

2009

An Overview of the COER



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Commissioned Corps Personnel Office
Centers for Disease Control and Prevention

August 13, 2009

An Overview of the COER

- Purpose and use of the COER
- Types of COERs
- Roles and responsibilities of the Officer
Rater
Reviewing Official (RO)
- Ratings
- The COER process

Purpose of the COER

Commissioned Officer Evaluation Report (COER) is:

- A major source of information of the officer's work record and performance
- Instrument of uniform appraisal
- Evaluates performance from 1 Oct to 30 Sept
- Conducted annually and other times as prescribed

Uses of the COER

Uses of the COER:

- Evaluation for personnel actions:
 - Promotion
 - Competitive Promotion: Promotion Boards
 - Non-Competitive: Administrative Review for Med/Den Officers
 - Assimilation
 - Separation/retirement
 - 3 year file review
 - Career decision about an officer
 - Adjunct in processing both positive and adverse actions
- Supervisory tool
 - Strengths and weaknesses of the officer
 - Performance rating
 - Opportunity to increase value to the Corps and Agency

The background of the slide is a wide-angle photograph of a calm, deep blue ocean stretching to the horizon. The sky is a clear, vibrant blue with wispy white clouds. On the far left, a bright sun is partially visible, creating a shimmering, multi-colored reflection on the water's surface. The overall mood is serene and expansive.

The Officer

Roles and Responsibilities of the Officer

- Annual COERs are required for all officers on active duty
- All officers on extended active duty prior to 1 July are required to complete the annual COER on-line
- Exceptions:
 - Officers on short tours
 - Officers called to active duty after July 1
 - Junior and Senior COSTEPs
 - USUHS students
 - The Surgeon General
 - The Assistant Secretary of Health

Attachment 1



2000_Coer_Attachment_1.pdf

**Commissioned Officers' Effectiveness
Report
Attachment 1 (to Section I)
TO BE FILLED OUT BY OFFICER
BEING EVALUATED**

Commissioned Officers' Effectiveness Report
Attachment 1 (to Section I)
TO BE FILLED OUT BY OFFICER BEING EVALUATED

Name of Officer: _____
Officer's PHS Number _____
COER Date: ____/____/____

Duties, Accomplishments, and Goals:

Roles and Responsibilities of the Officer: Attachment 1

- Completed by the officer
- Utilized by the Rater during the review and rating process
- Intended to give the Rater an accurate, concise picture of the officer's duties, accomplishments, and goals
- The officer should insert a few statements about leadership, officership, and readiness
- Guidelines for completing the online COER
 - Manual Circular #373 (COER Instructions)
<http://dcp.psc.gov/coerinstructions.pdf>
 - POM 08-008 (updated in September 2009)

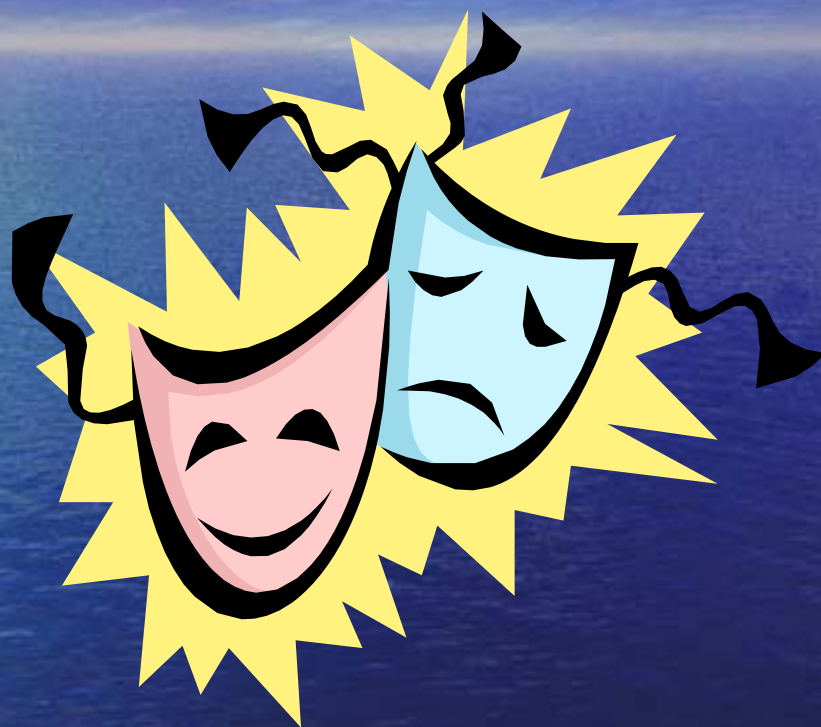
Roles and Responsibilities of the Officer: Attachment 1

