PEACE CORPS

Office *of* Inspector General

FINAL REPORT

Evaluation of Peace Corps/Mexico: Volunteer Health, Safety, and Security at Site

IG-26-03-E
September 2026

PEACE CORPS
Office of Inspector General

REPORT HIGHLIGHTS

About This Review

The success of the Peace Corps' mission depends on its ability to recruit and place individuals in host countries that have requested Volunteers, and for those Volunteers to be successful during their service. The post's support in keeping Volunteers healthy, safe, and secure at their sites—where they live and work—is a critical feature of a successful Volunteer experience. The Office of Inspector General (OIG) conducted a limited scope evaluation of Peace Corps/Mexico's compliance with key health, safety and security, and housing standards at Volunteer sites, with a project scope from January 2023 to December 2025. At the time of our evaluation, 68 Volunteers were working across 3 project sectors in Mexico.

Project Objective

To what extent did the post comply with critical health, safety, and security standards at Volunteer sites?

Evaluation of Peace Corps/Mexico: Volunteer Health, Safety, and Security at Site

September 24, 2026

What We Found

We determined that the post complied with most of the critical health, safety and security, and housing standards at Volunteer sites, which are important factors for facilitating a successful Volunteer experience.

Health Support for Volunteers

The post met key medical policy and procedure requirements for Volunteer site management. Volunteers reported that they had few concerns about health risks and were mostly satisfied with the post's provision of healthcare. The post's referral and local medical facilities met key agency requirements, and Volunteers generally reported positive experiences with them.

Safety and Security Support for Volunteers

The post complied with key safety and security policies for site management. Volunteers reported that they felt safe at their homes, sites, and workplaces. We found that the post generally managed the oversight and maintenance of each site's history documentation, as required.

Housing Support for Volunteers

Overall, Volunteers were provided with safe and secure homes. We found that Volunteer housing standards in Peace Corps/Mexico were comparably higher than at other posts we had assessed in recent years. Generally, the post complied with emergency contact, site location, and site contact information requirements. The post also developed and delivered sexual assault and sexual harassment information to Volunteer host families and counterparts, as required. However, we found the post did not sufficiently document Volunteer feedback on host families, which is used to ensure that inappropriate host families are not re-assigned.

What We Recommend

This report contains one recommendation to help ensure Volunteer feedback on host family experiences is documented in the Volunteer Information Database Application. See page 12.

About this Report

What We Reviewed

On October 14, 2025, we announced our evaluation of Peace Corps/Mexico (also referred to as "the post") with the objective to answer the following question: To what extent did the post comply with critical health, safety, and security standards at Volunteer sites?

This report is organized by the following topics:

1. Health Support for Volunteers
2. Safety & Security Support for Volunteers
3. Housing Support for Volunteers

Why We Conducted This Review

Evaluations are a tool OIG uses to conduct independent oversight of Peace Corps operations and programs. In October 2025, OIG launched three concurrent post evaluations that focused on Volunteers' health, safety and security, and housing at their sites.[1] We decided to evaluate the posts' site management because over the years, OIG has documented longstanding issues with varying posts' site management, which directly impacted Volunteer health and safety. By conducting concurrent post evaluations, we were able to reach more countries to gain better insight into the systemic issue that is shared across Peace Corps posts.

How We Conducted This Review

Given the importance of site management's impact in facilitating a successful Volunteer experience, we measured the post's compliance with Peace Corps and post-specific site management requirements, standards, and guidelines related to Volunteer health, safety and security, and housing. We performed fieldwork in Mexico from November 30 to December 12, 2025, during which we interviewed the former Country Director and 48 Volunteers.[2] We also completed 47 home inspections. We conducted this evaluation in accordance with the Council of the Inspectors General on Integrity and Efficiency's *Quality Standards for Inspection and Evaluation* (December 2020).

A detailed description of our scope, methodology, and criteria is listed in Appendix A of this report.

[1] The other two evaluations were of Peace Corps/Guatemala and Peace Corps/Samoa.

[2] We interviewed a total of 95 Volunteers and inspected 93 houses across all three post evaluations, including: Peace Corps/Samoa, Peace Corps/Mexico, and Peace Corps/Guatemala.

