed on June 21, 2017.

ALLEGATION # 67

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Financial

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a returned Volunteer. The returned Volunteer alleged that the post did not properly close the returned Volunteer's personal bank account or make the last host family rent payments.

Case Outcome/Disposition: The matter was referred to the post and OIG's Audit Unit. The case was closed on June 5, 2017.

ALLEGATION # 68

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Housing & Safety

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer raised concerns regarding site selection, housing, and safety concerns, resulting in health problems.

Case Outcome/Disposition: This matter was referred to the Region and post staff for agency response. The agency reviewed post records related to staff communications with the Volunteer. Management determined that the staff's handling of the Volunteer's concerns could have been better, and the staff was given additional guidance regarding documenting Volunteer safety concerns. The case was closed on October 5, 2017.

ALLEGATION # 69

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an anonymous source. The source alleged that the CD made unprofessional comments during a Volunteer meeting in [REDACTED] regarding the role and responsibilities of OIG.

Case Outcome/Disposition: OIG did not refer the matter. The case was closed on June 13, 2017.

ALLEGATION # 70

Peace Corps Region: Domestic

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an applicant. The applicant alleged not having been provided an update as to the status of an Equal Employment Opportunity (EEO) appeal following denial of medical clearance for Peace Corps service. The applicant believed that, as a consequence for the appeal, the applicant had been subjected to blocked communications and was allegedly surveilled by an Inspector General surveillance team.

Case Outcome/Disposition: OIG coordinated with OCRD and was not involved in surveilling the Volunteer. The case was closed on June 15, 2017.

ALLEGATION # 71

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer raised concerns regarding a staff member misusing their position to travel for the purpose of seeing relatives or meeting socially with host country nationals.

Case Outcome/Disposition: OIG converted the matter to a PI and conducted a case review of a previous investigation regarding another concern related to the same staff member. The previous investigation culminated with the staff member's [REDACTED], and there was no further investigative support needed for this matter. The case was closed on January 8, 2018.

ALLEGATION # 72

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Separation from Service

Allegation Narrative: On [REDACTED], OIG received an email including a Volunteer complaint that was forwarded from the agency's Communications Office. The Volunteer alleged that their administrative separation was improper, unfair, and represented an abuse of power by the CD.

Case Outcome/Disposition: OIG reviewed the complaint and determined that the Volunteer had been separated for having violated agency policy. The matter was referred to OIG's Evaluation Unit. The case was closed on June 29, 2017.

ALLEGATION # 73

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an anonymous Volunteer. The Volunteer alleged that the CD breached Volunteer confidentiality by commenting about health and personal matters to other Volunteers without a need to know.

Breach of Confidentiality: Yes

Case Outcome/Disposition: The matter was referred to Region staff and to OIG's Evaluation Unit. The case was closed on June 27, 2017.

ALLEGATION # 74

Peace Corps Region: Inter-America and the Pacific Region

Allegation Type: Mismanagement

Subtype: Housing & Safety

Allegation Narrative: On [REDACTED], OIG received three Hotline complaints from a Volunteer. The Volunteer expressed concerns regarding site selection issues.

Actions Taken to Assure Safety of Volunteers: The CD called Volunteers in the newest cohort and checked in on their adjustment to sites, as well as concerns they had. The CD is further engaging with Volunteers to identify issues and ways to strengthen communication between Volunteers and staff.

Case Outcome/Disposition: This matter, together with those concerns expressed in Allegations 75, 76, 79 and 80, were referred to Region and post staff for agency response. The agency met with Volunteers to clarify policy related to site placement decisions, particularly as it related to safety concerns expressed by Volunteers. Additionally, the agency outlined its efforts to improve staff-Volunteer communications related to safety issues. The case was closed on August 10, 2017.

ALLEGATION # 75

Peace Corps Region: Inter-America and the Pacific Region

Allegation Type: Mismanagement

Subtype: Housing & Safety

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a family member of a Volunteer. The family member expressed concerns related to Volunteer site selection, health care and safety.

Actions Taken to Assure Safety of Volunteers: The CD called Volunteers in the newest cohort to check in on their adjustment to sites, as well as concerns they had. The CD is further engaging with Volunteers to identify issues and ways to strengthen communication between Volunteers and staff.

Case Outcome/Disposition: This matter, together with those concerns expressed in Allegations 74, 76, 79 and 80, were referred to Region and post staff for agency response. The agency met with Volunteers to clarify policy related to site placement decisions, particularly as it related to safety concerns expressed by Volunteers. Additionally, the agency outlined its efforts to improve staff-Volunteer communications related to safety issues. The concerns were also referred to OIG's Evaluation Unit. The case was closed on August 10, 2017.

ALLEGATION # 76

Peace Corps Region: Inter-America and the Pacific Region

Allegation Type: Mismanagement

Subtype: Housing & Safety

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged that post staff failed to adequately consider safety issues when making site placement decisions.

Actions Taken to Assure Safety of Volunteers: The CD called Volunteers in the newest cohort and checked in on their adjustment to sites, as well as concerns they had. The CD is further engaging with Volunteers to identify issues and ways to strengthen communication between Volunteers and staff.

Case Outcome/Disposition: This matter, together with those concerns expressed in Allegations 74, 75, 79 and 80, were referred to Region and post staff for agency response. The agency met with Volunteers to clarify policy related to site placement decisions, particularly as it related to safety concerns expressed by Volunteers. Additionally, the agency outlined its efforts to improve staff-Volunteer communications related to safety issues. The case was closed on August 10, 2017.

ALLEGATION # 77

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received an anonymous Hotline complaint from a family member of a Volunteer. The family member alleged that a post staff member had favorite Volunteers that the staff member helped, and that the Volunteer feared complaining about the staff member.

Case Outcome/Disposition: The matter was referred to OIG's Evaluation Unit. The case was closed on June 29, 2017.

ALLEGATION # 78

Peace Corps Region: Unknown

Allegation Type: Mismanagement

Subtype: Housing & Safety

Allegation Narrative: On [REDACTED], OIG received an anonymous Hotline complaint from a Volunteer serving at an unnamed post. The Volunteer stated that an unnamed Volunteer at an unspecified post had safety concerns regarding the Volunteer's village.

Case Outcome/Disposition: OIG was unable to contact the Volunteer for more information as the Volunteer provided a non-functional email address. The case was closed on June 29, 2017.

ALLEGATION # 79

Peace Corps Region: Inter-America and the Pacific Region

Allegation Type: Mismanagement

Subtype: Housing & Safety

Allegation Narrative: On [REDACTED], OIG received a three-part Hotline complaint from an anonymous Volunteer. The complaint was regarding safety and housing decisions by post management.

Actions Taken to Assure Safety of Volunteers: Post staff spoke with Volunteers about placement decisions.

Case Outcome/Disposition: These concerns, together with those concerns expressed in Allegations 74, 75, 76 and 80, were referred to the Region and post staff for agency response. The agency met with Volunteers to clarify policy related to site placement decisions, particularly as it related to safety concerns expressed by Volunteers. Additionally, the agency outlined its efforts to improve staff-Volunteer communications related to safety issues. The case was closed on August 10, 2017.

ALLEGATION # 80

Peace Corps Region: Inter-America and the Pacific Region

Allegation Type: Mismanagement

Subtype: Housing & Safety

Allegation Narrative: On [REDACTED], OIG received an anonymous Hotline complaint from a Volunteer. The complaint was regarding a post policy requiring a 6-month homestay, which the alleged asserted was adversely affecting Volunteer safety.

Actions Taken to Assure Safety of Volunteers: Post staff spoke with Volunteers about placement decisions.

Case Outcome/Disposition: **Case Outcome/Disposition:** This matter, together with those concerns expressed in Allegations 74, 75, 76 and 79, were referred to Region and post staff for agency response. The agency met with Volunteers to clarify policy related to site placement decisions, particularly as it related to safety concerns expressed by Volunteers. Additionally, the agency outlined its efforts to improve staff-Volunteer communications related to safety issues. The case was closed on August 10, 2017.

ALLEGATION # 81

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Housing & Safety

Allegation Narrative: On [REDACTED], OIG received an email from a Volunteer. The Volunteer raised several concerns related to their site development, placement, housing, and safety. The Volunteer alleged post staff repeatedly failed to address program minimum policy requirements.

Case Outcome/Disposition: Consistent with the alleged's request, the matters were referred to Region management for consideration. Region management informed OIG that it would review the concerns with the post staff. The concerns were also referred to OIG's Evaluation Unit. The case was closed on July 31, 2017.

ALLEGATION # 82

Peace Corps Region: Domestic

Allegation Type: Mismanagement

Subtype: Health Care

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a returned Volunteer who was recently medically separated. The returned Volunteer asserted that OHS staff improperly processed the returned Volunteer's initial medical clearance, which subsequently resulted in the returned Volunteer's medical separation.

Case Outcome/Disposition: The matter was referred to OHS for review. The agency confirmed that the returned Volunteer's medical condition warranted medical separation and denied the returned Volunteer's separation appeal. The case was closed on November 29, 2017.

ALLEGATION # 83

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged that a staff member at the post was unprofessional and disrespectful.

Case Outcome/Disposition: The Volunteer requested that the concern not be shared with the post. The matter was referred to OIG's Evaluation Unit. The case was closed on August 11, 2017.

ALLEGATION # 84

Peace Corps Region: Domestic

Allegation Type: Misconduct

Subtype: False Statement

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an anonymous Volunteer. The Volunteer alleged that false information was placed in the Volunteer's Peace Corps medical record.

Case Outcome/Disposition: The Volunteer refused to waive confidentiality and withdrew the complaint. The case was closed on December 15, 2017.

ALLEGATION # 85

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged inappropriate and unprofessional behavior on the part of the CD.

Case Outcome/Disposition: The Volunteer did not waive confidentiality but allowed OIG to refer non-specific aspects of the concern to Region management for consideration. The case was closed on July 17, 2017.

ALLEGATION # 86

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Housing & Safety

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Federal agency, which referred a complaint made by a Volunteer. The Volunteer asserted that Volunteers at the post were issued old, worn bicycle helmets.

Case Outcome/Disposition: The alleged did not waive confidentiality but preferred that the matter be referred to OIG's Evaluation Unit. The case was closed on July 19, 2017.

ALLEGATION # 87

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Housing & Safety

Allegation Narrative: On [REDACTED] OIG received a Hotline complaint from a Volunteer. The Volunteer alleged that the post's SSM twice failed to properly handle potentially dangerous situations involving the Volunteer.

Case Outcome/Disposition: The matter was referred to Region management and the CD. The case was closed on July 19, 2017. The agency provided OIG with a response on July 24, 2017 and reported that the CD conducted a brief inquiry into the concerns and determined that the alleged failed to provide significant details of the events alleged, and that post staff took appropriate steps to resolve both of the security incidents.

ALLEGATION # 88

Peace Corps Region: Domestic

Allegation Type: Mismanagement

Subtype: Health Care

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an invitee. The invitee alleged that medical staff were not properly handling the invitee's medical clearance, and when the invitee questioned the staff during a telephone call, they treated the invitee unprofessionally.

Case Outcome/Disposition: The matter was referred to OHS for review. The case was closed on July 19, 2017.

ALLEGATION # 89

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Unfair Treatment

Allegation Narrative: On [REDACTED], OIG received an anonymous Hotline complaint from a Volunteer. The Volunteer alleged that post staff demonstrated favoritism and unprofessionalism towards certain other Volunteers.

Case Outcome/Disposition: The matter was referred to the post. The case was closed on July 20, 2017.

ALLEGATION # 90

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Application Process

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a returned Volunteer. The complaint was regarding the non-selection of the returned Volunteer's spouse for a position with the agency.

Case Outcome/Disposition: The matter was referred to Region management for consideration. The case was closed on July 27, 2017.

ALLEGATION # 91

Peace Corps Region: Inter-America and the Pacific Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received an anonymous Hotline complaint from a Volunteer. The Volunteer alleged that the CD violated agency policy by purchasing wine for staff and Volunteers during an evening social event during a close-of-service conference.

Case Outcome/Disposition: The matter was referred to Region management for consideration, which determined that no agency or post policies were violated due to the nature of the event. The case was closed on July 28, 2017.

