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FM SECSTATE WASHDC
TO ALL DIPLOMATIC AND CONSULAR POSTS
SPECIAL EMBASSY PROGRAM
UNCLAS STATE 040168
FOR COM/DCM/ADMIN AND ICASS COUNCIL CHAIR
E.O. 12958: N/A

TAGS: KICA, AFIN, AMGT

SUBJECT: ICASS AND THE EVALUATION OF SERVICE PROVIDERS

REFERENCE: 1999 STATE 67197

1. ICASS COUNCIL CHAIRPERSONS ARE REMINDED OF THEIR RESPONSIBILITY TO PROVIDE AN ANNUAL WRITTEN ASSESSMENT OF SERVICE PROVIDERS. THE TIMING OF THIS EVALUATION SHOULD COINCIDE WITH THE SERVICE PROVIDERS AGENCY ANNUAL EVALUATION CYCLE, WHICH IS APRIL 16 THROUGH APRIL 15 OF THE FOLLOWING YEAR FOR STATE DEPARTMENT PERSONNEL. IT IS APPROPRIATE, THEREFORE, TO BEGIN THE PROCESS AS SOON AS POSSIBLE.

2. THE FOLLOWING ARE GUIDELINES ON THE ASSESSMENT PROCESS APPROVED BY THE DIRECTOR GENERAL AND THE ICASS WORKING GROUP.

A. AS PART OF THE ACCOUNTABILITY AND FEEDBACK PROCESS, THE ICASS COUNCIL CHAIRPERSON, IN CONSULTATION WITH THE VOTING COUNCIL MEMBERS, PREPARES A COMPREHENSIVE ASSESSMENT MEMORANDUM FOR EACH U.S. GOVERNMENT AGENCY SERVICE PROVIDER. THE CHAIRPERSON PREPARES ONE ASSESSMENT PER AGENCY PROVIDING SERVICE, IRRESPECTIVE OF THE NUMBER OF SERVICES THAT AGENCY PROVIDES. THE ASSESSMENT SHOULD ADDRESS THE OVERALL PERFORMANCE OF THE HEAD OF THE SERVICE PROVIDER OPERATIONS (THE STATE ADMINISTRATIVE COUNSELOR, IF STATE IS THE SERVICE PROVIDER), AS WELL AS THE SUPPORT PROVIDED IN EACH OF THE SERVICE AREAS FOR WHICH THAT INDIVIDUAL IS ULTIMATELY RESPONSIBLE. INITIAL INPUT SHOULD BE SOLICITED FROM INDIVIDUAL COUNCIL MEMBERS TO BE USED AT THE CHAIRPERSONS DISCRETION FOR THE WRITTEN EVALUATION DRAFTED FOR COUNCIL CONSENSUS.

B. THE BASIS FOR THIS OBJECTIVE REVIEW SHOULD BE THE ICASS SERVICE STANDARDS WHICH ARE REVIEWED, REVISED, AND ANNUALLY APPROVED BY THE ICASS COUNCIL AND POST SERVICE PROVIDER(S). COMMENTS SHOULD ADDRESS BOTH OVERALL PERFORMANCE IN MEETING THE CUSTOMERS NEEDS, WHILE SPECIFYING THE QUALITY OF EACH INDIVIDUAL SERVICE PROVIDED, USING THE POST SERVICE STANDARDS AS A YARDSTICK.

C. AFTER THE COUNCIL HAS APPROVED THE CONSENSUS ASSESSMENT, IT IS SIGNED BY THE CHAIRPERSON AND GIVEN TO THE HEAD OF SERVICE PROVIDER OPERATIONS WITH COPIES PROVIDED TO THE DEPUTY CHIEF OF MISSION AND CHIEF OF MISSION.

D. IF AN AGENCY OTHER THAN THE STATE DEPARTMENT PROVIDES A SERVICE, THEN THE HEAD OF THAT AGENCY AT POST WOULD RECEIVE A COPY OF THE ASSESSMENT REPORT ON THE SUPERVISOR OF THE SERVICES PROVIDED BY THAT AGENCY. THE TIMING OF THE ASSESSMENT SHOULD COINCIDE WITH THE SERVICE PROVIDER AGENCY'S FORMAL ANNUAL EVALUATION CYCLE.

E. DURING THE YEAR THE COUNCIL CHAIRPERSON SHOULD MEET WITH THE HEAD OF SERVICE PROVIDER OPERATIONS AT THREE TO FOUR MONTH INTERVALS TO DISCUSS SERVICE PERFORMANCE. THE COUNCIL'S ANNUAL ASSESSMENT SHOULD NOT CONTAIN ANY SURPRISES.

3. ALTHOUGH INCLUSION OF THIS MATERIAL IS LEFT SOLELY TO THE DISCRETION OF THE RATING AND REVIEWING OFFICERS, THEY ARE HIGHLY ENCOURAGED TO CONSIDER USE OF THIS MATERIAL AS ONE ASPECT OF THE OVERALL EVALUATION OF THE SERVICE PROVIDER IN THEIR FORMAL AGENCY EVALUATION PROCESS. ICASS ACTIVITIES FORM A MAJOR PORTION OF ADMIN STAFF'S WORK AND THEY DESERVE FORMAL RECOGNITION.

4. FOR YOUR INFORMATION, AN AGREEMENT WAS REACHED AT THE JUNE 1999 ICASS OFFSITE TO SEND STATE PROMOTION PANELS SELECTION BOARDS A BASIC ICASS INFORMATION SHEET. THIS IS NOT, REPEAT NOT MEANT TO BE INCLUDED AS A PART OF PROMOTION PRECEPTS, BUT AS AN INFORMATIONAL TOOL TO BETTER ACQUAINT THE BOARD MEMBERS WITH THE PRINCIPLES UNDER WHICH ADMIN SUPPORT SERVICES ARE PROVIDED OVERSEAS.

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