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Mexico Snapshot

Mexico is a North American country that is bordered by the United States to the north and Guatemala and Belize to the southeast. Mexico is part of an area known as the "ring of fire," where there are active volcanoes and frequent seismic activity.

The country is comprised of 31 states and federal districts, with the majority of the population inhabiting the central part of the country and nearly 80 percent of the population living in urban areas. Mexico has a significant wealth disparity; most of its residents come from either extreme wealth or extreme poverty.

Figure 1: Map of Mexico

Table 1: Overview of Mexico

Overview of Mexico	
Population	135,674,000
Official Languages	Spanish
Economy	Gross Domestic Product Per Capita: $15.11 thousand (USD) Unemployment: 2.7%
Health	Life Expectancy: 75.74 years
Human Development Index	Rank: 81; Classification "High"

Peace Corps/Mexico

In March 2020, the agency evacuated 63 Volunteers from the post following the Peace Corps' global suspension of operations due to the COVID-19 outbreak. In September 2022, the first cohort of 17 Volunteers returned to service in Peace Corps/Mexico.

Table 2: Overview of Peace Corps/Mexico

Overview of Peace Corps/Mexico	
Dates of Operation	2004-Present
Volunteers (all time)	634
Volunteers at the Post*	88
Project Sectors	Environment; Teaching English as a Foreign Language; Peace Corps Response
Post Staffing Positions*	3 United States Direct Hires (1 vacancy); 22 Personal Service Contractors
FY2026 Budget	$2,537,632

*As of September 2026

Peace Corps Volunteers' project work in Mexico focuses on the following:

- **Environment:** Promotes greater awareness of natural resource conservation practices. Projects include co-guiding environmental education resource development; co-facilitating community environment and nature appreciation educational activities; and co-guiding community members to implement and adopt climate resilience practices such as soil and water conservation, soil waste handling, and biodiversity conservation in alignment with Government of Mexico Ministry of Environment and Natural Resources guidance.

- **Teaching English as a Foreign Language:** Provides a sustainable approach to English education in Mexico by serving as linguistic and cultural ambassadors for underserved students and professors. Activities by Volunteers include teaching, co-planning, co-teaching, teacher training, student mentoring, on and off campus extracurricular activities, and strategic networking with students and faculty.

- **Peace Corps Response:** Responds to national and local needs through targeted support. Volunteers with specialized profiles and extensive professional experience collaborate on unique projects. Response Volunteers work with community leaders, university faculty and administrators, undergraduate students, and government ministry project leaders in implementing activities such as: designing and facilitating trainings; analyzing institutional processes; recommending best practices; co-creating manuals, standard operating procedures, or strategic plans; facilitating collaboration between departments and/or institutions; designing and implementing new programs; and strengthening science, technology, engineering, and math curriculum programs.

Health Support for Volunteers

Overall, post staff effectively supported the Volunteers' health needs and complied with the selected medical policies and site management procedures that we assessed. Moreover, we found that Volunteers were satisfied with both the post's and the medical referral facilities' provision of healthcare.

The Medical Facilities Used by the Post Met Peace Corps Requirements and Provided Satisfactory Care to Volunteers

We found that the post mostly complied with the key requirement to assess its medical referral facilities within a 3-year timeframe, per the Peace Corps' Medical Technical Guideline (TG) 204.[3] At the time of our review, the post had assessed four of its five referral facilities, and the Peace Corps Medical Officers (PCMO) reported that they had completed the fifth facility assessment in May 2026—within 3 months of its planned date. We reviewed a sample of 32 Volunteer system files in the Volunteer Information Database Application (VIDA)[4] and found that the post had documented a referral facility (a healthcare location that has been vetted by a PCMO) for all 32 Volunteers, as required. In addition, the post documented the nearest local medical facility (a healthcare location where community members might take a sick or injured Volunteer in an emergency) for all 32 Volunteer sites.

Many Volunteers reported they have been to a local healthcare facility; 25 of the 28 Volunteers who visited a facility said they had a positive experience when receiving the care they needed. Several Volunteers expressed dissatisfaction with host country specialist doctors and reported those concerns to the post medical team. The medical team stated that after they had received Volunteer concerns about specialists, staff identified alternate specialists for referral.