ALLEGATION # 92

Peace Corps Region: Domestic

Allegation Type: Mismanagement

Subtype: Application Process

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a returned Volunteer. The returned Volunteer alleged that the returned Volunteer was repeatedly requested by staff to apply for a PCR position, only to have the application rejected.

Case Outcome/Disposition: OIG was unable to obtain the alleged's consent to release the alleged's identity to the agency, and thus could not resolve the matter. The case was closed on October 5, 2017.

ALLEGATION # 93

Peace Corps Region: Domestic

Allegation Type: Mismanagement

Subtype: Application Process

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an applicant. The applicant raised a concern about non-selection of the applicant's application based upon a medical evaluation.

Case Outcome/Disposition: The matter was referred to OHS and to VRS for review. The case was closed on July 31, 2017.

ALLEGATION # 94

Peace Corps Region: Domestic

Allegation Type: Mismanagement

Subtype: Health Care

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a returned Volunteer. The returned Volunteer alleged that the returned Volunteer was not reimbursed for medical treatment associated with the alleger's service.

Case Outcome/Disposition: The matter was referred to OHS. The case was closed on July 31, 2017.

ALLEGATION # 95

Peace Corps Region: Inter-America and the Pacific Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received an anonymous Hotline complaint from a Volunteer. The Volunteer alleged that the CD had ignored concerns about staff professionalism that had been brought to the CD's attention by Volunteers.

Case Outcome/Disposition: The matter was referred to Region management for consideration. The case was closed on August 2, 2017.

ALLEGATION # 96

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an anonymous source. The source alleged that post staff hired a presenter at a Peace Corps function who was unprofessional. The alleger feared that post staff would ignore Volunteer feedback about the unprofessionalism and would defend the presenter.

Case Outcome/Disposition: The matter was referred to the RD and CD. The case was closed on August 2, 2017.

ALLEGATION # 97

Peace Corps Region: Inter-America and the Pacific Region

Allegation Type: Mismanagement

Subtype: Housing & Safety

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a returned Volunteer. The returned Volunteer alleged that the returned Volunteer's PM jeopardized the returned Volunteer's safety by knowingly assigning the individual to an inadequate site with a boss who sexually harassed the returned Volunteer. The returned Volunteer then informed the OSS about the harassment so that another Volunteer would not be placed in the same situation. When the returned Volunteer informed the PM that the returned Volunteer had reported to the Office of Safety and Security, the PM stopped responding to the returned Volunteer's communications.

Actions Taken to Assure Safety of Volunteers: After informing OSS about the situation, OSS immediately moved the returned Volunteer out of site and into a hotel.

Case Outcome/Disposition: This allegation was referred to OIG's Evaluation Unit, the RD, and the CD. The case was closed on August 4, 2017.

ALLEGATION # 98

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received an email from a Volunteer. The Volunteer alleged that a post staff member provided the Volunteer's email and telephone number to a returned Volunteer, which the returned Volunteer used to sexually harass the Volunteer.

Breach of Confidentiality: Yes

Case Outcome/Disposition: The matter was referred to the RD and CD for agency response. The CD provided the accused staff member with a [REDACTED] that included an outline of the complaint, a review of related policies, and a notification that additional breaches of confidentiality may result in further disciplinary actions. This case was closed on January 26, 2018.

ALLEGATION # 99

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Health Care

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a returned Volunteer. The returned Volunteer alleged that the returned Volunteer received sub-standard [REDACTED] care from a Peace Corps-arranged provider during service.

Case Outcome/Disposition: The matter was referred to OHS for agency response. OHS contacted the returned Volunteer and sent this allegation to PCMOs at the post to inquire if there were other complaints about the specific [REDACTED], as well as contacted agency case managers who could assist the returned Volunteer in filing a Federal Employee Compensation Act (FECA) claim. The case was closed on August 9, 2017.

ALLEGATION # 100

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Unfair Treatment

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged that Volunteers were not invited to a Peace Corps celebration, and that one specific staff member directed the rest of the staff to not inform the Volunteers of the event.

Case Outcome/Disposition: The matter was referred to the RD and CD. The case was closed on August 8, 2017.

ALLEGATION # 101

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Unfair Treatment

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged that the post staff, including the DMO, were angry with Volunteers for purchasing tickets to a Peace Corps celebration to which post staff did not invite them. The Volunteer also noted that Volunteers do not feel safe complaining to staff.

Case Outcome/Disposition: The matter was referred to the CD and the RD. The case was closed on August 8, 2017.

ALLEGATION # 102

Peace Corps Region: Africa Region

Allegation Type: Misconduct

Subtype: Fraternization

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a CD. The CD had been informed by a Volunteer that a staff member and a trainee, who had since become a Volunteer, had sexual intercourse during Pre-Service Training.

Case Outcome/Disposition: OIG converted the matter to a PI, substantiated the allegation through interviews, and referred the matter to the CD for agency action. The staff member resigned in lieu of termination. The case was closed on December 8, 2017.

ALLEGATION # 103

Peace Corps Region: Domestic

Allegation Type: Mismanagement

Subtype: Application Process

Allegation Narrative: On [REDACTED], OIG, along with the Freedom of Information Act/Privacy Act Office, received a Hotline complaint from an applicant. The applicant alleged that staff placed false information into the applicant's application file, resulting in non-selection.

Case Outcome/Disposition: OIG reviewed this allegation and related documentation provided to OIG by VRS staff and found that there was no evidence of wrongdoing. The case was closed on February 27, 2018.

ALLEGATION # 104

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Separation from Service

Allegation Narrative: On [REDACTED], OIG received a phone call from a former trainee. The former trainee alleged that the former trainee's separation from service was inappropriate. The former trainee alleged that the situation was not fully evaluated by post staff, that the former trainee was never consulted about the issues that the former trainee's host family raised to the post, and that the information that post staff used to separate the former trainee was inadequate.

Case Outcome/Disposition: The matter was referred to the RD and CD. The case was closed on September 20, 2017.

ALLEGATION # 105

Peace Corps Region: Inter-America and the Pacific Region

Allegation Type: Mismanagement

Subtype: Separation from Service

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a returned Volunteer who was medically evacuated and separated from service. The returned Volunteer alleged that the CD and international health coordinator caused the returned Volunteer emotional trauma during service, and as a result had to leave the Peace Corps.

Case Outcome/Disposition: The Volunteer did not respond to OIG follow up. The case was closed on November 30, 2017.

ALLEGATION # 106

Peace Corps Region: Inter-America and the Pacific Region

Allegation Type: Mismanagement

Subtype: Administrative Matters

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged that staff mishandled passport processing, which subjected Volunteers to questioning and searches by police.

Case Outcome/Disposition: The allegation was referred to the RD and CD. The case was closed on September 6, 2017.

ALLEGATION # 107

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Unfair Treatment

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer questioned post policy on out-of-site discipline after multiple Volunteers had vacation time taken away as punishment for not following the whereabouts procedures.

Case Outcome/Disposition: OIG did not take any action. The case was closed on October 12, 2017.

ALLEGATION # 108

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Housing & Safety

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer questioned post policy which required Volunteers to sign in at the post when visiting. The Volunteer alleged that this policy jeopardized Volunteer confidentiality when visiting the PCMO.

Breach of Confidentiality: Yes.

Case Outcome/Disposition: The allegation was referred to the RD and CD. The case was closed on November 2, 2017.

ALLEGATION # 109

Peace Corps Region: Inter-America and the Pacific Region

Allegation Type: Mismanagement

Subtype: Financial

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged that the whereabouts policy's communication requirements do not factor into the Volunteers costs of communications. The Volunteer alleged that Volunteers should not be held accountable with regards to the policy if Volunteers do not have the means to communicate and if there is little communications access in the country.

Case Outcome/Disposition: The allegation was referred to the RD, CD, and OIG's Evaluation Unit. The case was closed on November 16, 2017.

ALLEGATION # 110

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED] OIG received a Hotline complaint from an anonymous source. The source alleged that the [REDACTED] regional coordinator did not perform the position's required duties well, and was not held accountable.

Case Outcome/Disposition: The allegation was referred to the RD and the CD. The case was closed on November 2, 2017.

ALLEGATION # 111

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Misconduct

Subtype: False Statement

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an anonymous source. The source alleged that a PCMO was not a licensed Medical Doctor, as referenced in the PCMO's signature on official records, including the PCMO's Peace Corps application.

Case Outcome/Disposition: The allegation was referred to OHS for agency response. The agency examined the PCMO's employment application, and, after reviewing the PCMO's credentials, found that the PCMO was properly licensed. The case was closed on February 13, 2018.

ALLEGATION # 112

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Site Development

Allegation Narrative: On [REDACTED], OIG received an email complaint from a family member of a returned Volunteer. The family member alleged that the returned Volunteer complained about being underutilized, having a counterpart who had no use for the returned Volunteer, and quitting as a result.

Case Outcome/Disposition: The allegor, who had not waived confidentiality, did not respond to further emails from OIG. The case was closed on February 27, 2018.

ALLEGATION # 113

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Unfair Treatment

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged poor treatment by Peace Corps staff and that the staff misrepresented Peace Corps policy by stating the Volunteer was in violation of Peace Corps policy for having a relationship with a married individual.

Case Outcome/Disposition: The matter was resolved by the post. The case was closed on October 1, 2018.

ALLEGATION # 114

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a returned Volunteer. The returned Volunteer alleged that staff unintentionally sent the returned Volunteer emails containing the medical records of two other Volunteers.

Breach of Confidentiality: Yes

Case Outcome/Disposition: This matter was referred to the breach notification team, and OHS and post staff discussed how to minimize possible reoccurrences. The case was closed on January 18, 2018.

ALLEGATION # 115

Peace Corps Region: Inter-America and the Pacific Region

Allegation Type: Mismanagement

Subtype: Sexual Assault Response

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged that several staff members at the post mishandled the Volunteer's safety and health concerns due to their failures to properly address the Volunteer's sexual assault and harassment concerns.

Case Outcome/Disposition: The original complaint did not contain enough detail to be actionable, and the Volunteer did not respond to OIG follow-up for specific details. The case was closed on January 18, 2018.

ALLEGATION # 116

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Unfair Treatment

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged that Peace Corps management violated Volunteers' right of free speech by ordering that Volunteers remove a collage produced by Volunteers in relation to a campaign started at the post.

Case Outcome/Disposition: The matter was referred to the OGC for agency response. The agency advised the Volunteer on what rights Volunteers have, and informed the Volunteer that the collage can be posted but cannot be credited to the Peace Corps. The case was closed on December 4, 2017.

ALLEGATION # 117

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Administrative Matters

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer expressed concerns related to post guidance for receiving grants. The Volunteer alleged that the Volunteer did not receive clear guidance about how grant money was to be received, and the Volunteer was concerned about Volunteer liability if something goes wrong during the transfer of money.

Case Outcome/Disposition: This matter was referred to the RD for agency action and to OIG's Audit Unit. The case was closed on November 13, 2017.

ALLEGATION # 118

Peace Corps Region: Inter-America and the Pacific Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged that post staff were disrespectful and inconsiderate to Volunteers, and did not communicate effectively with Volunteers.

Case Outcome/Disposition: The matter was referred to the CD, RD, and OIG's Evaluation Unit. The case was closed on November 13, 2017.

ALLEGATION # 119

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged that the CD was dismissive of the assault allegations that the Volunteer reported.

Case Outcome/Disposition: The matter was referred to the RD and CD. The case was closed on November 22, 2017.

ALLEGATION # 120

Peace Corps Region: Domestic

Allegation Type: Mismanagement

Subtype: Administrative Matters

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an applicant. The applicant alleged that the applicant's original Certificate of Naturalization was not returned when the application was denied.

Case Outcome/Disposition: The case was referred to VRS for agency response. The agency sent the applicant's Certificate to the applicant. The case was closed on January 19, 2018.

ALLEGATION # 121

Peace Corps Region: Inter-America and the Pacific Region

Allegation Type: Mismanagement

Subtype: Separation from Service

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a trainee. The trainee alleged that the trainee experienced wrongful separation from service due to host family issues. The trainee stated that the trainee experienced a lack of post support and that the trainee was not able to explain the situation before being terminated early from service.