- Creating and Submitting Attachment 1
 - Login to "Secure Area" of the CCMIS web site
 - Officer is required to review and update info
 - Officer answers whether they have a 2009 performance plan
 - Select "Enter Att 1" to begin
 - The "Duties", "Accomplishment", and "Goals" sections have 5 text boxes with ≤ 240 characters per text box

Roles and Responsibilities of the Officer: Attachment 1

- Creating and Submitting Attachment 1
 - The officer may enter text up to 500 characters or less in the "Additional/Comments" tab
 - Select "Preview OPF Att 1" to ensure text fits
 - The Rater is defined as the officer's immediate supervisor on the 1st Wednesday of October (regardless of the time)
 - The officer is required to transmit the COER no later than 15 October
 - Officer verifies Rater's contact information or officer selects "Assign New Rater"
 - Officer verifies information and email address
 - Exits system

Attachment 1



Roles and Responsibilities of the Officer

- COER status
 - The officer is responsible for submitting COER
 - Officer can verify status of COER on CCMIS
- Modifying attachments and Concur/Disagree
 - Officer receives an email to concur
 - If no changes the officer will select concur
 - Rater and officer may modify sections of COER if changes are required
 - May provide a rebuttal if officer disagrees
- Officer will receive email after Reviewing Official has completed section (COER posted in eOPF)



The Rater

Roles and Responsibilities of the Rater

- Rater/supervisor ensures all rated officers transmit COER no later than 15 Oct
- If officer fails to transmit the COER within a reasonable time limit

Rater initiates a Manual COER

Rater can consider failure to submit COER in the officer's performance rating and will provide COER to officer to sign

Roles and Responsibilities of the Rater

- Rater will login to COER after he/she receives email from officer
- Rater will see an activity screen (folders) on the left side of screen
- Rater enters time he/she supervised the officer
- Rater reviews Attachment 1
- Rater evaluates officer's performance
- Rater will select "Enter scores"

Roles and Responsibilities of the Rater: Narrative

- If the time the officer is supervised is greater than 6 months the evaluation type is set to "Detailed Evaluation"
- If the supervised time is less than 6 months, the Rater will select either "Detailed" or a "Narrative Evaluation"

**2004 ANNUAL COMMISSIONED OFFICERS' EFFECTIVENESS
REPORT PHSNO: 65155**

Officer Name: CDR SHAW, APRIL	Present Position/Billet Title: INVESTIGATOR / FULL PERFORMANCE
Agency/Program:	Reviewing Official:
Rating Official:	How long have you supervised this officer? 0 Years, 2 Months

Narrative COER

Q18. OVERALL JOB PERFORMANCE

- Unsatisfactory
- Satisfactory

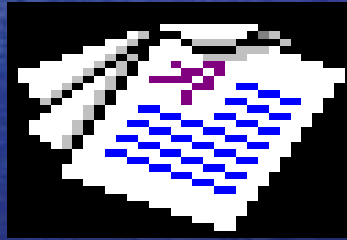
Officer concurrence statement:

Officer concurred with ratings

Reviewing Official has concurred with your ratings

Comments.

COER PHS-838



838.pdf

**Commissioned Officers' Effectiveness
Report
PHS-838
TO BE FILLED OUT BY RATING OFFICIAL**

Save As...

Reset

Department of Health and Human Services
 Public Health Service
COMMISSIONED OFFICERS' EFFECTIVENESS REPORT
 (download instructions at <http://dep.psc.gov/coerinstructions.pdf>)

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PHS Serial Number

SECTION I – RATED OFFICER INFORMATION

Officer's Name _____ Present Position/Billet Title _____

OPDIV: _____

Rated Officer must describe duties, accomplishments, and goals on an attached page (only one page permitted - additional pages will be discarded).