Additionally, three Volunteers expressed their frustration with waiting for the post to reimburse them after incurring high medical expenses.[5] When we asked the PCMOs about these Volunteers' frustrations, they responded by saying that, when requested, they can expedite reimbursement for high-cost visits. The post also reported that they have a procedure for depositing money to Volunteers to cover the cost of medical appointments if requested. We encourage the post to ensure its Volunteers fully understand that they can request an advanced deposit or expedited reimbursement under these circumstances, which will reduce confusion and frustration.

Volunteers Reported Few Health Risk Concerns and Overall Satisfaction with Their Healthcare

Volunteers reported few health concerns and expressed an overall satisfaction with their healthcare in Mexico. Thirty-seven of the 48 Volunteers interviewed had no concerns about health risks at their home, site, or workplace. Three Volunteers noted that they were concerned about mosquito-borne diseases. We verified with both Peace Corps/Mexico and the Office of

[3] Medical Technical Guideline 204, "Health Care Facility and Consultant Assessments and Surveys, and Volunteer Site Visits."
[4] VIDA is the requisite system for maintaining required site history documentation.
[5] For example, one Volunteer said their medical expenses were about one-third of their monthly allowance; another said their expenses were about one-fourth of their monthly allowance.

Health Support for Volunteers

Volunteer Health that they are monitoring the movement of mosquito-borne diseases and that Mexico has never had a Volunteer contract dengue or malaria. Additionally, the PCMOs stated all Volunteers receive training on mosquito-borne diseases and are given mosquito nets and insect repellent. Additionally, 96 percent (44/46) of the Volunteers we interviewed said they had positive experiences with the healthcare they received from the PCMOs. Volunteers explicitly told us the PCMOs are responsive, supportive, and helpful.

We determined that Peace Corps/Mexico Volunteer health support was effective based on multiple factors:

- Mexico has a good medical system, with internationally accredited hospitals[6] and accessible pharmacies for Volunteers' needs.
- The two Peace Corps/Mexico PCMOs have each worked for Peace Corps for more than 15 years and bring significant experience to their roles.
- The medical team, post staff, and Volunteers maintained open and effective communication.
- The PCMOs consistently followed up with Volunteers and contributed to the quarterly post newsletters with helpful reminders and tips on the Volunteers' use of medical kits.

As a result, Peace Corps/Mexico provided effective and reliable health support to Volunteers, and the Volunteers largely had confidence in their healthcare.

Figure 2: Monumento a la Patria in Merida, Mexico

[6] Mexico has multiple Joint Commission International accredited hospitals that meet the highest standards for healthcare quality and patient safety.

Safety and Security Support for Volunteers

Peace Corps/Mexico provided effective safety and security support to Volunteers, demonstrated by its compliance with key safety and security requirements, strong communication from the Safety and Security Manager (SSM), and Volunteers' general satisfaction in the post's support of their safety.

The Post Met Agency Site Documentation Requirements

Overall, the post met agency site documentation requirements to maintain the required documentation in VIDA for all Volunteers,[7] as established in Safety and Security Instruction (SSI) 401. We reviewed the site history documentation for 32 Volunteers in VIDA and found a high rate of completion for site survey forms, site selection criteria checklists, host family surveys, and site contact information (see Table 3 below). This documentation assures each Volunteer's site had been properly vetted for any potential safety and security issues.

Table 3: Site Documentation in VIDA

Required Form in VIDA	Compliance in VIDA Files Reviewed
Site Survey	31 of 32 (97%)
Site Selection Criteria Checklist	27 of 32 (84%)
Host Family Survey	31 of 32 (97%)
Site Contact Information	30 of 32 (94%)

The post complied with SSI 420,[8] which requires all posts to provide host families and a designated individual at each Volunteer's workplace, such as a counterpart, with sexual assault awareness and prevention orientation.[9] Every Volunteer is placed in a house with a host family for the first 3 months at site. We found documentation that Volunteer host families and counterparts were provided with the required sexual assault and sexual harassment training.

Additionally, the post said they provided the host families and counterparts with manuals that outline their respective roles for hosting and working with their assigned Volunteer (see Figure 3).