Case Outcome/Disposition: The matter was referred to the RD and CD. The case was closed on October 2, 2017.

ALLEGATION # 122

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Financial

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer expressed concern about potential mismanagement of grant applications by post staff. After being denied a grant, the grant coordinators allegedly were unresponsive to the Volunteer's questions. The Volunteer sought OIG's opinion on if the Volunteer could get separated for possibly improperly seeking funding.

Case Outcome/Disposition: OIG advised the complainant to direct the question to post management as OIG does not provide legal opinions. The case was closed on October 2, 2017.

ALLEGATION # 123

Peace Corps Region: Inter-America and the Pacific Region

Allegation Type: Mismanagement

Subtype: Separation from Service

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged that post staff unfairly separated the Volunteer because they did not consider all relevant information.

Case Outcome/Disposition: OIG provided information to the Volunteer about filing an appeal. The Volunteer did not respond to OIG follow-up for more details. The case was closed on November 14, 2017.

ALLEGATION # 124

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an anonymous source. The source alleged that the DMO was disrespectful and demeaning towards Volunteers.

Case Outcome/Disposition: The matter was referred to the RD and CD. The case was closed on September 29, 2017.

ALLEGATION # 125

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Site Development

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from the family member of a Volunteer. The family member alleged that the Volunteer was underutilized and that the counterparts were not working with the Volunteer.

Case Outcome/Disposition: No further action was taken on the matter at the request of the complainant because the Volunteer was unaware of the contact with OIG. The case was closed on October 3, 2017.

ALLEGATION # 126

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Sexual Assault Response

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a returned Volunteer. The returned Volunteer alleged that the SSM mishandled the response to the returned Volunteer's sexual assault.

Case Outcome/Disposition: OIG referred the matter to OIG's Evaluation Unit, the RD and CD, copying the Office of Victim Advocacy, for response. The agency re-trained all staff using the Peace Corps sexual assault risk reduction and response training, and both staff and Volunteers were trained on who to report to if there is a sexual assault. The case was closed on February 27, 2018.

ALLEGATION # 127

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED] OIG received an email with a complaint referral from another Federal Agency. An anonymous source alleged that staff mishandled an application to the Peace Corps [REDACTED] program, which resulted in denial of the individual's acceptance to the program.

Case Outcome/Disposition: The matter was referred to the RD and CD. The case was closed on September 20, 2017.

ALLEGATION # 128

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged that the CD was unprofessional towards Volunteers by berating them.

Case Outcome/Disposition: The complainant did not waive confidentiality and requested to close the matter. The case was closed on September 27, 2017.

ALLEGATION # 129

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Separation from Service

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a former Volunteer who was administratively separated. The former Volunteer alleged having been separated by the post without due process.

Case Outcome/Disposition: The matter was referred to the CD. The case was closed on September 29, 2017.

ALLEGATION # 130

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Unfair Treatment

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged that the CD was abusing power. The CD allegedly failed to equally enforce certain policies and acted on a personal bias when deciding leave requests.

Case Outcome/Disposition: The matter was referred to the RD. The case was closed on October 18, 2017.

ALLEGATION # 131

Peace Corps Region: Unknown

Allegation Type: Mismanagement

Subtype: Unfair Treatment

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an anonymous source. The source alleged that Peace Corps staff requested that Volunteers remove a Volunteer-created initiative collage from social media, effectively silencing Volunteers' voices.

Case Outcome/Disposition: Due to a lack of detail about which country this pertained to, the case was closed on September 14, 2017.

ALLEGATION # 132

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Separation from Service

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a former trainee. The former trainee alleged having been wrongfully separated from service during Pre-Service Training. The former trainee alleged that the CD dismissed the trainee without cause and forced them to resign in lieu of administrative separation.

Case Outcome/Disposition: The matter was referred to the RD and the CD. The case was closed on October 16, 2017.

ALLEGATION # 133

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Separation from Service

Allegation Narrative: On [REDACTED], OIG was copied on an email to OCRD. The email was from a Volunteer who alleged having been wrongfully separated from service after being given the option to either resign in lieu of administrative separation or go to a site with safety concerns. The new site would have been far away from the Volunteer's secondary projects.

Case Outcome/Disposition: OCRD responded to the complainant, and OIG did not take any action. The case was closed on December 13, 2017.

ALLEGATION # 134

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Unfair Treatment

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an anonymous source. The source alleged that the DMO was arrogant and disrespectful towards Volunteers. The source alleged that the staff member favors a few Volunteers and is not of assistance to others.

Case Outcome/Disposition: OIG referred the matter to the RD, the CD, and OIG's Evaluation Unit. The case was closed on November 29, 2017.

ALLEGATION # 135

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Unfair Treatment

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged that the Peace Corps mismanaged a Volunteer-created social media campaign and photographic collage when staff directed it to be shut it down, stating that it would draw negative attention to the Peace Corps.

Case Outcome/Disposition: The matter was referred to the RD and CD. The case was closed on September 22, 2017.

ALLEGATION # 136

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an anonymous Volunteer. The Volunteer alleged that the CD did not offer support to the Volunteer and does not respect most Volunteers. The lack of support resulted in the Volunteer terminating their service early.

Case Outcome/Disposition: The matter was referred to the RD and the CD. The case was closed on November 22, 2017.

ALLEGATION # 137

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Retaliation

Allegation Narrative: On [REDACTED], OIG received an email from a Volunteer. The Volunteer alleged that the regional desk breached the Volunteer's confidentiality by providing post staff with a report made by the Volunteer to the Office of Victim Advocacy regarding a previous incident. The Volunteer stated that the report spoke negatively about the CD, and, although it did not state the Volunteer's name, the report had specific details that would enable staff to recognize the Volunteer. As a result, the Volunteer alleged that there was possible retaliation and unfair treatment by the CD after receiving the report.

Breach of Confidentiality: Yes

Case Outcome/Disposition: After OIG spoke with the Volunteer, the matter was referred to the RD at the Volunteer's request. The matter was also referred to OIG's Evaluation Unit for unrelated issues that the Volunteer raised. The case was closed on December 11, 2017.

ALLEGATION # 138

Peace Corps Region: Domestic

Allegation Type: Mismanagement

Subtype: Health Care

Allegation Narrative: On [REDACTED], OIG was copied on an email from a returned Volunteer to OHS. The returned Volunteer alleged that medical notes and testimonies were missing from a copy of the returned Volunteer's Peace Corps medical file, and that staff was purposefully withholding the requested documents from the returned Volunteer.

Case Outcome/Disposition: The matter required no further inquiry. The case was closed on January 18, 2018.

ALLEGATION # 139

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Housing & Safety

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an anonymous source. The source alleged safety concerns caused by the post's failure to properly process Volunteer visas in a timely manner. The concerns included possible mistreatment at police checkpoints, and issues re-entering the country.

Case Outcome/Disposition: The case was referred to the RD, the CD, and OIG's Evaluation Unit. The case was closed on November 27, 2017.

ALLEGATION # 140

Peace Corps Region: Domestic

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received an email from a returned Volunteer. The returned Volunteer alleged that management wrongfully withheld the 2016 Sexual Assault Advisory Council Report from the public.

Case Outcome/Disposition: The public website link for the report was provided to the returned Volunteer. The case was closed on November 28, 2017.

ALLEGATION # 141

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Health Care

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a returned Volunteer. The returned Volunteer alleged that the post placed erroneous information in the returned Volunteer's medical file, which resulted in the returned Volunteer's medical separation.

Case Outcome/Disposition: The former Volunteer did not waive confidentiality and did not wish to proceed with the concern. The case was closed on October 13, 2017.

ALLEGATION # 142

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Sexual Assault Response

Allegation Narrative: On [REDACTED], OIG received a Consolidated Incident Reporting System notification via email from a Peace Corps employee. A Volunteer alleged that post staff mishandled reports of Volunteer sexual misconduct.

Case Outcome/Disposition: OIG converted the matter to a PI. After conducting an interview, no action was necessary as OIG found that the Volunteer never reported anything to the post staff that mandated reporting to Peace Corps headquarters. The case was closed on February 13, 2018.

ALLEGATION # 143

Peace Corps Region: Inter-America and the Pacific Region

Allegation Type: Mismanagement

Subtype: Housing & Safety

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a returned Volunteer. Along with other allegations, the returned Volunteer alleged that the returned Volunteer resigned after [REDACTED] due to safety and housing concerns.

Case Outcome/Disposition: The matter was referred to the RD and CD for agency response. Unrelated matters were referred to OIG's Evaluation Unit. The agency also reported that a staff member reviewed the returned Volunteer's final home stay using a housing checklist, and that the homestay family fixed the only deficiency. OIG accepted the agency's response. The case was closed on February 20, 2018.

ALLEGATION # 144

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer expressed concerns regarding how Peace Corps staff, in particular post staff, communicated with the Volunteer community about difficulties the post had with obtaining visas for Volunteers. The Volunteer complained that the post inconsistently and sporadically communicated with the Volunteer community, and that post guidance would require Volunteers who had plans to temporarily leave the country to choose between paying out-of-pocket to cancel their travel or ending their service.

Case Outcome/Disposition: The allegation was referred to OGO, the RD, and the CD. The case was closed on December 11, 2017.

ALLEGATION # 145

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received three Hotline complaints from anonymous sources purporting to be Volunteers. The Volunteers expressed concerns regarding how Peace Corps staff, in particular post staff, communicated with the Volunteer community about difficulties the post had with renewing Volunteer visas that were expiring. The Volunteers complained that post inconsistently and sporadically communicated with the Volunteer community, and that post guidance would require Volunteers who planned to temporarily leave the country to choose between paying out-of-pocket to cancel their travel or ending their service.

Case Outcome/Disposition: The anonymous allegations were referred to OGO, the RD, and the CD. The case was closed on December 11, 2018.

ALLEGATION # 146

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Unfair Treatment

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an anonymous source. The source alleged the CD and another post staff members spoke harshly to Volunteers who voiced criticism, while mollifying Volunteers who stayed quiet.

Case Outcome/Disposition: The complaint was referred to the RD and CD. The case was closed on December 15, 2017.

ALLEGATION # 147

Peace Corps Region: Inter-America and the Pacific Region

Allegation Type: Mismanagement

Subtype: Housing & Safety

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer advised that the Volunteer was having difficulties with the Volunteer's host family that the post did not manage appropriately.

Case Outcome/Disposition: OIG referred the complaint to the RD. The case was closed on December 28, 2017.

ALLEGATION # 148

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged that the PCMO shared confidential medical information with the Volunteer's PM.

Breach of Confidentiality: Yes

Case Outcome/Disposition: OIG referred the case to OHS for action. OHS addressed the concern with the PCMO and counseled the PCMO on confidentiality. The Volunteer was informed of this on [REDACTED], and no further concerns were brought forward. The case was closed on March 6, 2018.

ALLEGATION # 149

Peace Corps Region: Domestic

Allegation Type: Mismanagement

Subtype: Application Process

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an applicant. The applicant complained that the medical screening process was overly exhaustive and the agency did not provide enough support in completing it.

Case Outcome/Disposition: OIG discussed the matter with the applicant, who did not wish to have the matter referred to the agency. The matter was referred to OIG's Evaluation Unit. The case was closed on January 17, 2018.

ALLEGATION # 150

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Application Process

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a returned Volunteer. The returned Volunteer alleged that the returned Volunteer was unfairly separated for omitting information from their medical application that the agency had not asked for.

Case Outcome/Disposition: OIG discussed the case with OHS and determined that the returned Volunteer omitted significant information related to a medical condition in their application. The case was closed on January 9, 2018.

ALLEGATION # 151

Peace Corps Region: Africa Region

Allegation Type: Misconduct

Subtype: Discrimination

Allegation Narrative: On [REDACTED], OIG was copied on the complainant's emailed discrimination complaint to the Office of Civil Rights and Diversity. The complaint was a duplicate of Allegation #150.

Case Outcome/Disposition: OIG discussed the case with OHS and determined that the returned Volunteer omitted significant information related to a medical condition in their application. The case was closed without referral on January 9, 2018.

