

MS 125 Office of Global Operations: Organization, Mission, and Functions

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Attachments

Attachment A – Template A for a Delegation of Authority to a non-CD USDH as Acting Country Director

Attachment B – Template B for a Delegation to a CD USDH as Acting Country Director

Attachment C – Template C to Designate a US PSC Serving as Acting Country Director

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1.0 Authority

Peace Corps Act, 22 U.S.C. 2501, et seq.

2.0 Purpose

The purpose of this Manual Section is to describe the organization, mission, and functions of the Office of Global Operations (OGO). For purposes of this Manual Section, Volunteers includes Trainees, Volunteers, and Peace Corps Response Volunteers, unless otherwise indicated.

3.0 Organization

OGO is headed by the Associate Director for Global Operations (AD OGO), who reports directly to the Deputy Director. OGO includes sub-offices consisting of the three Regions, the Office of Global Health and HIV (OGHH), the Office of Overseas Programming and Training Support (OPATS), and Peace Corps Response (PCR) with each office headed by a Director. OGO also oversees the Staging and Pre-Departure Unit and associated activities.

4.0 Office Missions

4.1 Office of Global Operations

The mission of OGO is to oversee and coordinate the strategic support and management of Peace Corps overseas operations. OGO provides leadership, staffing, and resources to foster alignment, manage development, coordinate programming and training initiatives, share best practices, and track the progress and effectiveness of Peace Corps overseas operations.

OGO provides an organized, cohesive voice for the Regions and Posts to agency leadership. OGO develops strategy for managing Volunteer numbers and Volunteer portfolios in Peace Corps host countries and, consistent with agency authority, develops and pilots new strategies for addressing host country partners' requests, such as by expanding service models and partnerships.

4.2 Regions

The mission of each Region is to direct the management and support for country-level operations for its portfolio of Posts. Regions ensure the appropriate design, implementation, and evaluation of Volunteer training, programming, and support, and ensure Post staffing, resources, policies, and practices are sufficient to support the health and safety of Volunteers. Regions provide consultation, training, and support to overseas staff and ensure Posts adhere to agency policies,

procedures, and guidance. Each Region is headed by a Regional Director (RD) and supported by a leadership team, including at least one Chief of Operations (ChOps) and a Chief of Programming and Training (ChiPT), Chief Administrative Officer (CAO), Regional Security Advisor (RSA), and a Supervisory Country Desk Officer (SCDO).

4.2.1 Posts

In accordance with MS 340 *Opening a Post*, the Post is the principal Peace Corps office in any host country and has supervision over any sub-offices in that country. The Post and its sub-offices may also direct Peace Corps operations in one or more other host countries. The mission of each Post is to ensure that day-to-day, in-country operations create an environment for Volunteers and staff to work successfully and to perform their duties and responsibilities. Each Post is headed by a Country Director (CD), who is appointed by the Peace Corps Director. The CD has authority and responsibility to manage and coordinate Peace Corps in-country activities under the guidance of the RD and in accordance with Peace Corps policies and procedures.

4.3 Office of Global Health and HIV

The mission of OGHH is to provide agency-level policy guidance, leadership, and general supervision, direction, and coordination of the Peace Corps' global health and HIV/AIDS activities. OGHH also provides technical and administrative support to Peace Corps Posts, Headquarters (in Washington, DC), and strategic partners to improve the health and well-being of individuals, families and communities that the Peace Corps serves. OGHH is responsible for coordinating the agency's participation in the President's Emergency Plan for AIDS Relief (PEPFAR) and other U.S. Government-sponsored global health initiatives.

4.4 Office of Overseas Programming and Training Support

The mission of OPATS is to strengthen the programming, training, and evaluation (PTE) practices of the agency. OPATS core functions include: 1) providing technical guidance on optimal PTE practices at Post; 2) supporting onboarding, training, and professional development of Post PTE staff; 3) delivering customized technical assistance to Post PTE teams; 4) developing, disseminating and managing a wide variety of PTE learning resources; and 5) managing programming and training reporting and evaluation practices, including administration and maintenance of Volunteer reporting systems.

4.5 Peace Corps Response

The mission of PCR is to provide short-term, high-impact assignments to qualified Volunteers that correspond to the requests of host countries partners and are consistent with Peace Corps programming and operating guidelines.

4.6 Staging and Pre-Departure Unit

The mission of SPD is to successfully transition Peace Corps Invitees to Trainee status in their country of service by facilitating their onboarding process, coordinating pre-departure communications, and delivering pre-departure orientation.