Figure 3. "Host Family Manual"

[7] SSI 401, "Site History Documentation."
[8] SSI 420, "Guidance for Host Family and Counterpart Orientation/Information on Sexual Assault and Sexual Harassment."
[9] The Sam Farr and Nick Castle Peace Corps Reform Act of 2018 (22 U.S.C. § 2507b (a)(9)) requires that each Peace Corps post "provide[s] orientation or information regarding the awareness and prevention of sexual assault and sexual harassment" to host families and "a designated person of authority at the Volunteer's initial workplace."

Safety and Security Support for Volunteers

The Post Met Most Emergency Contact Information and Site Location Requirements

The post largely met the agency's emergency contact information and site location requirements. According to SSI 603,[10] Volunteers should have the post's emergency contact information displayed in their homes, provide copies to their neighbors and counterparts, and have the information in a format that can be carried with the Volunteer at all times. Of the 47 Volunteer homes we inspected, 83 percent (39/47) had the post's emergency contact information posted in their homes, and 94 percent (44/47) of the Volunteers reported that their neighbors and counterparts have been provided with the information. We also observed that 87 percent (42/48) of the Volunteers interviewed had the emergency contact information in a portable format, as required. We found that the post provided the emergency contact information to Volunteers in a very effective way, by placing it on magnets to be prominently displayed in the Volunteer's home as well as business cards that can fit in a wallet or phone case (see Figures 4 and 5). We consider this to be a best practice for other posts to employ.

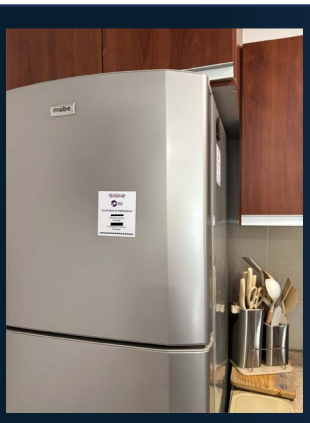


Figure 4. Refrigerator magnet of post emergency contact information.

Figure 5. Post emergency contact information that fits in a wallet or phone

Additionally, in accordance with SSI 603, all 32 Volunteer houses we sampled for our documentation review in VIDA had their geographic coordinates recorded, which ensures that post staff know exactly how to locate the home of a Volunteer for emergency management purposes.

Volunteers Reported Few Safety and Security Concerns and Overall Satisfaction with The Post's Support of Their Safety and Security

The Volunteers we visited said they were satisfied with the post's support for their safety and security. Of the 48 Volunteers we interviewed, 88 percent (42/48) stated they had no safety and security concerns at their home, site, or workplace. A few Volunteers expressed their concerns regarding two main security risks: unreliable and unsafe public transportation, and the norms of excessive alcohol consumption. However, the post had addressed these concerns during its pre-service training by holding sessions on transportation, verbal harassment, and refusing alcohol when dating in Mexico.

[10] SSI 603, "Volunteer Site Location Management."

Safety and Security Support for Volunteers

Manual Section 461[11] states that the Peace Corps is committed to creating an environment that encourages Volunteers and Trainees to report any incidents that had been committed against them so that the post and agency can provide the necessary and proper support. Of the 45 Volunteers we asked about their satisfaction with the post's response to security incidents, and if they felt comfortable reporting an incident, 96 percent (43/45) provided a positive response. One Volunteer stated that the "post responded quickly, took concerns seriously, and even offered more support than expected."

We found that the post's Volunteer safety and security support was effective, which is critical due to the disputes between Mexican criminal organizations and the Mexican Armed forces, which have caused significant levels of violence in some parts of the country. The post mitigates these safety concerns by not operating in areas with significant levels of violence. The post has a strict transportation policy for the Volunteers, and the SSM consistently monitors the security environment and sends security alerts to Volunteers. The SSM has about 20 years of experience at Peace Corps/Mexico and regularly communicates with the Peace Corps Safety and Security Officer (PCSSO).

Figure 6. Peace Corps/Mexico Volunteer in front of her gated home.