ALLEGATION # 152

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Separation from Service

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a returned Volunteer. The returned Volunteer complained of training deficiencies that led to the returned Volunteer's resignation, and mismanagement of Peace Corps programs by staff at post.

Case Outcome/Disposition: OIG requested documents related to the returned Volunteer's training and resignation and was unable to identify any agency wrongdoing. The case was closed on February 1, 2018.

ALLEGATION # 153

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED] OIG received a Hotline complaint from an anonymous returned Volunteer. The returned Volunteer alleged that staff mishandled the returned Volunteer's removal from site due to a safety and security risk. The returned Volunteer alleged unprofessional conduct by staff during the returned Volunteer's close of service, and more generally toward all Volunteers in country.

Case Outcome/Disposition: The case was closed without referral on January 10, 2018, as the alleged did not give consent to refer the case or information to relevant agency offices or staff members.

ALLEGATION # 154

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Housing & Safety

Allegation Narrative: On [REDACTED] [REDACTED] OIG received a Hotline complaint from a Volunteer. The Volunteer expressed concern that the Volunteer's cohort's visas had been long-expired, leaving Volunteers in danger.

Case Outcome/Disposition: OIG informed the Volunteer that OIG was monitoring the situation. OIG referred previous related allegations to the RD, the CD, OGO, and OIG's Evaluation Unit (see allegations 139, 145, 144), and the situation was resolved by the agency with no need for further referrals. The case was closed on March 13, 2018 with no further concerns from the Volunteer.

ALLEGATION # 155

Peace Corps Region: Inter-America and the Pacific Region

Allegation Type: Misconduct

Subtype: Sexual Harassment

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a former Volunteer. The former Volunteer alleged a lack of professionalism by post staff. Further, the former Volunteer filed a sexual harassment complaint against a staff member, but alleged that no action was taken.

Case Outcome/Disposition: OIG referred the matter to the RD, the CD, and OIG's Evaluation Unit. The case was closed on January 18, 2018.

ALLEGATION # 156

Peace Corps Region: Domestic

Allegation Type: Mismanagement

Subtype: Application Process

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an applicant. The individual complained that an applicant's admission of one-time drug use was used to disqualify them from service.

Case Outcome/Disposition: The individual did not respond to OIG requests for follow-up. The case was closed on February 8, 2018.

ALLEGATION # 157

Peace Corps Region: Domestic

Allegation Type: Mismanagement

Subtype: Financial

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a returned Volunteer. The returned Volunteer alleged that the Peace Corps insurance provider had not paid medical providers related to approved medical treatment, and bills had been sent to collection.

Case Outcome/Disposition: The returned Volunteer did not respond to OIG follow-up. The case was closed on March 3, 2018.

ALLEGATION # 158

Peace Corps Region: Domestic

Allegation Type: Mismanagement

Subtype: Administrative Matter

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a returned Volunteer. The returned Volunteer alleged management wrongfully withheld the release of the 2017 Sexual Assault Advisory Council Report.

Case Outcome/Disposition: OIG was copied on a message to the Director of Peace Corps. The Director resolved the matter with the returned Volunteer. The case was closed on January 5, 2018.

ALLEGATION # 159

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Health Care

Allegation Narrative: On [REDACTED], OIG received an email from a Volunteer. The Volunteer expressed concerns regarding medical treatment received at the post, and the denial of a medical procedure to address a repeated illness.

Case Outcome/Disposition: OIG referred this matter to the RD, the CD, and OHS for agency response. OHS determined that the Volunteer had not met requirements for the procedure, and an OHS Quality Nurse counseled the Volunteer on the matter. The case was closed on February 1, 2018.

ALLEGATION # 160

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Housing & Safety

Allegation Narrative: On [REDACTED], OIG received an email from a Volunteer. The Volunteer expressed concern that the post was considering interrupted service because the Volunteer failed to identify, provide, and manage site placements for the Volunteer and other Volunteers.

Case Outcome/Disposition: OIG referred the matter to the RD and CD. The case was closed on May 30, 2018.

ALLEGATION # 161

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Retaliation

Allegation Narrative: On [REDACTED], an OIG agent received an email from a Volunteer. The Volunteer complained that the CD issued the Volunteer a letter of reprimand and corrective action plan. The allegor asserted that disciplinary action was retaliation for previous allegations the Volunteer made to OIG.

Case Outcome/Disposition: OIG developed sufficient information independent of the post to support administrative separation. OIG previously provided information to the post about this Volunteer, which was used to create the corrective action plan. After waiting at least 60 days for additional information from the allegor, other Volunteers, or agency officials, OIG was unable to identify any wrongdoing by the agency. The case was closed on April 9, 2018.

ALLEGATION # 162

Peace Corps Region: Inter-America and the Pacific Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged multiple failures at post, including breaches of confidentiality, medical malpractice, failures to ensure Volunteer safety and security, site placement mismanagement, and lack of staff professionalism.

Breach of Confidentiality: Yes

Case Outcome/Disposition: The Volunteer insisted that confidentiality only be waived for headquarters staff. OIG had sufficient evidence from Region and post staff to determine that the Volunteer lacked credibility, and that the complaint was inconsistent with established facts. The matter was referred to the RD. The case was closed on February 13, 2018.

ALLEGATION # 163

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Separation from Service

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer expressed concerns regarding the fairness of the administrative separation action taken against the Volunteer by the post.

Case Outcome/Disposition: OIG referred the matter to the RD and CD. The case was closed on January 29, 2018.

ALLEGATION # 164

Peace Corps Region: Domestic

Allegation Type: Mismanagement

Subtype: Health Care

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a returned Volunteer. The returned Volunteer expressed concerns regarding non-competitive eligibility (NCE) status/grade equivalency and post-service medical support.

Case Outcome/Disposition: OIG sought information from the agency and was able to resolve the returned Volunteer's complaint. The case was closed on March 6, 2018.

ALLEGATION # 165

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Housing and Safety

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged being repeatedly subjected to sexual advances by a member of the Volunteer's host family. The Volunteer also alleged that post staff did not take the request to change sites seriously, and breached confidentiality by relaying the nature of these complaints to the host family member in question.

Breach of Confidentiality: Yes

Actions Taken to Assure Safety of Volunteers: The Volunteer was granted a site change.

Case Outcome/Disposition: The Volunteer requested that OIG not move forward until the Volunteer considered options, but the Volunteer never contacted OIG again. The case was closed on April 9, 2018.

ALLEGATION # 166

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Separation from Service

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a returned Volunteer. The returned Volunteer was concerned that a decision from OHS regarding the returned Volunteer's medical separation appeal was not forthcoming.

Case Outcome/Disposition: This action was referred to OHS for agency response. The agency provided a final decision to the Volunteer shortly after the complaint was filed. The case was closed on February 16, 2018.

ALLEGATION # 167

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Health Care

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer expressed concern that the post was unreliable in delivering prescriptions to Volunteers in the field. The Volunteer alleged that complaints regarding prescription medication delivery had not been adequately addressed by post staff.

Case Outcome/Disposition: OIG referred the matter to the RD, the CD, and the OHS Quality Nurse. The case was closed on February 20, 2018.

ALLEGATION # 168

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Sexual Assault Response

Allegation Narrative: On [REDACTED], the agency forwarded a Volunteer complaint to OIG. The Volunteer alleged mismanagement of a sexual assault case at the post.

Case Outcome/Disposition: OIG contacted the Volunteer about the matter, however the Volunteer did not wish to waive confidentiality or pursue any activity related to the allegation. The case was closed on March 6, 2018.

ALLEGATION # 169

Peace Corps Region: Inter-America and the Pacific Region

Allegation Type: Mismanagement

Subtype: Sexual Assault Response

Allegation Narrative: On [REDACTED], the agency forwarded a social media post by a returned Volunteer, who alleged mismanagement of sexual assault reporting by post staff.

Case Outcome/Disposition: OIG determined that the alleged incident was the [REDACTED] [REDACTED], which resulted in post addressing the Volunteer's concern. The case was referred to OIG's Evaluation Unit. The case was closed on February 7, 2018.

ALLEGATION # 170

Peace Corps Region: Inter-America and the Pacific Region

Allegation Type: Misconduct

Subtype: Sexual Harassment

Allegation Narrative: On [REDACTED], the agency forwarded to OIG a Volunteer complaint. The Volunteer alleged that trainees were being subject to unwanted sexual comments by a language and culture facilitator.

Case Outcome/Disposition: OIG referred the matter to the RD and CD. The case was closed on February 7, 2018.

ALLEGATION # 171

Peace Corps Region: Inter-America and the Pacific Region

Allegation Type: Mismanagement

Subtype: Financial

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The individual alleged general waste of taxpayer resources related to a PCR program.

Case Outcome/Disposition: OIG referred the matter to the RD and CD. The case was closed on February 7, 2018.

ALLEGATION # 172

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Housing & Safety

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a returned Volunteer. The returned Volunteer was concerned that a Peace Corps property where the Volunteer stayed when in-transit was a fire hazard.

Case Outcome/Disposition: OIG referred the matter to the RD and CD, who advised that the property in question was no longer in use. The case was closed on February 7, 2018.

ALLEGATION # 173

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an anonymous source. The source alleged insensitivity and unprofessional conduct by post senior staff.

Case Outcome/Disposition: OIG referred the anonymous complaint to the RD and CD, as well as OIG's Evaluation Unit. The case was closed on February 9, 2018.

ALLEGATION # 174

Peace Corps Region: Domestic

Allegation Type: Mismanagement

Subtype: Health Care

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an anonymous source. The source alleged unprofessionalism and mismanagement by a Peace Corps Quality Nurse.

Case Outcome/Disposition: OIG referred the anonymous complaint to OHS. The case was closed on February 13, 2018.

ALLEGATION # 175

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Sexual Assault Response

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an anonymous source. The source alleged that the SSM at post made unprofessional comments to a Volunteer who reported a sexual assault.

Case Outcome/Disposition: OIG referred the anonymous complaint to the RD and CD. The case was closed on February 13, 2018.

ALLEGATION # 176

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer expressed concern that the CD suggested on multiple occasions that Volunteers should leave service early, following an emotionally difficult incident at post.

Case Outcome/Disposition: OIG referred an anonymous version of the complaint to the RD and CD. The case was closed on February 13, 2018.

ALLEGATION # 177

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Separation from Service

Allegation Narrative: On [REDACTED] OIG received a Hotline complaint from a returned Volunteer. The returned Volunteer alleged being improperly denied NCE after being medically evacuated and separated within 4 months of starting service.

Case Outcome/Disposition: OIG referred the matter to the Director of OGO, who examined the case and informed the returned Volunteer that the denial of NCE, and subsequent denial of appeal, were reasonable and within policy. The case was closed on March 19, 2018.

ALLEGATION # 178

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Separation from Service

Allegation Narrative: On [REDACTED] OIG received an email from a Volunteer. The Volunteer had recently been given interrupted service and alleged that the post's decision was made without consultation. Further, the Volunteer alleged that staff had breached confidentiality by informing the CD of a significant safety issue.

Breach of Confidentiality: Yes

Case Outcome/Disposition: The Volunteer refused to waive confidentiality and was made aware that, accordingly, OIG would be unable to assist further. The case was closed on February 15, 2018.

ALLEGATION # 179

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer expressed concern with the manner in which a country staff member responded to racist comments made by fellow Volunteers.

Case Outcome/Disposition: OIG referred the matter to the RD and OGO. The case was closed on March 2, 2018. As a result of a document review performed in connection with this allegation, OIG opened a separate, unrelated inquiry into the staff member which resulted in the staff member's resignation.

ALLEGATION # 180

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Sexual Assault Response

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a family member of a Volunteer. The individual alleged that country staff failed to respond to a Volunteer's report of sexual assault.

Case Outcome/Disposition: OIG contacted the OSS, as well as post management. OIG determined that the post was already aware of the incident and was supporting the Volunteer. The case was closed on February 21, 2018.

ALLEGATION # 181

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Health Care

Allegation Narrative: On [REDACTED] OIG received a Hotline complaint from a Volunteer. The Volunteer alleged that the Volunteer was denied mental health treatment and was facing administrative separation for expressing dissatisfaction.