SECTION II – COMPLETED BY SUPERVISOR - scale: E is highest/A is lowest rating (attach single page for all comments-additional pages discarded)

- | | | | | | | |
|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|---|--|
| <input type="radio"/> A | <input type="radio"/> B | <input type="radio"/> C | <input type="radio"/> D | <input type="radio"/> E | 1. QUANTITY OF WORK | |
| <input type="radio"/> A | <input type="radio"/> B | <input type="radio"/> C | <input type="radio"/> D | <input type="radio"/> E | 2. QUALITY OF WORK | |
| <input type="radio"/> A | <input type="radio"/> B | <input type="radio"/> C | <input type="radio"/> D | <input type="radio"/> E | 3. PUNCTUALITY OF WORK | |
| <input type="radio"/> A | <input type="radio"/> B | <input type="radio"/> C | <input type="radio"/> D | <input type="radio"/> E | 4. INITIATIVE, CREATIVITY, AND JUDGEMENT | |
| <input type="radio"/> A | <input type="radio"/> B | <input type="radio"/> C | <input type="radio"/> D | <input type="radio"/> E | 5. PLANNING AND ORGANIZING | |
| <input type="radio"/> A | <input type="radio"/> B | <input type="radio"/> C | <input type="radio"/> D | <input type="radio"/> E | 6. ABILITY TO ANALYZE PROBLEMS | |
| <input type="radio"/> A | <input type="radio"/> B | <input type="radio"/> C | <input type="radio"/> D | <input type="radio"/> E | <input type="radio"/> F | 7. SUPERVISORY SKILLS |
| <input type="radio"/> A | <input type="radio"/> B | <input type="radio"/> C | <input type="radio"/> D | <input type="radio"/> E | 8. ABILITY TO WORK WITH OTHERS | |
| <input type="radio"/> A | <input type="radio"/> B | <input type="radio"/> C | <input type="radio"/> D | <input type="radio"/> E | 9. ABILITY TO EXPRESS SELF VERBALLY AND IN WRITING | |
| <input type="radio"/> A | <input type="radio"/> B | <input type="radio"/> C | <input type="radio"/> D | <input type="radio"/> E | 10. PROFESSIONAL SKILLS IN PRESENT ACTIVITY | |
| <input type="radio"/> A | <input type="radio"/> B | <input type="radio"/> C | <input type="radio"/> D | <input type="radio"/> E | 11. RESPONSIVENESS TO SUPERVISION | |
| <input type="radio"/> A | <input type="radio"/> B | <input type="radio"/> C | <input type="radio"/> D | <input type="radio"/> E | <input type="radio"/> F | 12. RESPONSE TO CRISES |
| <input type="radio"/> A | <input type="radio"/> B | <input type="radio"/> C | <input type="radio"/> D | <input type="radio"/> E | <input type="radio"/> F | 13. GROWTH IN SKILLS DURING RATING PERIOD |
| <input type="radio"/> A | <input type="radio"/> B | <input type="radio"/> C | <input type="radio"/> D | <input type="radio"/> E | 14. COMMITMENT TO PROGRAM GOALS | |
| <input type="radio"/> A | <input type="radio"/> B | <input type="radio"/> C | <input type="radio"/> D | <input type="radio"/> E | <input type="radio"/> F | 15. MANAGERIAL RESPONSIBILITY |
| <input type="radio"/> A | <input type="radio"/> B | <input type="radio"/> C | <input type="radio"/> D | <input type="radio"/> E | 16. WEARING OF THE PHS UNIFORM | |
| <input type="radio"/> A | <input type="radio"/> B | <input type="radio"/> C | <input type="radio"/> D | <input type="radio"/> E | <input type="radio"/> F | 17. EQUAL OPPORTUNITY |
| <input type="radio"/> A | <input type="radio"/> B | <input type="radio"/> C | <input type="radio"/> D | <input type="radio"/> E | 18. OVERALL JOB PERFORMANCE | |

Supervisor's Name & Grade (please print) _____ Supervisor's Signature/Date _____ Supervisor's Phone Number _____ How long have you supervised this officer? _____

Date of Report:

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 /

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 Period Covered by Report _____ through _____ Type of COER Transfer (officer or supervisor) Other _____

SECTION III – SIGNATURE OF OFFICER AND REVIEWING OFFICIAL

1. TO BE FILLED OUT BY OFFICER BEING RATED: Rated Officer Signature/Date: _____
 A. I concur with this evaluation.
 B. I disagree with this evaluation, comments are attached. I have read this evaluation and had an opportunity to discuss it and have retained a copy.