In 2024, the PCSSO completed a safety and security review of the post, and provided 12 recommendations to improve documentation records, complete emergency communication testing, and update standard operating procedures. According to the PCSSO, all 12 recommendations have been closed, and the PCSSO stated they have no concerns for Volunteers' safety and security because the SSM takes these risks and concerns seriously.

We determined that, overall, the post effectively supported the Volunteers' safety and security at their sites and complied with the safety and security policies and procedures we assessed. Moreover, the Volunteers we interviewed said they felt safe at their homes and sites and expressed overall satisfaction in the post's support of their safety.

[11] Manual Section (MS) 461, "Crimes Against Volunteers and Trainees."

Housing Support for Volunteers

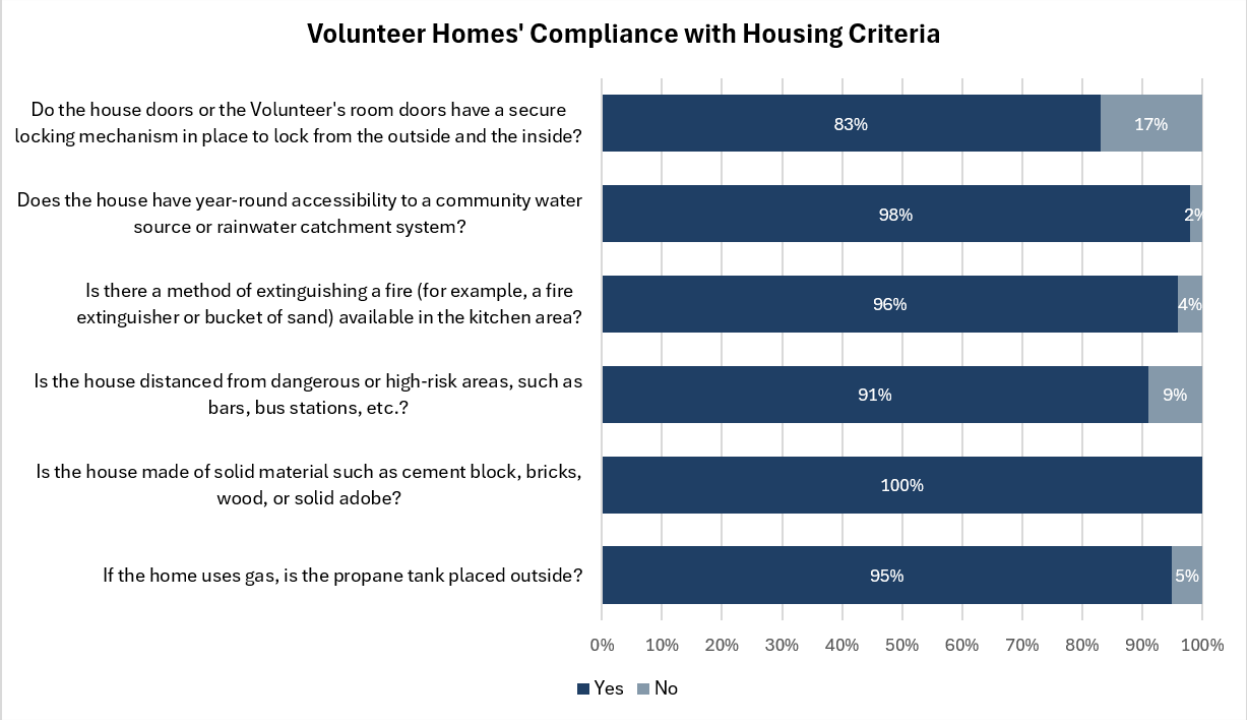
We found that Volunteer homes mostly met the post's criteria and were safe and secure. Specifically, the placement of propane gas tanks and hot water heaters in Volunteer homes generally met agency safety standards. However, we also found that the post did not sufficiently document Volunteer feedback on host families in VIDA, which provides the post with valuable data to help make informed placement decisions for future Volunteers.