Case Outcome/Disposition: OIG advised the Volunteer to contact the Peace Corps Quality Nurse to review available medical treatment options. The Volunteer was medically separated instead of administratively separated. After that decision, the Volunteer did not express any further concerns when OIG attempted to follow-up. The case was closed on April 9, 2018.

ALLEGATION # 182

Peace Corps Region: Inter-America and the Pacific Region

Allegation Type: Mismanagement

Subtype: Sexual Assault Response

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an anonymous source. The source alleged that post staff inappropriately shared restricted information with staff and Volunteers at a conference.

Breach of Confidentiality: Yes

Case Outcome/Disposition: Because of the anonymous nature of the allegation, OIG referred the matter to the RD, CD, and OIG's Evaluation Unit. The case was closed on February 27, 2018.

ALLEGATION # 183

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Health Care

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged not receiving medication in a timely manner and being restricted in ability to seek treatment away from the post.

Case Outcome/Disposition: OIG referred the matter to the CD, the RD, OHS, and OIG's Evaluation Unit. The case was closed on March 9, 2018.

ALLEGATION # 184

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Health Care

Allegation Narrative: On [REDACTED] OIG received a Hotline complaint from a Volunteer. The Volunteer alleged not receiving medication in a timely manner and being restricted in ability to seek treatment away from the post.

Case Outcome/Disposition: OIG referred the matter to the CD, the RD, OHS, and OIG's Evaluation Unit. The case was closed on March 9, 2018.

ALLEGATION # 185

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an anonymous source. The source alleged that post staff assisted a Volunteer who was being administratively separated for unprofessional conduct to find employment in the country of service.

Case Outcome/Disposition: OIG was aware that the individual staff member in question was being reviewed by the RD and OGO and referred the matter to these offices. The case was closed on March 6, 2018.

ALLEGATION # 186

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Housing & Safety

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer was concerned about managing grants with counterparts who were known to have defrauded the United States on previous grants and the large amounts of cash that Volunteers were being asked to carry in support of the grants program.

Case Outcome/Disposition: OIG referred these concerns to the RD and CD for response, as well as OIG's Evaluation Unit. The RD and CD recognized that there had been issues in the past and outlined steps being taken to reduce the risk of fraud and mismanagement. The case was closed on April 17, 2018.

ALLEGATION # 187

Peace Corps Region: Domestic

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a returned Volunteer. The returned Volunteer alleged that the assigned post-service nurse provided inconsistent service and requested a new nurse.

Case Outcome/Disposition: This matter was referred to OHS. The case was closed on March 27, 2018.

ALLEGATION # 188

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Housing & Safety

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged that medical staff at post mismanaged the medical treatment of another Volunteer by the PCMO. The complainant alleged that the mismanagement jeopardized the safety of the treated Volunteer, along with the safety of other Volunteers who were being both verbally and physically threatened and placed in situations which they were not trained to handle.

Case Outcome/Disposition: OIG referred the matter to OHS for action. Although OHS determined that there was a misperception by others of the Volunteer being at risk of self-harm upon being medical evacuated, OHS followed up with post staff on how to respond appropriately in future cases. The case was closed on May 30, 2018.

ALLEGATION # 189

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Housing & Safety

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a family member of a Volunteer. The individual expressed concern regarding circumstances surrounding the medical evacuation of a Volunteer.

Case Outcome/Disposition: OIG was unable to discuss medical information regarding the Volunteer without consent from the Volunteer being evacuated. OIG encouraged the individual who filed the complaint to have the evacuated Volunteer contact us. The Volunteer did not contact OIG. The case was closed on May 10, 2018.

ALLEGATION # 190

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Financial

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an anonymous source. The source alleged widespread fiscal mismanagement, waste, and misuse of resources by a post.

Case Outcome/Disposition: OIG referred the matter to the RD, the CD, and OIG's Audit and Evaluation Units. The case was closed on March 28, 2018.

ALLEGATION # 191

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Unfair Treatment

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an anonymous individual. The individual alleged that the CD was being disrespectful to female Volunteers.

Case Outcome/Disposition: OIG referred the matter to the RD and CD. The case was closed on April 9, 2018.

ALLEGATION # 192

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Health Care

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an anonymous individual. The individual alleged that medical staff at the post were not sufficiently trained, and provided ineffective medical treatment to Volunteers.

Case Outcome/Disposition: OIG referred the matter to OHS and the Quality Nurse. The case was closed on April 9, 2018.

ALLEGATION # 193

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Housing & Safety

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged having been the victim of a crime at site, and that the Associate Peace Corps Director (APCD) did not take the incident seriously.

Case Outcome/Disposition: In the time between receipt of the initial complaint and when OIG received the Volunteer's permission to waive their confidentiality, post staff and headquarter staff had become aware of the matter and followed-up. As such, OIG referred the complaint to the RD, the CD, and OHS. The case was closed on May 16, 2018.

ALLEGATION # 194

Peace Corps Region: Inter-America and the Pacific Region

Allegation Type: Mismanagement

Subtype: Unfair Treatment

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged that post staff improperly considered gender in selecting another Volunteer over the complainant for a Volunteer leader position. In addition, the Volunteer alleged that post staff may not have consulted program and training staff in making the selection.

Case Outcome/Disposition: The Volunteer discussed the matter with post staff at greater length and decided not to continue with the complaint. The case was closed on June 26, 2018.

ALLEGATION # 195

Peace Corps Region: Inter-Americas and the Pacific Region

Allegation Type: Mismanagement

Subtype: Health Care

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a family member of a Volunteer. The individual wished to alert OIG that post staff was failing to respond to a Volunteer's [REDACTED] condition.

Actions Taken to Assure Safety of Volunteers: The PCMO called the [REDACTED] on-call clinician and the clinician assessed the Volunteer. The clinician determined that the Volunteer was not at risk, and that there were no safety concerns.

Case Outcome/Disposition: OIG contacted OHS about the matter. OHS reported that the situation had already been addressed, there were no further concerns, and the PCMO had acted appropriately. The case was closed on April 13, 2018.

ALLEGATION # 196

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Housing & Safety

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer expressed concern that the post's policy related to use of motorcycles failed to adequately consider safety and security factors.

Case Outcome/Disposition: OIG referred the complaint to the RD and CD. The case was closed on April 20, 2018.

ALLEGATION # 197

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Separation from Service

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a family member of a returned Volunteer. The individual alleged that a Volunteer was wrongfully terminated for drug use.

Case Outcome/Disposition: OIG was already aware of the separation and forwarded the matter to the RD and CD. The case was closed on April 24, 2018.

ALLEGATION # 198

Peace Corps Region: Inter-Americas and the Pacific Region

Allegation Type: Mismanagement

Subtype: Separation from Service

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a group of Volunteers. The Volunteers expressed concerns about Peace Corps benefits related to forced evacuation and close of service.

Case Outcome/Disposition: OIG referred the matter to the RD, CD, and OGC for response. The agency addressed the Volunteers' concerns appropriately. The case was closed on July 3, 2018.

ALLEGATION # 199

Peace Corps Region: Domestic

Allegation Type: Misconduct

Subtype: Stalking

Allegation Narrative: On [REDACTED] OIG received a Hotline complaint from a returned Volunteer. The returned Volunteer alleged that a Peace Corps surveillance team was stalking and harassing them.

Case Outcome/Disposition: OIG was unable to substantiate the claim. The case was closed on May 3, 2018.

ALLEGATION # 200

Peace Corps Region: Domestic

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an applicant. The applicant alleged that the Peace Corps did not respond to the applicant's Freedom of Information Act request in 20 days, as required by statute and was still awaiting a reply.

Case Outcome/Disposition: OIG offered to bring the concern to the responsible office, but the applicant responded that the request had since been fulfilled. The case was closed on May 9, 2018.

ALLEGATION # 201

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Housing & Safety

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a former trainee. The former trainee alleged that the former trainee was repeatedly physically assaulted by a member of the former trainee's host family, and, despite informing post staff of the assaults, was not allowed to change host families. The former trainee felt that the post did not provide adequate support and resigned.

Case Outcome/Disposition: OIG reviewed a detailed summary and statements of this matter prepared by officials at the post at OIG's request. OIG found that staff efforts to address the former trainee's concerns did not substantiate mismanagement. The matter was referred to the RD and CD. The case was closed on May 4, 2018.

ALLEGATION # 202

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Health Care

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an anonymous source. The source stated that the medical staff at the post were failing Volunteers and emphasized a perceived reluctance or lack of competence in treating female Volunteers.

Case Outcome/Disposition: OIG referred this and related complaints to OHS for response, and to OIG's Evaluation Unit. OHS responded that the Quality Nurse had reached out to the Volunteers and offered to look into the concerns, however the Quality Nurse had not received a response from the Volunteers within 45 days. The case was closed on June 5, 2018.

ALLEGATION # 203

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Health Care

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer complained that the medical staff at the post were delivering lower quality care to female Volunteers.

Case Outcome/Disposition: OIG referred this and related complaints to OHS for response, and to OIG's Evaluation Unit. OHS responded that the Quality Nurse had reached out to the Volunteers and offered to look into the concerns, however the Quality Nurse had not received a response from the Volunteers within 45 days. The case was closed on June 5, 2018.

ALLEGATION # 204

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Health Care

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer expressed concern about medical staff at the post, stating that the doctors lacked the competency that Volunteers experience at home.

Case Outcome/Disposition: OIG referred this and related complaints to OHS for response, and to OIG's Evaluation Unit. OHS responded that the Quality Nurse had reached out to the Volunteers and offered to look into the concerns, however the Quality Nurse had not received a response from the Volunteers within 45 days. The case was closed on June 5, 2018.

ALLEGATION # 205

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Housing & Safety

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged that the post did not appropriately respond to a recent security incident.

Case Outcome/Disposition: The concerns were referred to the RD and OHS. The case was closed on May 16, 2018.

ALLEGATION # 206

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Housing & Safety

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an anonymous source. The complaint was regarding the post's response to a previous security incident.

Case Outcome/Disposition: OIG requested detailed information from post staff, Region staff, and OHS regarding the staff's response to an incident involving several Volunteers. The staff's response included not only an explanation of what had occurred, but steps taken to minimize the likelihood of recurrence. The case was closed on July 18, 2018.

ALLEGATION # 207

Peace Corps Region: Domestic

Allegation Type: Mismanagement

Subtype: Application Process

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a returned Volunteer who had applied for employment with the Peace Corps. The returned Volunteer requested documents related to an adverse security clearance determination and sought an appeal of that decision.

Case Outcome/Disposition: The returned Volunteer was advised to contact the Freedom of Information Act/Privacy Act Office for requested documentation and the OSS for appeal of the security clearance decision. The case was closed on May 8, 2018.

ALLEGATION # 208

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Separation from Service

Allegation Narrative: On [REDACTED] OIG received a Hotline complaint from a Volunteer. The Volunteer sought to appeal an administrative separation.

Case Outcome/Disposition: The matter was referred to the RD. The case was closed on May 15, 2018.

ALLEGATION # 209

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Separation from Service

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged that post staff wrongfully separated another Volunteer.

Case Outcome/Disposition: The allegor withdrew the concern because the allegor learned that the separated Volunteer was unable to successfully appeal the separation. The case was closed on May 15, 2018.

ALLEGATION # 210

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer identified several examples of alleged abuse of power by the CD.

Case Outcome/Disposition: The allegation was referred to the [REDACTED]. The case was closed on May 15, 2018.

ALLEGATION # 211

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Separation from Service

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a returned Volunteer. The returned Volunteer expressed concerns about the CD's handling of the returned Volunteer's administrative separation.

Case Outcome/Disposition: The matter was referred to the RD. The case was closed on May 15, 2018.

ALLEGATION # 212

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a returned Volunteer. The returned Volunteer alleged that the [REDACTED] made several disparaging remarks to current Volunteers regarding OIG's role and handling of post investigations.

Case Outcome/Disposition: The matter was referred to the RD. The case was closed on June 27, 2018.