2. TO BE FILLED OUT BY REVIEWING OFFICIAL: COMMENTS: _____
 A. I concur with this evaluation.
 B. Although this evaluation is reasonable, this rater is a somewhat *more* demanding rater than most.
 C. Although this evaluation is reasonable, this rater is a somewhat *less* demanding rater than most.
 D. I disagree with this evaluation in the following ways: _____

IF ANY REVIEWING OFFICIAL DOES NOT CONCUR FULLY, IT IS HIS/HER RESPONSIBILITY TO PROVIDE THE RATED OFFICER WITH A COPY REFLECTING THE NON-CONCURRING COMMENTS.

Reviewing Official Name/Title (please print): _____ Reviewing Official Signature/Date: _____

COER Liaison Signature _____

PHS-439(Rev 4/02)

53827

Save As...

Roles and Responsibilities of the Rater

- 18 performance elements rated between "A" to "E".
- "A" is lowest and "E" is highest
- To be assimilated an officer must earn an overall rating of a "D" or "E"
- Rater must comment for elements rated "A"
- Discusses evaluation w/ officer before officer submits COER to Reviewing Official
- Officer receives copy of COER after interview

Ratings

Overall Rating

- E = Exceptional
- D = Well above average
- C = Competent
- B = Marginal
- A = Inadequate

Total Score

- E = 100
- D = 80
- C = 60
- B = 40
- A = 20

Roles and Responsibilities of the Rater

- Rater is required to complete Attachment 2
- Rater is required to answer "I have used the rated officer's 2009 performance plan"
- The "Attributes and Competencies" tab has eight text boxes with limit of 240 characters
- The "Officer/Leadership" tab has four text boxes with limit of 240 characters
- Rater selects "Preview OPF Att 2"

Attachment 2



2000_Coer_Attachment_2.pdf

**Commissioned Officers' Effectiveness
Report**

**Attachment 2 (to Section 2I)
TO BE FILLED OUT BY OFFICER'S
SUPERVISOR (RATER)**

Commissioned Officers' Effectiveness Report
Attachment 2 (to Section III)
TO BE FILLED OUT BY OFFICER'S SUPERVISOR (RATER)

Name of Officer: _____
Officer's PHS Number _____
COER Date: ____/____/____

Rater's Comments:

Roles and Responsibilities of the Rater

- Rater is required to assign the RO
- The officer must concur/disagree with the evaluation before the RO receives the eval
- Rater will be asked to verify and edit RO information if assigning a new RO
- Rater will release COER to officer to allow sufficient time for officer to review evaluation and transmit the COER to the RO
- **Policy: Rater and officer must formally discuss the evaluation before the officer concurs/disagrees**



The Reviewing Official

Instructions for the Reviewing Official

- Rater assigns COER to the reviewing official (RO)
- Officer must concur/disagree with Rater's evaluation
- **Then**, officer transmits the COER to the RO to complete their section.
- RO will receive email notification indicating that an officer has concurred/disagreed with the Rater's evaluation.

Save As...

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REVIEWING OFFICIAL'S STATEMENT
for 2009 Promotion Board Review

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PHS SERIAL NUMBER

SECTION I – Officer Information: enter officer's PHS serial number in boxes in upper right corner and enter officer's name and category below.

Officer's Name Professional Category (e.g., Medical, Nurse, Health Services, Pharmacy, etc.)

SECTION II – Reviewing Official's Assessment: must address the following three points in space provided (any additional sheets will be discarded).

1. PROMOTION READINESS: Is the officer ready for promotion and to serve at the next higher rank? Mark yes or no and explain.
2. LEADERSHIP: How does the officer take on a leadership role in the Command/Agency?
3. MISSION: How does the officer contribute to the mission of the Command/Agency?

1. PROMOTION READINESS: Is the officer ready for promotion and to serve at the next higher rank? Yes No

SECTION III – Signature

Reviewing Official Name/Title (please print):

Reviewing Official Signature/Date:

Liaison Signature



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Save As...

Reset

Instructions for the Reviewing Official (RO)

- Email will provide instructions to the RO on how to login to the on-line COER and how to access the officer's COER to review.
- RO reviews the COER
 - Activity tree folders appear on left side of screen
 - Click on officer's name, this will expand the folder to reveal all folders below officer's name.

