

U.S. DEPARTMENT OF HEALTH
AND HUMAN SERVICES

PERSONNEL OPERATIONS MEMORANDUM



POM 09-004
EFFECTIVE DATE: 30 September 2009

By Order of the Acting Surgeon General of the U.S. Public Health Service:

RADM Steven K. Galson, M.D., M.P.H.

TO: All Regular Corps and Reserve Corps Officers on Extended Active Duty

SUBJECT: 2009 Annual COER

1. This Personnel Operations Memorandum (POM) establishes the instructions and guidelines for the Commissioned Officers' Effectiveness Report (COER) in accordance with [CC25.1.1](#), "Commissioned Officers' Effectiveness Report," and Personnel Policy Memorandum (PPM) [07-016](#), "Annual COER."
2. The Annual COER is a web-based performance evaluation process accessed from the Commissioned Corps Management Information System (CCMIS) Web site at: <http://dcp.psc.gov>.
 - a. The 2009 Annual COER rating period extends from 1 October 2008 to 30 September 2009.
 - b. All officers on extended active duty prior to 1 July 2009 are required to complete the 2009 Annual COER online. Officers exempt from completing the 2009 Annual COER include:
 - (1) officers called to extended active duty after 1 July 2009;
 - (2) officers who have separated or retired prior to 1 July 2009;
 - (3) medical students enrolled at the Uniformed Services University of the Health Sciences (USUHS);
 - (4) officers of the Inactive Reserve Corps (IRC) on short or intermittent tours;
 - (5) the Assistant Secretary for Health (ASH) (if he/she is a Commissioned Officer);
 - (6) the Surgeon General (SG); and
 - (7) non-career and career political appointees.

- c. The following deadlines are in effect, unless otherwise posted on the CCMIS Web site:
 - (1) COER is available to officers on 7 October 2009;
 - (2) COER is due to the Rater by 21 October 2009;
 - (3) COER is due to the Reviewing Official (RO) by 4 November 2009; and
 - (4) COER is due to the Office of Commissioned Corps Operations (OCCO) by 18 November 2009.

- d. The officer is responsible for the overall completion and submission of the COER to OCCO. If the COER is not submitted to OCCO by the prescribed deadline, the officer will not be promoted or assimilated, and the officer will be ineligible to receive awards, details, or special pays.
 - (1) In the event the officer is unable to submit the COER by the prescribed deadlines, the officer is responsible to arrange an alternative deadline with the Rater and RO. The electronic COER must be received by OCCO no later than 31 December 2009.
 - (2) In the event the COER cannot be completed by 31 December 2009, the officer is required to submit the 2009 Annual COER to OCCO through the Commissioned Corps Liaison (Liaison), on the prescribed Manual COER forms.

3. Instructions for the Officer

a. Creating and Submitting Attachment 1

- (1) To initiate the 2009 Annual COER, login to the “Secure Area” of the CCMIS Web site under the “Officer, Liaison, and Leave Maintenance Clerk Activities” tab. Select the “COER” web-link on the left side of the screen in the “Select Activities” section.
 - (a) Contact the CCMIS Help Desk if you do not know your user login or password. The CCMIS Help Desk can be reached at (301) 594-0961 or e-mail CCHelpDesk@psc.gov.
 - (b) If the officer, Rater or RO does not have Internet access, the officer is required to complete the 2009 Annual COER on the prescribed Manual COER forms. Contact your [Liaison](#) for further assistance or e-mail phscoers@hhs.gov.
- (2) The officer is required to review and update contact information. To update e-mail and contact information, select the “Update phone/email” activity tree folder. Update contact information as necessary and select the “Update Info” button or, if no changes are required, select “Leave As Is” button.
- (3) The officer is required to answer “I currently have a 2009 [performance plan](#) that has been in effect for a minimum of 90 days prior to this rating” as “Yes” or “No.” To access this question and to begin work on Attachment 1, expand the “Work on my COER” tab and select “Enter Att I.” The question is located at the top of the screen above the

attachment. The officer is required to consult with his/her Rater if unsure whether the performance plan question applies.