ALLEGATION # 213

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Health Care

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a returned Volunteer. The returned Volunteer alleged that post medical staff were unprofessional and that post staff lacked adequate justification to interrupt the Volunteer's service.

Case Outcome/Disposition: The matter was referred to post staff, the RD and OHS for response. The agency reviewed their records and informed OIG that all appropriate policies were followed and that staff's consideration of the facts was thorough and appropriate. The case was closed on July 18, 2018.

ALLEGATION # 214

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Housing & Safety

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged mismanagement of host family stipends at the post.

Case Outcome/Disposition: Upon OIG's request, post staff provided documents outlining how host family stipends are calculated and distributed and guidance provided to host families on how such stipends should be used. The case was closed on June 27, 2018.

ALLEGATION # 215

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a returned Volunteer. The returned Volunteer reported that the returned Volunteer did not receive a shipment of prescription glasses from the post following close of service. The returned Volunteer stated that there had been no resolution after 7 months.

Case Outcome/Disposition: The concern was forwarded to post staff and the RD for appropriate action. The prescription glasses were shipped to the returned Volunteer. The case was closed on July 17, 2018.

ALLEGATION # 216

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer reported perceived gross waste and negligence by programming staff at the post regarding site development and placement.

Case Outcome/Disposition: The concern was forwarded to the post and the RD. The case was closed on May 24, 2018.

ALLEGATION # 217

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Health Care

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The complaint was regarding medical treatment received at the post.

Case Outcome/Disposition: The allegation was referred to OHS for response. OHS informed OIG that medical treatment provided by the post was consistent with agency policies and procedures and met the applicable standards of care. The case was closed on June 4, 2018.

ALLEGATION # 218

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Housing & Safety

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a family member of a Volunteer. The family member alleged post mismanagement regarding the processing of in-country visas, and safety in general.

Case Outcome/Disposition: The allegation was referred to Region staff and the Peace Corps Director for direct response to the alleged's concerns. The case was closed on June 4, 2018.

ALLEGATION # 219

Peace Corps Region: Inter-America and the Pacific Region

Allegation Type: Mismanagement

Subtype: Health Care

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged that there was inadequate counseling available to Volunteers.

Case Outcome/Disposition: The matter was referred to the OHS Quality Nurse, and OIG's Evaluation Unit. The case was closed on June 4, 2018.

ALLEGATION # 220

Peace Corps Region: Domestic

Allegation Type: Mismanagement

Subtype: Health Care

Allegation Narrative: On [REDACTED], OIG received a Hotline call from a returned Volunteer. The returned Volunteer alleged that the Peace Corps was not paying for medical benefits under FECA.

Case Outcome/Disposition: OIG did not receive consent to refer the matter to the Post Service Unit to help the returned Volunteer through the FECA process. The case was closed on July 16, 2018.

ALLEGATION # 221

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Housing & Safety

Allegation Narrative: On [REDACTED] OIG received a Hotline complaint from a Volunteer. The Volunteer raised concerns about how a recent security incident was handled. The Volunteer was concerned that the location where the incident occurred continued to be the emergency consolidation point, potentially causing trauma for those affected by the incident, if required to return.

Case Outcome/Disposition: The matter was referred to the RD and CD. The Volunteers who were involved in the incident were given the option of having an alternate consolidation point. The case was closed on July 16, 2018.

ALLEGATION # 222

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Unfair Treatment

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged that the CD treated the Volunteer disrespectfully and responded to potential policy violations by Volunteers in differing ways based on favoritism.

Case Outcome/Disposition: The matter was referred to the RD. The case was closed on June 26, 2018.

ALLEGATION # 223

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED] OIG received a Hotline complaint from a Volunteer. The Volunteer alleged that Volunteers were having issues with post staff. The Volunteer alleged that post staff took Volunteers' vacation days away, violated HIPAA laws, threatened Volunteers with administrative separation, and lied to Volunteers.

Breach of Confidentiality: Yes

Case Outcome/Disposition: The matter was referred to the CD. The case was closed on June 14, 2018.

ALLEGATION # 224

Peace Corps Region: Domestic

Allegation Type: Mismanagement

Subtype: Health Care

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged that an assigned-nurse was rarely available during a medical evacuation, did not communicate well, and violated HIPAA. The Volunteer alleged that other Volunteers shared the same concerns.

Breach of Confidentiality: Yes

Case Outcome/Disposition: The matter was referred to OHS and the Quality Nurse. The case was closed on June 28, 2018.

ALLEGATION # 225

Peace Corps Region: Inter-America and the Pacific Region

Allegation Type: Mismanagement

Subtype: Separation from Service

Allegation Narrative: On [REDACTED] OIG received a Hotline complaint from a returned Volunteer. The complaint was regarding the returned Volunteer's family member who was [REDACTED] as a trainee. The complainant stated that the former trainee was denied NCE, and that this was a misrepresentation of Peace Corps policy.

Case Outcome/Disposition: The matter was referred to the RD, who stated that there is a policy pertaining to benefits for trainees and Volunteers that serve for less than twelve months. The case was closed on June 27, 2018.

ALLEGATION # 226

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Housing & Safety

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an anonymous Volunteer. The Volunteer expressed concern about the post's action following a bug infestation at the Volunteer's residence. The Volunteer alleged that the PCMO instructed the Volunteer to figure the situation out with the Volunteer's community and informed the Volunteer that the Peace Corps would not pay for a hotel while the problem was being resolved.

Case Outcome/Disposition: Due to the source not waiving confidentiality and not following-up with OIG, the case was closed on June 26, 2018.

ALLEGATION # 227

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an anonymous source. The source expressed concerns about the actions of the CD's spouse during official Peace Corps events. The Volunteer alleged that the spouse is often given, or assumes, a position of authority.

Case Outcome/Disposition: The matter was referred to the RD. The case was closed on June 27, 2018.

ALLEGATION # 228

Peace Corps Region: Inter-America and the Pacific Region

Allegation Type: Mismanagement

Subtype: Sexual Assault Response

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer was concerned about the characterization of an assault as physical rather than sexual. The Volunteer alleged that the Volunteer was sexually assaulted, but the Peace Corps only recognized it as a physical assault. The Volunteer also alleged that the CD breached the Volunteer's confidentiality by speaking to others about the assault.

Breach of Confidentiality: Yes

Case Outcome/Disposition: The breach of confidentiality matter was referred to the RD, and the [REDACTED] for the Region was available to speak with the Volunteer upon request. The matter was also referred to OIG's Evaluation Unit. The case was closed on July 3, 2018.

ALLEGATION # 229

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline call from an anonymous source. The source alleged that the CD was separating [REDACTED] Volunteers based on past conduct that had already been addressed. The source asserted that the CD abused authority, defamed the character of a Volunteer by stating that the post would be better off if the Volunteer went home, and acted unprofessionally and demeaning towards Volunteers.

Case Outcome/Disposition: The matter was referred to the RD. The case was closed on July 3, 2018.

ALLEGATION # 230

Peace Corps Region: Domestic

Allegation Type: Mismanagement

Subtype: Application Process

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an applicant who was denied service due to a non-disclosure of criminal history. The applicant stated that the applicant was proactive and open during the application process and was unaware of the charge that was not disclosed. The applicant alleged that there was a court document the applicant discovered with the help of outside counsel that could have assisted in clearing the issue, and that the Peace Corps should have informed the applicant of the document.

Case Outcome/Disposition: The matter was referred to VRS. The case was closed on July 12, 2018.

ALLEGATION # 231

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Fraternalization

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a former trainee. The former trainee alleged having had an inappropriate relationship with a staff-member.

Case Outcome/Disposition: The allegor withdrew the complaint. The case was closed on September 18, 2018.

ALLEGATION # 232

Peace Corps Region: Eastern Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Health Care

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a returned Volunteer. The returned Volunteer alleged that PCMOs at the post failed to diagnose a condition [REDACTED].

Case Outcome/Disposition: The case was referred to OIG's Evaluation Unit, and OHS which provided coaching to PCMOs at the post, though the PCMO in question was no longer with the Peace Corps. The case was closed on September 17, 2018.

ALLEGATION # 233

Peace Corps Region: Domestic

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an anonymous source. The source alleged that a staff sign language interpreter was not faithful to the tone and content of a deaf presenter's message while interpreting it for a hearing audience.

Case Outcome/Disposition: The case was referred to OCRD. The case was closed on July 20, 2018.

ALLEGATION # 234

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged that the CD and the director of programming and training (DPT) displayed unprofessionalism, racism, and a lack of compassion on multiple occasions. The Volunteer also alleged that Peace Corps staff did not respond to the Volunteer's sexual assault in accordance with Peace Corps policy.

Actions Taken to Assure Safety of Volunteers: Staff responded to the Volunteer's concerns and ultimately provided a site change.

Case Outcome/Disposition: The matter was referred to the Region staff who consulted with the CD and DPT and ultimately facilitated interrupting the Volunteer's service. The agency stated that staff was never informed about a sexual assault against the Volunteer. After OIG referred the matter, the Volunteer acknowledged having been harassed, not sexually assaulted. The matter was also referred to OIG's Evaluation Unit and OCRD. The case was closed September 7, 2018.

ALLEGATION # 235

Peace Corps Region: Africa Region

Allegation Type: Misconduct

Subtype: Discrimination

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged that the CD, the DPT, and other local staff exhibited a continuous pattern of discrimination and unprofessionalism. The Volunteer also alleged that the Peace Corps did not respond to the Volunteer's safety and security incident in a timely manner.

Actions Taken to Assure Safety of Volunteers: The Volunteer was granted a site change.

Case Outcome/Disposition: The matter was referred to the Region staff, who consulted with the CD and DPT. The matter was also referred to OIG's Evaluation Unit and OCRD. The case was closed September 7, 2018.

ALLEGATION # 236

Peace Corps Region: Inter-American and the Pacific Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged that the PCMOs at the post did not provide sufficient and timely medical treatment to Volunteers, including not answering the emergency phone. In addition, the Volunteer stated that the CD and PMs mismanaged the program and retaliated against them after repeated complaints, including unsubstantiated interrupted service.

Case Outcome/Disposition: The matter was referred to the RD. The case was closed on October 25, 2018.

ALLEGATION # 237

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Health Care

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged that the Volunteer received inadequate dental care in-country and desired to be medically evacuated to the United States for treatment to correct the improperly performed procedure.

Case Outcome/Disposition: The case was referred to OHS which determined that the PCMO and local dentist provided adequate care. The case was closed September 20, 2018.

ALLEGATION # 238

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer expressed concerns about the fact that the advertised Volunteer position description incorrectly stated that the Volunteers would received a Teaching English as a Foreign Language (TEFL) certificate upon completion of service. Two months into service, the Volunteer's intake group was informed that the job posting was incorrect and that the intake group would only complete part of the certification. The Volunteer alleged that the Volunteer should receive a stipend to finish the certification.

Case Outcome/Disposition: The matter was referred to the RD, VRS and the Office of Programming and Training Support. The case was closed on July 30, 2018.

ALLEGATION # 239

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Unfair Treatment

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an anonymous Volunteer. The Volunteer alleged that the CD was sabotaging Volunteer efforts to provide support to one another. The Volunteer also alleged that the CD did not provide a justification for issuing a travel ban, which the Volunteer believes is to prevent Volunteers from attending a new Volunteer swearing-in ceremony.

Case Outcome/Disposition: The matter was referred to the RD along with three other anonymous complaints about the CD. The case was closed on August 2, 2018.

ALLEGATION # 240

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an anonymous Volunteer. The Volunteer alleged a lack of professionalism from the CD. The Volunteer alleged that the CD lacks concern about sexual harassment and prevented Volunteers from making a new video highlighting the harassment issues Volunteers face in that country. The Volunteer also expressed concern about the lack of information provided by the CD when issuing a travel ban, and the possibility that there are safety and security risks being withheld from Volunteers.

Case Outcome/Disposition: The matter was referred to the RD along with three other anonymous complaints about the CD. The case was closed on August 2, 2018.

