



Population Leadership Program

## **Results: Human Capacity Development**

Understanding the needs of USAID The international health and development teams at USAID require personnel with a combination of exemplary technical and leadership expertise. These knowledgeable professionals must be adept at formulating strategy, effective management, building relationships, resource development and diplomacy.

### **Finding the right people to accomplish Agency objectives**

PLP's targeted recruitment process and professional development activities result in excellent performance that facilitates the work of USAID. Exiting fellows indicate extremely high satisfaction in the contributions they were able to make at USAID.

### **Ensuring timely, productive recruitment**

In 2003, PLP placed 15 mid- to senior-level fellows in 7 countries, including 5 at Missions, 3 in tripartite fellowships and 7 at USAID/Washington.

- \* On average, PLP fills open positions within 53 working days
- \* One out of five applicants is qualified by PLP and referred to the HAR
- \* 50% of referred applicants are interviewed for the position

### **Transitioning high-caliber candidates effectively**

- \* 92% of top-ranked candidates accepted fellowships in 2003 (up from 84% in 2001-02)
- \* 92% of candidates offered contingent positions obtained security and medical clearances
- \* 100% of fellows maintained security and medical clearances throughout their fellowships

### **Motivating and securing relationships to enhance performance**

- \* HARs rated PLP fellows' overall performance in 2003 at a minimum of 4.4 out of 5.0, including quality of work, resource management, professional skills and leadership in 360 degree evaluations
- \* At the core of fellows satisfaction is their ability to "play a leading role in at least two major activities" (2003 mean 6.8/7.0)
- \* Their "relationships with cooperating agencies were built on trust and therefore productive" (2003 mean 6.8/7.0)
- \* Exiting fellows in 2003 reported stronger agreement about the contribution of professional development activities to their ability to do their jobs (5.4/7.0 in 2003 compared to 4.4/7.0 in 2002)

\* Exiting fellows in 2003 reported that feedback received from their HARs indicated they met or exceeded performance expectations-this indicator improved to 6.5/7.0 from 5.6/7.0 in the previous year

### **Providing specialized recruitment and placement services**

With a wealth of experience working in the field of international development, PLP

- \* Collaborates with HARs on scopes of work and final selection
- \* Structures effective tripartite agreements (Currently with The World Health Organization (WHO), The World Bank, Adventist Development and Relief Agency (ADRA), and The Elizabeth Glaser Pediatric AIDS Foundation)
- \* Consults on all aspects of recruitment, placement and HR
- \* Provides training in behavioral interviewing skills
- \* Provides ongoing orientation for new fellows

### **Providing responsive, supportive assistance**

Fellows placed overseas and domestically, benefit from fellowship services that free them to concentrate on the work at hand:

- \* 94% agree that they receive responses to requests within 24 hours
- \* 100% agree that PLP staff tend to their needs and address them appropriately
- \* 100% agree that their primary PLP support specialist provides excellent service
- \* 88% agree that PLP manages their specific benefits needs appropriately
- \* 100% that needed to relocate agree their relocation assistance was timely and comprehensive

*"My experience with PLP was very positive. Working at REDSO afforded me access to many senior level people... I learned the [USAID] system and I learned how the money moves. PLP provided efficient administrative support, freeing me to focus more attention on my technical work."* Former PLP Fellow



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