Instructions for the Reviewing Official

- **Officer's NOT Eligible for Competitive Promotion:**
- RO reviews scores and attachments by clicking on folders: "View Scores", "Att 1" and "Att 2"
- RO concurs/disagrees with COER evaluation written by Rater and selects "Final Concur/Disagree"
- RO may select 1 of 4 concurrence options and enter up to 500 characters of text. RO clicks "submit" when finished
- To Log out, select "Exit COER Activities"

Instructions for the Reviewing Official

- **Officer's Eligible for Competitive Promotion:**
- If officer is eligible for promotion the following folders will appear:
- Views scores
- "Review Att 1" and "Review Att 2"
- "Enter ROS"
- "Preview OPF ROS"
- "Final Concur/Disagree"
- Reviewing Official's Statement (ROS) is required

Instructions for the Reviewing Official

- **Officer's Eligible for Competitive Promotion:**
- RO will review the officer's Atts 1, 2 and scores.
- Click "Enter ROS" to initiate the ROS
- Text can be entered into the text box directly or cut and pasted from a word processor
- Automatically defaults to "yes" the officer is ready to be promoted to the next higher rank (can be changed).
- Click "Save" when completed

Instructions for the Reviewing Official

- Officer's Eligible for Competitive Promotion:
- Tabs Available for Comments:
 - Promotion Readiness
 - Leadership
 - Mission
- Each tab has text box that allows 1400 characters

Instructions for the Reviewing Official

- **Officer's Eligible for Competitive Promotion:**
- Promotion Readiness: text should address officer's readiness to serve at the next highest rank
- Leadership: text should address how the officer takes on a leadership role in the Command/Agency
- Mission: text should address how does the officer contribute to the mission of the Command/Agency
- "Save" after **each** tab and when finished

Instructions for the Reviewing Official

- **Officer's Eligible for Competitive Promotion:**
- Select "Preview OPF ROS" to ensure the text entered fits on one page
- If not, text should be edited until it fits into the "Preview OPF ROS" view
- Concur/Disagree with COER Evaluation, select 1 of 4 concurrences and enter up to 500 characters of text (this will remain part of the COER not the ROS)
- Click "submit" when finished

General Role and Responsibilities of the Reviewing Official

- Reviewing Official (RO) ensures that all supervisors deliver timely, completed COERs for all officers under their jurisdiction
- RO cannot make changes in the letter designation made by the rater

Role and Responsibilities of the Commissioned Corps Liaison

- Liaisons have access to missing COER reports and COER status (can track)
- Liaisons are responsible for ensuring COERs are transmitted in a timely manner
- If uncertain as to who is required to fulfill roles, liaisons can identify

Role Play



Rebuttals

- Does not substitute as a formal grievance
- OCCO will not act on a rebuttal, except to include in it the blue COER section of the eOPF
- The officer may grieve the COER in accordance with Commissioned Corps Instruction CC26.1.5 "Grievances" or may file an EEO complaint in accordance with CC26.1.6
- If not satisfied with outcome of grievance or EEO process, may apply to Board of Corrections in accordance w/ CC29.9.5

Rebuttals

- Should be less than 5 pages
- Required on each page of the Rebuttal:
 - Officer's name
 - Rank
 - Serial number (PHS number)
 - Signature

Rebuttal

- Original Rebuttal Document submitted through Agency Liaison, signed by both Liaison and officer (faxed copies not accepted)
- Rebuttals accepted for inclusion into officer's eOPF until 1st Wed in March, however, if officer desires rebuttal in eOPF for promotion /assimilation board to view, needs to be submitted to OCCO by Dec 31st or date indicated on CCMIS website.



Types of COERs

Types of COERs

- Annual
 - Mandatory
 - Transfers after July 1
- Transfer
 - Transfer as annual (see slide)
 - Transfer and Interim COER
 - Permanent Change of Station before July 1
 - Completed by previous rater/supervisor
- Reassignment of Rater
- Special Request
 - 3 year file review
 - Assimilation
 - Non-routine personnel action

Transfer COER/Interim COER

- Both optional, done at any time during the year
- Does not take the place of an Annual COER
- Manual COER Forms PHS-838 (Rev 4/02), Attachments 1 and 2
- Forms found on the CCMIS website at http://dcp.psc.gov/cc_forms.asp
- Rater and Reviewing Official from previous assignment
- Original (not faxed) submitted through previous CC Liaison to OCCO.