- (4) The text entry mode for the 2009 Annual COER utilizes text boxes and tabs. Text can be directly typed into each text box, or text can be added by cut and paste from a word processor. Text boxes will not appear in the “Preview OPF Att I” mode or finalized COER appended to your electronic Official Personnel Folder (eOPF). Each text box will appear as a single bullet point.
 - (a) The “Duties” tab has five text boxes with a limit of 240-characters per text box. Located at the bottom of the web page, near the “Save” button, is a text character counter displaying the used/available text space. It is suggested the officer enter his/her top five duties in the text boxes provided. Click “Save” when finished.
 - (b) To enter text in the “Accomplishments” section, select the “Accomplishments” tab which is immediately to the right of the “Duties” tab. The “Accomplishments” tab has five text boxes with a limit of 240-characters per text box. Located at the bottom of the web page, near the “Save” button, is a text character counter displaying the used/available text space. It is suggested the officer enter his/her top five accomplishments in the text boxes provided. Click “Save” when finished.
 - (c) To enter text in the “Goals” section, select the “Goals” tab which is immediately to the right of the “Accomplishments” tab. The “Goals” tab has five text boxes with a limit of 240-characters per text box. Located at the bottom of the web page, near the “Save” button, is a text character counter displaying the used/available text space. It is suggested the officer enter his/her top five goals in the text boxes provided. Click “Save” when finished.
 - (d) The officer may enter text up to 400-characters in the “Additional/Comments” tab. Located at the bottom of the web page, near the “Save” button, is a text character counter displaying the used/available text space. The additional comments tab may be used to include supporting information related to performance that may not have been captured in the other tabs. Click “Save” when finished
- (5) Select “Preview OPF Att I” to ensure the text entered fits on one page. If the text does not fit, text should be edited until it fits in the “Preview OPF Att I” view.
- (6) The Rater is defined as the officer’s immediate supervisor on the first Wednesday of October, regardless of the time he/she has supervised the officer. If the officer is detailed outside the Department of Health and Human Services (HHS), the Memorandum of Agreement (MOA) or the Memorandum of Understanding (MOU) will designate the officer’s Rater. If the Rater is not designated by the MOA/MOU, the Federal Supervisor named in the MOA/MOU shall be the Rater.

The officer is required to transmit the COER to the Rater no later than 21 October 2009.

To send the COER to the Rater, select “Send to Rater.” The officer will be asked if he/she wishes to “Use Last Year’s Rater” or “Assign New Rater.”

- (a) If the officer selects “Use Last Year’s Rater,” the officer will be asked to verify the Rater’s contact information. *It is crucial for timely submission of the COER that the officer ensures the e-mail listed for the Rater is correct.* Edit the information if it is not correct. If the information is correct, select “Assign.” The officer may log-out after confirmation the Rater has been assigned by clicking “Exit COER Activities.”
- (b) If the officer selects “Assign New Rater,” the officer will be asked “Is The New Rater a Commissioned Corps Officer?” If the officer’s Rater is currently on active duty, retired or separated, select “Yes.” If the Rater is a civilian or a member of another Uniformed Service, select “No.” The officer will then be prompted to search for the Rater’s name. The search results page will display the names that most closely match the Rater’s name. Select the Rater’s name from the list. If the Rater’s name does not appear, select “New User.” Follow the instructions for the creation of a new user account. *It is crucial for timely submission of the COER that the officer ensures the e-mail listed for the Rater is correct.* Edit or add the information as necessary and select “Assign.” Upon confirmation, the Rater has been assigned and the officer may logout using the “Exit COER Activities.”

b. COER Status and Rater Resend

It is the responsibility of the officer to ensure his/her COER is assigned and transmitted to the Rater and [RO](#) by the prescribed deadlines in this POM. Furthermore, the officer is responsible to ensure the COER is completed and submitted to his/her eOPF. Failure to transmit the COER by the prescribed deadlines or to have a completed COER in the eOPF can be disadvantageous to the officer.