Houses Met the Post's Criteria

We reviewed Peace Corps/Mexico's VIDA documentation and inspected 47 Volunteer homes[12] to measure the post's compliance with agency housing requirements and ensure Volunteers are living in safe and secure housing. We reviewed a sample of 32 Volunteers' site history files in VIDA and found that 84 percent (28/32) included a completed housing criteria checklist, as required by SSI 410.[13]

Our home inspections revealed a high rate of compliance with the post's housing criteria. Figure 6 below shows the post's rate of compliance with the Volunteer safety and security housing criteria. The homes were well-constructed and structurally sound, with solid framed windows and doors. Volunteers are required to live with a host family for at least 3 months following arrival at site, after which the Volunteers can independently find their own housing, which must meet security guidelines. We found that Volunteer houses in Mexico were at a comparably higher standard than other Peace Corps posts we assessed in recent years.

Figure 7. Compliance with Key Safety & Security Housing Criteria



[12] Although we interviewed 48 Volunteers, two shared a home, resulting in a total of 47 inspected homes.
[13] Safety and Security 410 "Housing Standards and Inspection Process."

Housing Support for Volunteers

We found that 36 of the 38 Volunteer homes using gas for cooking had propane gas tanks placed safely outside of the home. We assess gas stoves carefully due to the unfortunate propane gas tank explosion that resulted in the death of a Volunteer in 2019 at another Peace Corps post. Of the two Volunteers with propane gas tanks inside their homes, one Volunteer's tank was 1.5 meters away from the stove and in a well-ventilated area, which the standards permit. The remaining Volunteer's tank had pots and pans stacked on top of it, along with plastic bags hanging from the valve, and no plug-in gas detector in the home, however; based on our observations of this and other safety concerns, the Volunteer was moved by the post.

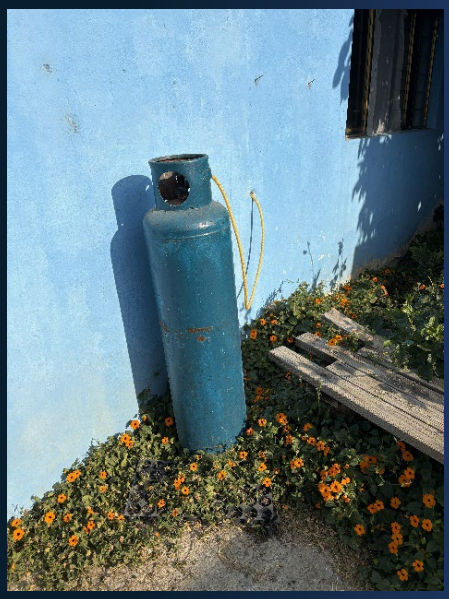


Figure 8: Propane gas tank placed outside of Volunteer home.

The post added criteria specific to Mexico housing safety standards, requiring propane gas water heaters to be placed outside of the bathroom in a well-ventilated area. We observed that all 41 Volunteer homes with a propane gas water heater met this standard.

We determined the post's overall successful placement of Volunteers in safe and secure housing was due to the effective collaboration across the post's Volunteer support staff: the programming team, the medical team, and the SSM. The programming team stated that they have bi-weekly meetings during the site preparation and development process, which occurs 1 to 7 months before a Volunteer cohort's arrival. The SSM also explained that they provide the post's housing criteria checklist to the Volunteers and host families, so that everyone understands what housing standards are expected for the home. Overall, the post's effective collaboration among the programming team, medical team, and SSM ensured Volunteers were consistently placed in safe and secure housing that met Peace Corps housing standards.

Figure 9: Peace Corps/Mexico Volunteer in front of host family home.

Housing Support for Volunteers

The Post Did Not Sufficiently Document Volunteer Feedback on Host Families

We found that while the post collects feedback from Volunteers regarding their host family experience, this information was not documented in VIDA, per agency requirements. Five Volunteers said they had negative experiences with their previous host families. When we reviewed their feedback forms, one of those Volunteers explicitly said that they did not recommend that host family for future Volunteers. The post noted the feedback in its host family spreadsheet but failed to note the feedback in VIDA.

MS 270[14] states that each post must maintain a system for recording the history of a site, and that "the information should include Volunteer concerns about a location […] that could otherwise affect a future decision to place a Volunteer in that location." In addition, SSI 401 requires information about each site to be maintained in VIDA to help inform future site decisions.