5.0 Office Functions

5.1 Associate Director for Global Operations

As authorized below or as specifically directed in agency policy, the AD OGO:

- (a) Advises the Director and other agency leadership on matters related to Peace Corps global operations, including the programming, training, and support for Volunteers and overseas staff.
- (b) In coordination with other Peace Corps offices, develops and implements policy, procedures, goals, and objectives necessary to open and close Posts, to efficiently manage overseas operations, and to effectively provide support from OGO offices.
- (c) Collaborates with the Office of Volunteer Recruitment and Selection (VRS) on Volunteer recruitment, placement, and onboarding activities.
- (d) Guides the planning and implementation of Volunteer training, programming, and support.
- (e) Collaborates with the Office of Safety and Security (OSS) so that the safety and security programs for Volunteers and overseas staff are implemented.
- (f) Collaborates with the Office of Health Services (OHS) regarding the health and medical care and related services overseen by OHS.
- (g) Collaborates with the Office of Strategic Partnerships and Intergovernmental Affairs (SPIGA) to establish and maintain collaborative relationships with U.S. Government agencies, international non-governmental organizations, multilateral institutions, and private institutions that ensure effective coordination and support for overseas projects.
- (h) Collaborates with the Office of Human Resources (OHR) to recruit and select qualified candidates for overseas USDH positions (e.g., Directors of Management and Operations and Directors of Programming and Training) and OGO sub-office leadership positions.
- (i) Collaborates with the Office of Human Resources (OHR) and the Office of the Director to recruit and select qualified candidates for Country Directors (CDs) positions.
- (j) Collaborates with the Office of Congressional Relations as it briefs Congressional staff on issues related to global operations. Performs Headquarters-level representational functions involving foreign and U.S. embassies, the U.S. Department of State, the U.S. Agency for International Development (USAID), and other agencies, as needed.
- (k) Ensures performance of the authorities related to the Kate Puzey Act that have been delegated to the AD OGO under Attachment K of MS 114 *Delegation of Authority* and other authorities and duties delegated in Peace Corps policies.
- (l) Leads and advances the systemic integration of intercultural competence, diversity, equity, inclusion and accessibility across OGO functions.

- (m) Informs the Director, Office of the General Counsel, Office of Congressional Relations, and Office of Strategic Information Research and Planning apprised of any change in the Operational Status of a Post. (*See subsection 3.0 of IPS 4-21 Peace Corps Overseas Post Operations during COVID-19 Response and Recovery for Post Operational Status definitions*).

5.2 Regions

5.2.1 Regional Director

As set forth below or as may be otherwise specifically directed in agency policy, the RD in each Region:

- (a) Determines the date a CD assumes the duties set forth in this Manual Section in a particular country and may delegate authority to a USDH employee or U.S. citizen contractor to serve as CD in an acting capacity. (*See the following Attachments: Template A for a Delegation of Authority to a non-CD USDH as Acting Country Director; Template B for a Designation to a CD USDH as Acting Country Director; and Template C for a Designation of Authority to a U.S. Citizen 744a PSC as Acting Country Director.*)
- (b) Supervises CDs and oversees Regional operations, including Posts' alignment with agency policies and strategic priorities.
- (c) Manages the annual regional budget and approves all major expenditures; implements Peace Corps policies and procedures; and ensures that adequate support to Volunteers, overseas staff, and country programs is provided.
- (d) Reviews and monitors country-level programming to ensure consistency with local development needs, conformance with Regional and global Peace Corps priorities, and the provision of training and support programs that enable Volunteers to serve effectively.
- (e) Coordinates with OHS, OSS, the Office of Victim Advocacy (OVA), and the Office of Sexual Assault Prevention and Response (SAPR) so that policies, procedures, and programs related to Volunteer safety, security, and health care are effectively implemented.
- (f) Performs representational functions, in consultation with AD OGO, involving embassies of countries in the Region, the U.S. Department of State, USAID, and other agencies, as needed.
- (g) Serves on numerous leadership committees and councils within the agency.
- (h) Coordinates with OSS, the Office of Management, and the relevant U.S. Embassy to address Peace Corps facilities overseas' physical security requirements and staff safety and security while performing their official duties (*see MS 520 Peace Corps Staff Occupational Safety and Health*).
- (i) Advances the systemic integration of intercultural competence, diversity, equity, inclusion and accessibility across the Region.

5.2.2 Chief of Operations (ChOps), Regions

The Chief(s) of Operations in each Region serve(s) as the principal deputy and advisor to the RD in the discharge of varied responsibilities, including the development of strategies to improve the Region's operations. Under the direction of the RD, the ChOps is responsible for overseeing all aspects of the Region's strategic, organizational, and program objectives, as well as a portfolio of overseas Posts. The ChOps assumes such other responsibilities, as may be directed by the RD, in carrying out Region initiatives and serves as Acting RD with full responsibility for administration and direction of the Region during the absence of the RD or a vacancy in the position of RD.