- (1) To determine the status of the COER, the officer must login to the “Secure Area” of the CCMIS Web site. The officer must then select the “COER” web-link on the left side of the screen in the “Select Activities” section.
- (2) Select the “COER Status” from the activity tree on the left side of the yellow bar. This will provide the most current information on the status of the COER.
- (3) The officer should contact the Rater directly if he/she has not started the COER. The officer may also use the “Resend Rater Email.” If the officer uses the “Resend Rater Email,” ensure the Rater’s e-mail is correct.

c. Modifying Attachments and Concur/Disagree

The officer will receive an e-mail notification indicating the Rater has completed his/her section, and the COER is ready for the officer to concur or disagree with the evaluation. At this point, the officer may modify Attachment 1 or he/she may concur or disagree with the evaluation and submit the COER to the RO. The officer is required to discuss his/her evaluation with the Rater prior to modifying Attachment 1 or concurring/disagreeing. Once the officer concurs/disagrees with an evaluation, no changes can be made by the officer or Rater.

- (1) After discussing the COER ratings and attachments with the Rater, and there are no changes, the officer may concur or disagree with the evaluation.
- (2) If changes are required, both the officer and the Rater may modify their respective sections of the COER.

Note: the Rater must review any changes the officer makes to Attachment 1 before the officer may concur or disagree with the evaluation.

Note: the RO will not have access to the officer's COER until the officer concurs or disagrees with the evaluation.

- (3) If the officer disagrees with the evaluation, the officer may provide a [Rebuttal](#) (Also see 7. below). The Rebuttal is submitted after the electronic COER has been transmitted to the eOPF.

d. COER Completion

After the RO has completed his/her section, the officer will receive an e-mail indicating the COER is complete. The COER will be archived in the "Blue" section of the eOPF as the "2009 Annual COER." If the COER is not in the eOPF one week after receipt of the e-mail notification, contact phscoers@hhs.gov.

4. Instructions for the Rater

a. General Instructions

The Rater is required to ensure all officers under his/her supervision transmit the COER for rating no later than 21 October 2009.

- (1) In the event an officer cannot meet the deadline, the officer is required to arrange an alternative deadline with the Rater and RO. The electronic COER must be completed and submitted to OCCO no later than 31 December 2009.
- (2) The Rater is required to initiate the 2009 Annual COER on the prescribed [Manual COER forms](#) in the event the officer fails to submit the COER by 31 December 2009.
 - (a) The Manual COER forms consist of form PHS-838, Attachment 1 and Attachment 2. The forms are located under the "Performance" section of the following web-link

http://dcp.psc.gov/cc_forms.asp. If you are unable to download the forms, e-mail phscoers@hhs.gov for an electronic copy.

- (b) The Rater will complete [Attachment 2](#) and form [PHS-838](#). The Rater may consider the officer's failure to submit the COER in a timely manner in rating the performance of the officer.
- (c) The Rater will provide the COER to the officer to review and sign. If the officer refuses to sign the COER, the Rater will note the failure to sign, then forward the COER to the RO for concurrence. The COER is then submitted to OCCO for inclusion into the officer's eOPF through the [Liaison](#).

b. Login to COER

The Rater will receive an e-mail notification indicating that an officer has submitted an online COER for rating. The e-mail will contain information and instructions on how to login to the online COER and how to access the officer's COER.

c. Evaluating the Officer

Once the Rater has access to the online COER, the Rater will see an activity tree (series of folders) on the left side of the screen. To begin work on the officer's COER, click on the officer's name. This will expand the folder to reveal the following folders: Time Supervised, Review Att I, Enter Scores, Enter Att II, Preview OPF Att II, Assign Reviewing Official, and Release to Officer.

- (1) The Rater is required to enter the time he/she supervised the officer by clicking on "Time Supervised." If the time supervised is greater than 6-months, the evaluation type is automatically set to a [Detailed Evaluation](#). If the time supervised is less than 6 months, the Rater will be prompted to select either a Detailed Evaluation or a [Narrative Evaluation](#). Click "Save."
- (2) The Rater must review [Attachment 1](#). To review Attachment 1, click "Review Att I." The Rater may ask the officer to modify Attachment 1.