The post's site management manual did not include guidance on how to document Volunteer feedback on host family experiences, and staff said they did not know how or where to document a Volunteer's host-family feedback in VIDA. Many host families are used for multiple Volunteer cohorts; so, it is imperative for the post to preserve relevant feedback from Volunteers to ensure inappropriate host families are not re-assigned.

We recommend:

1. **The Director of Programming and Training ensures relevant Volunteer feedback on host family experiences is documented in the Volunteer Information Database Application.**

[14] Manual Section 270 "Volunteer/Trainee Safety and Security."

Additional Information: Response Volunteers

Eleven of the 48 Volunteers we visited in Mexico were serving as Peace Corps Response Volunteers. Response Volunteers have extensive and specialized professional experience, and the Peace Corps/Mexico Response Volunteers work on specific projects with organizations for 6 to 12 months.[15]

Most Response Volunteers reported strong partnerships with their affiliated universities and organizations. They told us their Volunteer experience was rewarding and allowed them to offer their expertise to organizations while also strengthening their professional development and expanding their professional networks. The Peace Corps Response Manager stated two things set Mexico apart from other countries for Response Volunteers: the level of work Volunteers can engage on with local professionals and the country's proximity to the United States, which facilitates annual leave for Response Volunteers who may need to return more frequently for personal or professional obligations. One Volunteer said that Mexico has the capacity to support more Response Volunteers.

However, we heard from many of the Response Volunteers that they struggled to find independent housing following their required 1-month stay with a host family. They said the housing markets in the cities they live and work in are competitive, so good housing goes quickly, forcing Volunteers to spend significant time, and sometimes personal funds, to secure their own housing. We encourage the post to consider improving the housing process for Response Volunteers.

Figure 10: Puerta de Mar in Campeche, Mexico

[15] As of January 2025, the post no longer offers less than 12 months of service for Peace Corps Response Volunteers.

Recommendations

Based on the results of our review and analysis, OIG recommends that:

1. **The Director of Programming and Training ensures relevant Volunteer feedback on host family experiences is documented in the Volunteer Information Database Application.**

OIG Response to Agency Comments

We appreciate the Peace Corps' collaboration throughout this evaluation. In response to the preliminary report, the Peace Corps concurred with the report's recommendation. Moreover, the post has already addressed the recommendation. We reviewed evidence of completed corrective actions and closed recommendation 1.

We wish to note that in closing the recommendation, we are not certifying that we have reviewed their effects. For the full text of the agency's comments, see Appendix C.

Appendix A: Objective, Scope, and Methodology

Objective and Scope

We conducted the evaluation of Peace Corps/Mexico with the objective to answer the following question: To what extent did the post comply with critical health, safety, and security standards at Volunteer sites?

To guide our work, we used the following researchable questions:

1. Did the post comply with medical policies and procedures for site management?
2. Did the post comply with safety and security policies and procedures for site management?
3. Did the post comply with housing policies and procedures for site management?
4. Did the post comply with site location management policies and procedures for site management?
5. Did the post comply with community orientation policies and procedures for site management?

The scope of this evaluation included the post's policies, procedures, and documentation from January 1, 2023, to December 30, 2025.

Methodology

Interviews and Inspections

We traveled to the post from November 30 to December 12, 2025, inspected 47 Volunteer houses, and interviewed 48 Volunteers. During our evaluation, we prioritized our site visits to those located in the most remote areas–some of which took a full day of driving or a two-hour flight from post to arrive at the site. We also spoke with post staff, including the former Country Director, acting Country Director, Director of Programming and Training, Safety and Security Manager, Peace Corps Medical Officers, Programming Team, and Quality Assurance Specialist.[16] We also spoke with the Peace Corps Safety and Security Officer who oversees the post.

Data Review and Analysis

We analyzed data collected from the post and headquarters to evaluate site management as it relates to Volunteer health, safety and security, and housing. The data we analyzed included, but was not limited to, PCSSO reports, VIDA, site history files, and post standard operating procedures and records.

[16] Peace Corps/Mexico's Country Director left the agency on December 6, 2025, and the post received a temporary acting Country Director until a new one could be hired later in 2026.

