

# PERSONAL SERVICE CONTRACT PERFORMANCE EVALUATION

Name of PSC:

Date:

Position Title:

Contract Number:

Performance Period:

## OVERVIEW

People are the heart of Peace Corps' operation and each person provides an important contribution to our mission. Personal Service Contractors (PSC), provide essential expertise, support, and knowledge of local customs, culture, conditions, and language, which are indispensable to effective operations. The Statement of Work within the contract provides details of service and support expected by the Peace Corps.

Though providing service under contract, Peace Corps Personal Service Contracts allow for supervisory relationships. This Performance Appraisal is the formal tool used by a PSC and the PSC's Supervisor to discuss and record performance for the position. Performance appraisals may be used to document performance for consideration of future contract awards.

At the start of a contract period, the Supervisor will review the Statement of Work with the PSC to discuss duties and expectations. Staff members generally participate in two performance evaluations each year: an annual review and a mid-year review. All contractors should be evaluated within 15 days of the completion date of the contract base or option period (if applicable) of performance. The mid-year review will be completed midway through the contract to review performance and identify potential areas of improvement. This evaluation form may be used at any time during the contract period but should be used as documentation of feedback on the performance provided under contract. If future option periods are available, the annual appraisal may be used to set expectations for the upcoming period. The supervisor may receive input on this form from other contractors coordinating the daily work of the PSC under evaluation.

## Performance Appraisal Responsibilities

The Supervisor is responsible for the following:

- (a) Informing staff of the overall mission, objectives, goals and long-range plans and activities of the organizational unit;
- (b) Reviewing staff statements of work to ensure that they accurately describe expected duties and responsibilities;
- (c) Encouraging participation in assessing performance;
- (d) Rendering assistance when needed to improve performance and otherwise strengthen supervisor/PSC relationships;
- (e) Integrating management and staff goals to the greatest extent possible;
- (f) Preparing a performance appraisal that includes documenting and evaluating the staff member's performance in a fair, objective and timely manner; and
- (g) Considering PSC comments on the appraisal.

**The PSC is responsible for the following:**

- (a) Reviewing the position’s Statement of Work to ensure that it reflects all of the assigned duties;
- (b) Requesting and participating in progress reviews as required or as necessary;
- (c) Informing the supervisor of essential resources and support needed to meet required duties and to accomplish established expectations; and
- (d) Participating in the discussion and documentation of actual accomplishments during the appraisal period.

The following adjectival guide should be used to assist in documenting performance in the sections with scales below:

**“O” – Outstanding:** Performance is always above the normal expectations and requirements of the work.

**“S” – Superior:** Performance often exceeds normal expectations and requirements of the work.

**“G” – Good/Fully Successful:** Performance meets the normal expectations and requirements of the work.

**“I” – Needs Improvement:** Performance does not meet the expectations and requirements of the work.

**“U” – Unsatisfactory:** Performance is poor and unacceptable.

**PART I. PSC’S SELF-APPRAISAL**

Study your statement of work as related to the Peace Corps and Post objectives.

List below the most important responsibilities in your job. These may be specific tasks from the statement of work and may include those related to Safety and Security. In making responsibility statements, begin each with an action verb. Keep them concise and avoid overlap.

Rank the tasks in order of importance by placing the more important items at the top of the list.

Study each responsibility carefully and circle the letter of the scale at the right representing your assessment of your performance during the current period. The letter general definitions are found above in the overview section.

**A. RESPONSIBILITIES**

	<i>Low</i>				<i>High</i>
1.	U	I	G	S	O
2.	U	I	G	S	O
3.	U	I	G	S	O
4.	U	I	G	S	O
5.	U	I	G	S	O
6.	U	I	G	S	O
7.	U	I	G	S	O
8.	U	I	G	S	O
9.	U	I	G	S	O
10.	U	I	G	S	O

Supportive and/or explanatory comment

***B. Please evaluate the degree to which you believe you have demonstrated the following:***

	<i>Low</i>				<i>High</i>
Ability to function appropriate to the needs of the program	U	I	G	S	O
Ability to communicate with volunteers and staffs	U	I	G	S	O
Quality of work performed under the statement of work	U	I	G	S	O
Capability of cultural sensitivity	U	I	G	S	O
Capability of personal flexibility	U	I	G	S	O
Ability to accept responsibility	U	I	G	S	O
Ability to work dependably as a team member	U	I	G	S	O
Ability to work independently when required	U	I	G	S	O
Adherence to safety and security policies	U	I	G	S	O

***C. Write a brief statement of demonstrated strong points and limitations you see in your work.***

***D. Comment on help or support you believe would be beneficial toward enabling you to improve your work.***

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signed

**PART II: SUPERVISOR’S PERFORMANCE EVALUATION OF PSC**

List below the most important responsibilities of the PSC. These may include specific tasks from the Statement of Work. The responsibilities at a minimum however should be implied within the wording of the statement of work. In making responsibility statements, begin each with an action verb. Keep them concise and avoid overlap.

Rank the tasks in order of importance by placing the more important items at the top of the list.

Study each responsibility carefully and circle the letter of the scale at the right representing your assessment of the PSC’s performance during the performance period. The letter general definitions are found above in the overview section.

**A. RESPONSIBILITIES**

*Low*

*High*

1.	U	I	G	S	O
2.	U	I	G	S	O
3.	U	I	G	S	O
4.	U	I	G	S	O
5.	U	I	G	S	O
6.	U	I	G	S	O
7.	U	I	G	S	O
8.	U	I	G	S	O
9.	U	I	G	S	O
10.	U	I	G	S	O

*Supportive and/or explanatory comment:*

**B. Evaluate the degree to which you observed the following in the PSC:**

*Low*

*High*

Ability to function appropriate to the needs of the program	U	I	G	S	O
Ability to communicate with volunteers and staffs	U	I	G	S	O
Quality of work performed under the statement of work	U	I	G	S	O
Capability of cultural sensitivity	U	I	G	S	O
Capability of personal flexibility	U	I	G	S	O
Ability to accept responsibility	U	I	G	S	O
Ability to work dependably as a team member	U	I	G	S	O
Ability to work independently when required	U	I	G	S	O
Adherence to safety and security policies	U	I	G	S	O

***C. Describe the demonstrated strong points you see in the PSC's work (give situation in which they occurred):***

***D. Describe the demonstrated limitations you see in the PSC's work (give situations):***

***E. How might performance of the individual be improved? Specific action plans (if any):***

***F. Brief description of interview and overall comments especially noting points of major agreement or disagreement:***

---

PSC  
Signature/Date

---

Supervisor  
Signature/Date

---

Country Director  
Signature/Date

**Personal Service Contract  
Performance Evaluation  
Mid-Year Performance Review**

Name of PSC:

Date:

Position Title:

Contract Number:

Performance Period:

This mid-year performance review is based on the duties described in the contract Statement of Work and expectations established between contractors serving under Personal Service Contract and their supervisors. If performance is satisfactory, the review can be completed orally and written comments are optional. If performance is unsatisfactory, written comments are required.

In all cases, the PSC and his/her supervisor should signify that the mid-year review has been completed by signing below.

Supervisor Comments:

Contractor Comments:

---

PSC  
**Signature/Date**

---

Supervisor  
**Signature/Date**

---

Country Director  
**Signature/Date**