5.2.3 Country Director

As set forth below or as may be otherwise specifically directed in agency policy, the CD in each Post:

- (a) Serves as the senior Peace Corps representative in the country of their assignment.
- (b) Plans, directs, and oversees all aspects of strategic, policy, organizational, and program objectives in the country of assignment, ensuring alignment with Peace Corps policies and procedures.
- (c) Oversees internal planning, personnel, financial, budget and other administrative functions at the Post. Oversees operations and staff in functional areas, including Volunteer support; programming, training, and evaluation; administration, logistics, and financial management; health care services; and safety and security.
- (d) Works to promote a safe and productive environment so Volunteers and staff can work successfully, perform their duties and responsibilities effectively, and maintain the reputation of the Peace Corps.
- (e) Performs representational functions on behalf of the Peace Corps involving the host country government, the U.S. Embassy Country Team, USAID, in-country partners, and other agencies, as needed.
- (f) Develops, together with host-country partners, a vision for the country program and a plan for achieving that vision while ensuring that projects are responsive to host country development needs and consistent with the Peace Corps mission, the agency's goals and objectives, and Volunteer resources.
- (g) Advises Peace Corps leadership on Post programming, training, resource allocation, safety and security, and medical support for Volunteers and the status of the agency's relationship with the host country.
- (h) Ensures performance of the authorities under the Kate Puzey Act that have been delegated to the CD of the Post under Attachment K of MS 114.
- (i) Ensures, to the extent practicable and appropriate:

- (1) documentation of any assault, harm, or injury committed by:
 - (i) a host-country national assigned to facilitate Volunteer work; or
 - (ii) a member of a host family; and
- (2) that such information is taken into account when considering future placements of Volunteers and the provision of any funds or other benefits by the Peace Corps.
- (j) Ensures that appropriate orientation or information is provided to host families and a designated person at a Volunteer's initial workplace regarding the awareness and prevention of sexual assault and sexual harassment, as required by the Farr-Castle Act. (*See Safety and Security Instruction 420 Guidance for Host Family and Counterpart Orientation/Information on Sexual Assault and Sexual Harassment.*)
- (k) Leads and advances the systemic integration of intercultural competence, diversity, equity, inclusion and accessibility across executive, administrative and programming, training, and evaluation functions.
- (l) In consultation with the Region and OSS, other relevant Peace Corps offices as necessary, and the U.S. Embassy, addresses Peace Corps facilities overseas' physical security requirements and staff safety and security while performing their official duties (*see MS 520*).

5.3 Office of Global Health and HIV

As set forth below or as may be otherwise specifically directed in agency policy, the Director or their designee of the Office of Global Health and HIV (OGHH):

- (a) Provides agency-level policy guidance, overall leadership, and general supervision, direction, technical assistance, and coordination of the Peace Corps' global health and HIV/AIDS activities, including Posts' PEPFAR budgets and data gathering activities.
- (b) Leads the process of defining strategic information, including monitoring and evaluation, implementation science, accountability, and learning tools and indicators that are standardized and designed for Volunteers in support of evidence-based programming in global health and HIV/AIDS.
- (c) Manages the agency's data gathering, synthesis, analysis, and reporting on the Peace Corps' contribution to PEPFAR and other interagency coordination mechanisms in the area of global health.
- (d) Coordinates closely with OPATS to support Regions and Posts in adopting evidence-based health and HIV/AIDS activities consistent with Peace Corps and global health policies and priorities.

5.4 Office of Overseas Programming and Training Support

As set forth below or as may be otherwise specifically directed in agency policy, the Director or their designee of the Office of Overseas Programming and Training Support (OPATS):

- (a) Advises the AD OGO on matters relating to the programming, training, and language learning for Volunteers;
- (b) Advises the AD OGO on the training for staff on all Volunteer PTE related matters, except for global health and HIV/AIDS, as set forth in subsection 5.3 above.
- (c) Leads the process of defining Volunteer competencies and training areas to meet the criteria established for excellence, demand, synergy, and impact, so that these align with the job functions of Volunteer service.
- (d) Leads the process of developing core and technical programming and training resources, including monitoring and evaluation tools and indicators that are standardized and designed for Volunteers as well as developing and providing support to overseas staff to deliver training to Volunteers.
- (e) Manages the agency's system for reporting on programmatic activities and the annual programming and training status reports process; synthesizes and analyzes data gathered; and provides performance data for the agency's reporting.
- (f) Manages the Language Proficiency Interview (LPI) program, which includes providing tester training, monitoring Post performance, developing language training program guidance, and developing alternative models to train testers.
- (g) In collaboration with Posts, Regions, and other offices, promotes continuous learning for overseas staff through virtual, blended, and in-person learning opportunities that facilitates Volunteer training and programming.
- (h) Ensures performance of the authorities related to the Kate Puzey Act that have been delegated to the Director of OPATS under Attachment K of MS 114.

5.5 Peace Corps Response

As set forth below or as may be otherwise specifically directed in agency policy, the Director or their designee of Peace Corps Response (PCR):

- (a) Coordinates with Posts to identify host country needs and requests for qualified Peace Corps Response Volunteers and develops assignments to meet those needs.
- (b) Recruits, selects, and places Peace Corps Response Volunteers.
- (c) Liaises with other Headquarters offices to clear and process Peace Corps Response Volunteers for service.

- (d) In coordination with Regions, assesses the viability and appropriateness of opening or expanding service models.
- (e) Coordinates with the Office of Communications to develop and implement Peace Corps Response Volunteer recruitment strategies and campaigns.

5.6 Staging and Pre-Departure Unit

SPD directly supports the needs of the Regions and Posts in onboarding Trainees for service, orienting them to the Peace Corps, and preparing them, through pre-departure training and staging, for further training at Post.

6.0 Effective Date

The effective date of this Manual Section is the date of issuance.