Transfer as Annual

- The officer may complete a Transfer COER (Manual COER) if an officer transfers on or after July 1
- A Rater may direct an officer to complete a Transfer COER
- Rater and RO are from previous assignment
- Submitted to OCCO through previous Liaison

Reassignment of Rating Officer

- When immediate supervisor is being reassigned to another position either
 - Within duty station
 - PCS
- Supervisor may ask officers under their supervision to initiate a reassignment COER
- Use Manual COER, Form 838, in Section 2 under "Type of Report", check "other" and type in "Reassignment of Rating Official"

Special Requests COER

- Examples:
- DCP will request a COER when an officer is subject to a 3 year file review, requests assimilation, or is being considered for involuntary retirement, or other non-routine actions
- PHS Agency heads or their designees can request a COER in connection with any appropriate personnel matter



Other Situations

Officers Detailed to Non-PHS Organizations

- Officers detailed to Non-PHS Organizations
 - State, County and Local Health Organizations
 - Other Federal Agencies
 - International Organizations
- The immediate supervisor of the officer in the detailed organization will be the Rater
- If detail specifies PHS supervision, the head of the PHS program detailing the officer, or their designee will function as the Reviewing Official

Officers Detailed to Non-PHS Organizations

- If terms of the detail don't require (EPA, HCFA) Rater will be immediate supervisor, Rater's supervisor will be RO at the agency where officer is detailed
- An officer detailed to a non-PHS organization is still subject to the PHS personnel policies relating to the COER

Performance Management Appraisal Program (PMAPs)

- HHS department-wide initiative for civilian employees in accordance with Federal performance initiatives
- Corps officers are exempt, but may be required by some agencies (FDA for example)

Case Scenarios

Case Scenario 1

Situation

- Officer fails to initiate or complete the Annual COER by the published closing date, submits MSP contract. Liaison office contacts officer to say, no COER in system so they cannot enter into a MSP contract. Officer tries to initiate a COER and it's after March deadline for submitting an electronic COER.
- What type of COER would the officer submit?
 - Manual
- Where would the officer find this information?
 - http://dcp.psc.gov/cc_forms.asp
- Reference: POM 07-007

Case Scenario 2

Situation

- An officer is nominated by their program for Exceptional Proficiency Promotion
- There is no ROS populated in the officer's 2009 COER
- What must be done?

A ROS must be completed manually and submitted to OCCO **through the Liaison** no later than 31 December 2009

Form may be found at the CCMIS website under forms, promotion: http://dcp.psc.gov/cc_forms.asp

Reference: POM 08-008

Case Scenario 3

Situation

- An officer transfers to a new assignment (new duty station) on or after 1 July 2009
- Can an officer complete a Transfer COER to take the place of the Annual COER?
 - Yes. An officer can complete a Transfer COER on the prescribed Manual COER forms
- Who is the Rater and RO in this situation?
 - The Rater and RO are from the officer's previous assignment. The Manual COER must be submitted to OCCO through the officer's previous Liaison
- Reference: POM 08-008

Case Scenario 4

Situation

- An officer transfers from another program. His new rater directs the officer to submit a COER to document the performance from a previous assignment
- What type of COER is submitted?
 - A Transfer or Interim COER is submitted using the Manual COER forms
 - These do not take the place of the Annual COER
 - The Rater and RO are from the officer's previous assignment
- Reference: POM 08-008

Case Scenario 5

- In which situation is a COER not used?
 - Promotion Board
 - Assimilation Board
 - Flag Officer Board
 - Separation Board
 - Special Assignments
 - Vacancies
 - Training
- The COER is used in all of these situations

Key Dates

Key Dates (based on POM 08-2008)

- COER available to officers 1 October 2009
- Rating period 1 October 2008 through 30 September 2009
- COER due to **Rater** by 15 October 2009
- COER due to **Reviewing Official** by 29 October 2009
- COER due to OCCO by 12 November 2009

REFERENCES

- CC25.1.1 (Instruction 351.01) Effectiveness Report
- POM 08-008 2008 Annual COER
- Manual Circular PHS NO. 373 Annual Commissioned Officer's Effectiveness Report
- Commissioned Corps Management Information System Website <http://dcp.psc.gov/>
- CDC Commissioned Corps Website <http://www.cdc.gov/od/occp/default.htm>
- POM 07-007 Late/Missing Annual COERs

Commissioned Corps Personnel Office (CCPO)

CDC/ATSDR COER Contact Information:

**Commissioned Corps Personnel Office (CCPO)
OWCD/CDC (M/S E-50), Century Center,
Building 2400, Atlanta, GA 30345**

Office: (404) 498-1800

Fax: (404) 498-1825

CAPT April Shaw: (404) 498-1813

LT Matthew Weinburke: (404) 498-1803

QUESTIONS