Appendix A: Objective, Scope, and Methodology

Criteria Review

We reviewed the following Federal laws and agency policies, procedures, and guidance related to the post's program, operations, and activities:

- Sam Farr and Nick Castle Peace Corps Reform Act of 2018
- Kate Puzey Peace Corps Volunteer Protection Act of 2011
- The post's site survey forms, site selection criteria checklists, housing criteria checklists, host family survey forms, and site contact forms
- The agency's tri-regional site management guidance documents for 2024 and 2025
- Peace Corps Manual Sections
    - MS 262, "Peace Corps Medical Services Program"
    - MS 270, "Volunteer/Trainee Safety and Security"
    - MS 461, "Crimes Against Volunteers and Trainees" (policy and procedures)
- Safety and Security Instructions
    - SSI 310, "Safety and Security Volunteer Training Guidelines"
    - SSI 401, "Site History Documentation"
    - SSI 410, "Housing Standards and Inspection Process"
    - SSI 415, "Host Family Selection Criteria and Approval Process"
    - SSI 420, "Guidance for Host Family and Counterpart Orientation/Information on Sexual Assault and Sexual Harassment"
    - SSI 603, "Volunteer Site Location Management"
- Medical Technical Guidelines
    - TG 204, "Health Care Facility and Consultant Assessments and Surveys, and Volunteer Site Visits"
    - TG 240, "Medical Supplies and Equipment"

Inspector General Standards

We conducted this evaluation in accordance with the Council of the Inspectors General on Integrity and Efficiency's *Quality Standards for Inspection and Evaluation* (December 2020).

Appendix B: List of Acronyms

MS	Manual Section
OIG	Office of Inspector General
PCMO	Peace Corps Medical Officer
PCSSO	Peace Corps Safety and Security Officer
SSI	Safety and Security Instruction
SSM	Safety and Security Manager
TG	Technical Guidelines
VIDA	Volunteer Information Database Application

Appendix C: Agency Response

SENSITIE BUT UNCLASSIFIED

MEMORANDUM

TO: Joaquin Ferrao, Inspector General

FROM: Richard E. Swarttz, Chief of Staff

CC: Kristin Besch, Deputy Chief Executive Officer
Karen Roberts, Deputy Chief of Staff and White House Liaison
Emily Haimowitz, Country Director, Peace Corps/Mexico
Nancy Herbolsheimer, Associate Director, Department of Global Operations
Christine Gottschalk, Deputy Director, Department of Global Operations
Mark Hannafin, Chief of Operations, Office of Post Performance and Support
David Fleisig, Director, Office of Volunteer Safety and Security
Wayne Quillin, Associate Director Office of Volunteer Health
Temby Caprio, Chief Compliance and Risk Officer
Alexis Fowler, General Counsel
Jennifer Piorkowski, Director, Executive Secretariat Unit
Nafisah Hankins, Compliance Officer Audit Liaison

DATE: September 18, 2026

SUBJECT: Agency Response to the *Evaluation of Peace Corps/Mexico: Volunteer Health, Safety, and Security at Site*

Thank you for the opportunity to respond to this preliminary report from the Office of Inspector General (OIG). Enclosed please find the agency's response to the recommendations made by the inspector general as outlined in the OIG's *Evaluation of Peace Corps/Mexico: Volunteer Health, Safety, and Security at Site* sent to the agency on August 12, 2026.

Recommendation 1

The director of programming and training ensures relevant Volunteer feedback on host family experiences is documented in the Volunteer Information Database Application (VIDA).

Concur

Response: Post has and continues to consider Volunteer feedback on host families when deciding whether to use those families for future Trainees or Volunteers. Moving forward, post has clarified roles, responsibilities and procedures for properly documenting feedback for host families in VIDA. Notes have been added to VIDA to document feedback provided for the two host families mentioned in the preliminary report.

Documents Submitted:

- Updated *Site Management Manual*
- Updated SOP for host families
- Updates are reflected in VIDA

Status and Timeline for Completion: September 2026

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 call or write the Office of Inspector General. Reports or complaints can also be made anonymously.

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Toll-Free (U.S. only):	800.233.5874
Email:	OIG@peacecorpsoig.gov
Online Reporting Tool:	peacecorps.gov/oig/contactoig
Mail:	Peace Corps Office of Inspector General 1275 First Street NE Washington, DC 20526

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