ALLEGATION # 241

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Unfair Treatment

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an anonymous Volunteer. The Volunteer alleged that the CD issued a travel ban without informing the Volunteers as to why the ban was issued. The Volunteer alleged that the Volunteers have a right to know why a ban was issued, especially if it was for safety reasons. The Volunteer also speculated that the CD was monitoring Volunteer's personal days spent away from site and that the ban was a way for the CD and other staff members to keep Volunteers from attending a swearing-in ceremony and taking personal days away from site.

Case Outcome/Disposition: The matter was referred to the RD along with three other anonymous complaints about the CD. The case was closed on August 2, 2018.

ALLEGATION # 242

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged that the CD demonstrated unprofessionalism by not being prepared for a speech at an esteemed Peace Corps-led event, which had the U.S. Ambassador in attendance.

Case Outcome/Disposition: The Volunteer withdrew the matter because the Volunteer did not want it forwarded to the agency, and instead provided a separate anonymous complaint. The case was closed on August 2, 2018.

ALLEGATION # 243

Peace Corps Region: Africa Region

Allegation Type: Misconduct

Subtype: Sexual Harassment

Allegation Narrative: On [REDACTED], OIG received an email from a CD with a complaint from two trainees that was reported to the training director. The trainees alleged that the language and cultural facilitator (LCF) made inappropriate comments to the trainees during PST, and that the LCF held hands with one trainee. The trainees feared retaliation because they were the only students in the LCF's local language course and the LCF knows where their future sites are.

Actions Taken to Assure Safety of Volunteers: The trainees continued their language courses with another LCF, and the accused LCF was removed from leading any local language classes and instead observed and provided feedback to other local language instructors. PST staff sat in on the accused LCF's other class, which is not unusual during PST, to avoid other trainees being alone with the LCF.

Case Outcome/Disposition: The matter was referred to the RD and CD. After taking the aforementioned steps to ensure the confidentiality and safety of the trainees, the Peace Corps noted that the accused LCF would not be invited to work for the Peace Corps again after the LCF's contract terminated at the end of PST. The case was closed on August 16, 2018.

ALLEGATION # 244

Peace Corps Region: Inter-America and the Pacific Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged that the PM failed to properly manage Volunteers, made false accusations, and acted in a unprofessional manner. The Volunteer also expressed retaliation concerns as the PM allegedly threatened administrative separation.

Case Outcome/Disposition: The matter was referred to the CD. The case was closed on August 1, 2018.

ALLEGATION # 245

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an anonymous Volunteer. The Volunteer alleged that the CD abused power to unjustly discipline and victimize Volunteers and disclosed confidential information to Volunteers and staff members on multiple occasions.

Breach of Confidentiality: Yes

Case Outcome/Disposition: The matter was referred to the RD. The case was closed on August 1, 2018.

ALLEGATION # 246

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an anonymous Volunteer. The Volunteer expressed concern that the CD demonstrated a consistent lack of professionalism and preparedness while attending Peace Corps events.

Case Outcome/Disposition: A compilation of similar concerns received from four Volunteers assigned to the post were referred to the RD and OIG's Evaluation Unit. The case was closed on August 2, 2018.

ALLEGATION # 247

Peace Corps Region: Inter-America and the Pacific Region

Allegation Type: Mismanagement

Subtype: Health Care

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an anonymous source. The source identified instances of unsatisfactory health care provided by the post.

Case Outcome/Disposition: OIG referred the matter to OHS, the RD, and the CD. The case was closed on August 7, 2018.

ALLEGATION # 248

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Health Care

Allegation Narrative: On [REDACTED] OIG received a Hotline complaint from a returned Volunteer. The complaint was regarding the returned Volunteer's medical treatment and the basis of the returned Volunteer's medical separation.

Case Outcome/Disposition: OIG referred the matter to the CD, the RD, and OHS. The case was closed on August 7, 2018.

ALLEGATION # 249

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged that the [REDACTED] was poorly communicating staff expectations of Volunteers and was inconsistently enforcing policies.

Case Outcome/Disposition: A compilation of similar concerns received from eight Volunteers assigned to the post were referred to the RD for review. OIG discussed the concerns with Region management. The case was closed on August 14, 2018.

ALLEGATION # 250

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED] OIG received a Hotline complaint from a Volunteer. The Volunteer alleged that the [REDACTED] was poorly communicating staff expectations of Volunteers and was inconsistently enforcing policy violations.

Case Outcome/Disposition: A compilation of similar concerns received from [REDACTED] Volunteers assigned to the post were referred to the RD for review. OIG discussed the concerns with Region management. The case was closed on August 14, 2018.

ALLEGATION # 251

Peace Corps Region: Inter-America and the Pacific Region

Allegation Type: Misconduct

Subtype: Sexual Harassment

Allegation Narrative: On [REDACTED], OIG received an email from a staff member who forwarded a complaint to OIG from a former trainee. The former trainee alleged that a staff member had made inappropriate remarks to another trainee during preservice training sessions.

Actions Taken to Assure Safety of Volunteers: The alleged's identity was not revealed to the training staff.

Case Outcome/Disposition: The matter was referred to the RD for agency response. The agency was unable to corroborate the alleged statements by the trainer with others present, and a review of training surveys did not reveal similar concerns. Nevertheless, the post cautioned all staff trainers to be mindful of how comments can be misconstrued or taken out of context. The case was closed on August 8, 2018.

ALLEGATION # 252

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an anonymous Volunteer. The Volunteer alleged the systemic mishandling of small grants and other resources at a post.

Case Outcome/Disposition: The matter was referred to the RD, CD, and OIG's Audit Unit. The case was closed on August 9, 2018.

ALLEGATION # 253

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged that a member of post leadership was abusing authority, acting in an unprofessional manner, and creating confusion and a culture of intimidation at the post.

Case Outcome/Disposition: The matter was referred to Region staff. The case was closed on August 14, 2018.

ALLEGATION # 254

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged that a member of post leadership acted unprofessionally and created an environment of fear and intimidation by not listening to and swiftly moving to terminate Volunteers. The complaint stated these actions prevented Volunteers from coming to post management with issues during service.

Case Outcome/Disposition: The matter was referred to Region staff. The case was closed on August 14, 2018.

ALLEGATION # 255

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged that two members of post leadership were acting in an unprofessional manner, creating a culture of intimidation, and breaching Volunteers' confidentiality.

Breach of Confidentiality: Yes

Case Outcome/Disposition: The matter was referred to Region staff. The case was closed on August 14, 2018.

ALLEGATION # 256

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged that a member of post leadership was abusing authority, acting in an unprofessional manner, and creating confusion and a culture of intimidation at the post.

Case Outcome/Disposition: The matter was referred to Region staff. The case was closed on August 14, 2018.

ALLEGATION # 257

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged that a member of post leadership was abusing authority, acting in an unprofessional manner, and creating a culture of intimidation at the post.

Case Outcome/Disposition: The matter was referred to Region staff. The case was closed on August 14, 2018.

ALLEGATION # 258

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged that a member of post leadership was abusing authority, acting in an unprofessional manner, and creating a culture of intimidation at the post.

Case Outcome/Disposition: The matter was referred to Region staff. The case was closed on August 14, 2018.

ALLEGATION # 259

Peace Corps Region: Inter-America and the Pacific Region

Allegation Type: Mismanagement

Subtype: Health Care

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged that post medical staff did not offer the Volunteer adequate nor timely treatment, which could have resulted in permanent damage. The Volunteer also stated that post management did not seriously consider the situation or take any corrective actions after the Volunteer complained.

Case Outcome/Disposition: The matter was referred to the Region staff, OHS, and OIG's Evaluation Unit. The case was closed on September 5, 2018.

ALLEGATION # 260

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Separation from Service

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a family member of a Volunteer. The family member alleged that the Volunteer was unfairly separated from service without due diligence.

Case Outcome/Disposition: The Volunteer declined to waive confidentiality or pursue a separation appeal. The case was closed on August 15, 2018.

ALLEGATION # 261

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged that a post staff member abused authority to summon Volunteers to disciplinary meetings in a dangerous transportation setting.

Case Outcome/Disposition: The Volunteer did not respond to OIG follow-up. The case was closed on September 20, 2018.

ALLEGATION # 262

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Sexual Assault Response

Allegation Narrative: On [REDACTED], OIG received a Hotline call from a Volunteer. The Volunteer reported numerous instances of poor communication between staff related to the Volunteer's change of site following a reported sexual assault.

Case Outcome/Disposition: In discussing the allegation with an OIG investigator, the Volunteer became dissatisfied with the interview process and terminated the call. The OIG investigator attempted to reach out to the Volunteer again, but the Volunteer did not respond within 30 days. The case was closed on September 20, 2018 without a referral, however the case may be re-opened if the Volunteer wishes to resume contact with OIG.

ALLEGATION # 263

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a returned Volunteer. The returned Volunteer expressed concern that that Volunteers at the post had been unable to receive their signed Description of Service document in a timely manner and that staff seemed unconcerned with the impact that this has on Volunteers' ability to use NCE status.

Case Outcome/Disposition: OIG referred the matter to the CD and OIG's Evaluation Unit. The case was closed on September 27, 2018.

ALLEGATION # 264

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Separation from Service

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer was medically evacuated when [REDACTED], and sought reimbursement for half of the round-trip airline ticket purchased at the Volunteer's own expense.

Case Outcome/Disposition: OIG referred the matter to the RD, the CD, and the OHS Quality Nurse. The case was closed on September 5, 2018.

ALLEGATION # 265

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer expressed concern about how Headquarters staff handled the Volunteer's emergency leave request.

Case Outcome/Disposition: OIG referred the matter to OHS. The case was closed on September 14, 2018.

ALLEGATION # 266

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an anonymous source. The source expressed concerns over a post's use of social media. In particular, the individual was troubled by the portrayal of Volunteers consuming alcohol in a video produced and shared by the post.

Case Outcome/Disposition: OIG referred the matter to the RD and CD. The case was closed on September 5, 2018.

ALLEGATION # 267

Peace Corps Region: Africa Region

Allegation Type: Misconduct

Subtype: Drug Offense

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from an anonymous source. The source alleged that a CD and director of training at a post were both using illegal drugs and violating the post's alcohol policy.

Case Outcome/Disposition: OIG could not corroborate the anonymous allegation and referred the matter to the RD. The case was closed on September 7, 2018.

ALLEGATION # 268

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a returned Volunteer. The returned Volunteer expressed concern that Volunteers at the post had been unable to receive their signed Description of Service document in a timely manner and that staff seemed unconcerned with the impact that this has on Volunteers' ability to use NCE status.

Case Outcome/Disposition: OIG referred the matter to the CD and OIG's Evaluation Unit. The case was closed on September 27, 2018.

ALLEGATION # 269

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Housing & Safety

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a returned Volunteer. The returned Volunteer expressed concern over the returned Volunteer's medical evacuation, which the returned Volunteer stated was the result of an unreported sexual assault. The returned Volunteer wanted the post to know what had happened so that other Volunteers would not be placed at the returned Volunteer's site in the future.

Case Outcome/Disposition: OIG referred the matter to the RD and OIG's Evaluation Unit. The case was closed on September 27, 2018.

ALLEGATION # 270

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Health Care

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a returned Volunteer. The returned Volunteer alleged that during service the PCMOs provided the returned Volunteer with an anti-malarial medication that the returned Volunteer had been instructed not to take by a doctor prior to receiving medical clearance. The returned Volunteer also alleged that the medical process of the returned Volunteer's early termination was unprofessional.

Case Outcome/Disposition: The matter was referred to OHS. The case was closed on September 12, 2018.

ALLEGATION # 271

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged unprofessional conduct by post staff. The CD yelled at the Volunteer for needing assistance in moving the Volunteer's belongings to a new site because there was not a car available, despite staff's assurance that there would be a car.

Case Outcome/Disposition: The matter was referred to the RD. The case was closed on September 14, 2018.

ALLEGATION # 272

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Separation from Service

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a returned Volunteer. The returned Volunteer alleged that the returned Volunteer's administrative separation was unfair as the separation was sudden, there were not other options available to the Volunteer, and staff is allegedly using health concerns to separate the Volunteer. The Volunteer expressed that the separation should have been a medical separation.

Case Outcome/Disposition: The matter was referred to the RD and CD. The case was closed on September 13, 2018.

ALLEGATION # 273

Peace Corps Region: Africa Region

Allegation Type: Misconduct

Subtype: Sexual Harassment

Allegation Narrative: On [REDACTED], OIG received an email from a CD on behalf of a Volunteer. The Volunteer alleged that a staff member was sexually harassing the Volunteer.

Case Outcome/Disposition: The Volunteer was given the opportunity to file a complaint with OCRD but declined. The CD was also in communication with OGC regarding a plan for possible employment actions. The matter was referred to the CD, and OIG recommended that the CD coordinate with OSS regarding potential consequences if the alleged offender is disciplined. The case was closed on September 14, 2018.

ALLEGATION # 274

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Staff Performance

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a returned Volunteer. The returned Volunteer expressed concerns about poor staff performance, specifically by the CD and PM. The returned Volunteer alleged that the PM and CD did not offer support when the returned Volunteer faced multiple issues and that they did not take the incidents seriously.

Case Outcome/Disposition: The matter was referred to OIG's Evaluation Unit. The case was closed on September 17, 2018.

ALLEGATION # 275

Peace Corps Region: Africa Region

Allegation Type: Mismanagement

Subtype: Health Care

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a returned Volunteer. The returned Volunteer expressed concern that the returned Volunteer had been unable to obtain the returned Volunteer's complete medical records, and the PCMO was unresponsive.

Case Outcome/Disposition: The matter was referred to OHS, and the agency sent the returned Volunteer the records. The case was closed on October 4, 2018.

ALLEGATION # 276

Peace Corps Region: Africa Region

Allegation Type: Misconduct

Subtype: Sexual Assault

Allegation Narrative: On [REDACTED], OIG received a Consolidated Incident Reporting System (CIRS) report. The CIRS report notified OIG that a Volunteer was sexually assaulted at a [REDACTED] club by a post staff member.

Actions Taken to Assure Safety of Volunteers: The CD met with the Volunteer to discuss early close of service options, safety planning, and steps that will be taken with the offender. The offender was placed on paid leave without being given specific details and was given instructions to not speak to any Volunteers or staff.

Case Outcome/Disposition: OIG opened an investigation and the case is still in progress.

ALLEGATION # 277

Peace Corps Region: Europe, Mediterranean, and Asia Region

Allegation Type: Mismanagement

Subtype: Sexual Assault Response

Allegation Narrative: On [REDACTED], OIG received a Hotline complaint from a Volunteer. The Volunteer alleged that several staff members mishandled the reponse to the Volunteer's sexual assault by an unknown individual. The Volunteer stated that the staff was unhelpful in assisting the Volunteer in accurately reporting the event to local police, minimized the seriousness of the incident, and intentionally lied to the Volunteer about Peace Corps communications with local police.

Actions Taken to Assure Safety of Volunteers: The Volunteer was medically evacuated until being cleared to return to service.

Case Outcome/Disposition: OIG and the post were already aware of the Volunteer's concern, so OIG did not refer the matter. The case was closed on October 23, 2018.

APPENDIX A: VOLUNTEER OUTREACH INITIATIVE

The following are samples of the outreach materials OIG uses to inform staff, Volunteers and trainees of OIG's mission and work as well as the allegation reporting process.

OIG INFORMATIONAL BROCHURE FOR VOLUNTEERS



Office of Inspector General
TOGETHER WE MAKE A BETTER PEACE CORPS
800.233.5874 | 202.692.2915 | OIG@PEACECORPS.GOV | PEACECORPS.GOV/OIG/CONTACTUS

The Office of Inspector General provides *independent oversight* of agency programs and operations in support of goals set forth in the Peace Corps Act while making the *best use* of taxpayer dollars.

What We Do

OIG conducts audits, evaluations, and investigations domestically and overseas, providing management with recommendations to improve the effectiveness and efficiency of the agency, while also protecting the Peace Corps from anyone who would like to do it harm by defrauding or misusing its resources.

It is our job to look into allegations of misconduct and criminal wrongdoing involving Peace Corps staff, contractors, and Volunteers, and it is our mission to make sure that agency funds are spent appropriately.

What You Can Do

If at any point during your service or work with the Peace Corps you suspect fraud, waste, or abuse of government resources, you should report it to OIG.

Also, if at any point you believe something was mismanaged (for example, a bribe was taken, your safety is in jeopardy, or a sexual assault response was mishandled), you are urged to contact OIG. When you come to us with your concerns, you help OIG improve Peace Corps.

Telling OIG the agency mishandled your case or the case of another Volunteer will not convert a restricted sexual assault report to a standard report.

Protection from Retaliation

OIG evaluates all complaints and protects the identity of Volunteers who bring their concerns to our office. No one may retaliate against you because you choose to report information and you always have the option to report information anonymously through our [Online Reporting Tool](#).

Help Protect Minors

Under the PROTECT Act, it is illegal for U.S. citizens to sexually abuse minors overseas. Sometimes people can be reluctant to take action if they suspect a friend or co-worker is abusing children; however, the impact of inaction can be devastating.

OIG requests your help in protecting host country national children from sexual predators. Help stop child sexual exploitation by reporting any U.S. citizen who may be involved in sexual activity or contact with anyone under the age of 18.

Contact Us

If you have questions, concerns, or anything to report, please contact OIG using any of these methods. OIG protects the identity of Volunteers who bring their concerns to our office and the online reporting tool is also anonymous.

Peace Corps OIG Hotline:

U.S./International: (202) 692-2915

Toll Free: 1-800-233-5874

Fax: 202-692-2901

E-mail: oig@peacecorps.gov

Online Reporting Tool:

peacecorps.gov/OIG/contactOIG

The online reporting tool allows you to make an anonymous complaint.

Twitter

Follow @PCOIG on Twitter to stay updated on news, audits, evaluations, and investigations.

POST EVALUATION NOTIFICATION LETTER TO VOLUNTEERS



Office of Inspector General

Office
202.692.2900

Hotline
202.692.2915
800.233.5874

To: Peace Corps/{ Country } Volunteers
From: Kathy Buller, Inspector General
Date: [date]
Subject: The Upcoming OIG Evaluation of Peace Corps{ Country }

Evaluator [name] of Peace Corps' Office of Inspector General (OIG) will visit Peace Corps/[country name] to conduct a country program evaluation on or about [date]. The OIG is an independent office within the Peace Corps, which reports to the Director of the Peace Corps and to the Congress. The OIG is responsible for promoting integrity and accountability; detecting and preventing mismanagement, fraud, waste, and abuse; and enhancing the effectiveness and efficiency of Peace Corps programs and operations.

The purpose of our visit is to conduct a comprehensive country program evaluation and, where appropriate, make recommendations intended to improve program operations in PC/[country name]. During this visit, we will select and interview a representative sample of Volunteers by training group, project assignment, site location, and other demographic characteristics such as age and gender. The information we receive from these interviews is critical to our assessment of post operations. These interviews will allow for in-depth discussions about your project, training, living conditions, health care, safety, staff support, and transportation. This will also provide you with an opportunity to raise issues and share your experiences as Volunteers serving in [country name]. If you are selected to be part of the sample we will plan to spend approximately one to two hours with you at your home. We will try to minimize disruptions to your normal schedules.

Post staff will make interview arrangements with selected Volunteers prior to our arrival. If you are not selected for an interview but wish to speak to the evaluator, you may request a meeting by contacting Senior Evaluator [name] at [email address]. To the extent possible, we will make arrangements for as many additional meetings as our schedule allows.

We also encourage anyone who has information or concerns regarding mismanagement, fraud, waste, or abuse to contact Senior Evaluator [name] in advance of our visit, or to submit this information either via our Hotline email address (OIG@peacecorpsoig.gov) or via our internet page (https://www.peacecorps.gov/about/inspector-general/#ig_contact_form). All such information will be treated with utmost discretion and your identity will remain confidential as directed by the Inspector General Act of 1978, as amended, and/or other federal laws and regulations. Please note that Peace Corps policy expressly prohibits reprisal or retaliation for reporting information or allegations of mismanagement, fraud, waste, abuse, or other wrongdoing.

[Name] is looking forward to [his/her] visit to [country name]. Thank you in advance for your help.

EXCERPT FROM THE INSPECTOR GENERAL'S UPDATE



Office of Inspector General

Inspector General's Update

October 2018 Report fraud, waste, abuse, and mismanagement

Highlights

- [News](#)
 - [Annual Plan for FY 2019](#)
 - [FY 2019-2021 Strategic Plan](#)
- [New Staff](#)
- [Agency-wide Reports](#)
 - [Management Advisory Reports](#)
 - [Volunteer Drug Use](#)
 - [Managing the Suspension of Peace Corps/ Kenya](#)
 - [Purchase Card Review](#)
- [Post Audits and Evaluations](#)
 - [Panama Audit](#)
 - [Botswana Audit](#)
 - [Philippines Audit](#)
 - [Uganda Follow-up Evaluation](#)



Our goal in the Office of Inspector General is to improve the efficiency and effectiveness of Peace Corps programs and operations, and to prevent fraud, waste, abuse, and mismanagement. My office supports the mission of the agency by reviewing and providing independent oversight of operations at posts and headquarters through audits, evaluations, and investigations.

Remember, when you see a problem that needs to be reported to OIG, contact our office by [phone](#), through the [website](#), or by [email](#). We will review reports and afford confidentiality to the maximum extent provided by the Inspector General Act.

EXCERPT FROM #PCOIG TWITTER FEED



Peace Corps OIG @PCOIG · Sep 20

Former Peace Corps trainee charged in federal court.
ow.ly/SGus50j3PjB

Peace Corps Office of Inspector General announces criminal case against former trainee

Home / Agency News / News Library

September 20, 2018

WASHINGTON - The Peace Corps Office of Inspector General announced that yesterday a former Peace Corps trainee was charged with three counts of video voyeurism stemming from conduct he engaged in while a trainee in Zambia.

Matthew Walker, 30, was charged by an information in the Northern District of Florida at the U.S. District Court in Panama City, Florida.

As alleged in the information, Walker was a Peace Corps trainee in Zambia in 2016. On three occasions Walker is alleged to have used his GoPro camera to record a fellow trainee, without consent, while the fellow trainee was naked and changing in areas where the fellow trainee had a reasonable expectation of privacy. The name of the victim is being withheld from the public to protect the victim's privacy.



APPENDIX B: LIST OF ACRONYMS

AF	Africa Region Operations
AIG/I	Assistant Inspector General for Investigation
APCD	Associate Peace Corps Director
CD	Country Director
CIRS	Consolidated Incident Reporting System
COU	Counseling and Outreach Unit
DMO	Director of Management and Operations
DPT	Director of Programming and Training
EEO	Equal Employment Opportunity
EMA	Europe, Mediterranean, and Asia Region Operations
FECA	Federal Employees' Compensation Act
FY	Fiscal Year
HIPAA	Health Insurance Portability and Accountability Act
IAP	Inter-America and the Pacific Region Operations
LCF	Language and Cultural Facilitator
NCE	Non-Competitive Eligibility
OC	Outreach Committee
OCRD	Office of Civil Rights and Diversity
OGC	Office of General Counsel
OGO	Office of Global Operations
OHS	Office of Health Services
OIG	Office of the Inspector General
OSS	Office of Safety and Security
OVA	Office of Victim's Advocate
PCMO	Peace Corps Medical Officer
PCR	Peace Corps Response
PI	Preliminary Inquiry
PM	Program Manager
PST	Pre-Service Training
RD	Regional Director
RPCV	Returned Peace Corps Volunteer
SA	Special Agent
SSM	Safety and Security Manager
TEFL	Teaching English as a Foreign Language
USDH	U.S. Direct Hire
VRS	Volunteer Recruitment and Selection

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@peacecorpsoig.gov
Online Reporting Tool: [PeaceCorps.gov/OIG/ContactOIG](https://www.peacecorps.gov/OIG/ContactOIG)
Mail: Peace Corps Office of Inspector General
P.O. Box 57129
Washington, D.C. 20037-7129

For General Information:

Main Office: 202.692.2900
Website: [peacecorps.gov/OIG](https://www.peacecorps.gov/OIG)
 Twitter: twitter.com/PCOIG