Note: the officer will be unable to modify Attachment 1 until the rating is completed, the RO is assigned, and the COER is "released back to the officer."

- (3) The Rater is required to evaluate the officer's performance. To begin the scoring process, select "Enter Scores" from the activity tree.
- (4) The Rater is required to complete Attachment 2. To begin work on [Attachment 2](#), select "Enter Att II." The text entry mode for the 2009 Annual COER utilizes text boxes and tabs. Text can be typed directly into each text box, or text can be added by cut and paste from a word processor. Text boxes will not appear in the officer's eOPF. Each text box will appear as a single bullet point.
 - (a) The Rater is required to answer "I have used the rated officer's 2009 [performance plan](#) which has been in effect for a minimum of 90-days" as "Yes" or "No." Click "Save."

- (b) The “Attributes and Competencies” tab has eight text boxes with a limit of 240-characters per text box. Located at the bottom of the web page, near the “Save” button is a text character counter displaying the used/available text space. It is suggested the Rater enter comments that provide an overall description of the officer’s performance attributes and competencies. Comments should reflect the scores given. Click “Save” when completed.
 - (c) To enter text in the “Officership/Leadership” section, select the “Officership/Leadership” tab, which is immediately to the right of the “Attributes and Competencies” tab. The “Officership/Leadership” section has four text boxes with 240-characters per text box. Located at the bottom of the web page, near the “Save” button is a text character counter displaying the used/available text space. It is suggested the rater enter comments that provide an overall description of the officer’s roles in leadership and officership. Comments should reflect the scores given. Click “Save” when completed.
 - (d) The Rater may enter up to 400-characters in the “Additional/Comments” tab. Located at the bottom of the web page, near the “Save” button is a text character counter displaying the used/available text space. The additional comments tab may be used to include supporting information related to performance that may not have been captured in other tabs. Click “Save” when completed.
 - (e) Select “Preview OPF Att II” to ensure the text entered fits on one page. If the text does not fit, the text should be edited until it fits in the “Preview OPF Att II” view. To edit the text, follow the steps outlined above.
- (5) The Rater is required to assign the RO. The Rater is prohibited from acting as both the Rater and RO. To assign the RO, select “Assign Reviewing Official.” The Rater will be asked if he/she wishes to “Use Last Year’s Reviewing Official” or “Assign New Reviewing Official.”
- (a) If the Rater selects “Use Last Year’s Reviewing Official,” the Rater will be asked to verify the RO’s contact information. *It is crucial for timely submission of the COER that the Rater ensures the e-mail listed for the RO is correct.* Edit the information if it is not correct. If the information is correct, select “Assign.” Upon assignment, the Rater will be asked if he/she wishes to release the COER to the officer to review the evaluation. Click “Yes” to release the COER to the officer or click “No” if further revisions are necessary to the scores or Attachment 2. The Rater may now logout by clicking “Exit COER Activities.”

Note: Assignment of the RO does not automatically send the COER to the RO. The officer must first concur/disagree with the evaluation before the RO can begin work on the COER.

- (b) If the Rater selects “Assign New Reviewing Official,” the Rater will be asked “Is the New Reviewing Official a Commissioned Corps Officer?” If the RO is currently on active duty, retired or separated, select “Yes.” If the RO is a civilian or other uniformed

services member, select “No.” The Rater will then be prompted to search for the RO’s name. The search results page will display the names that most closely match the RO’s name. Select the RO’s name from the list. If the RO’s name does not appear, select “New User.” Follow the instructions for the creation of a new user account. *It is crucial that for timely submission of the COER that the Rater ensure the e-mail listed for the RO is correct.* Edit or add the information as necessary and select “Assign.” Upon assignment, the Rater will be asked if he/she wishes to release the COER to the officer to review the evaluation. Click “Yes” to release the COER to the officer or click “No” if further revisions are necessary to the scores or Attachment 2. The Rater may now logout by clicking “Exit COER Activities.”

Note: Assignment of the RO does not automatically send the COER to the RO. The officer must first concur/disagree with the evaluation before the RO can begin work on the COER.

- (6) If the COER has not already been released to the officer upon assignment of the RO, select “Release COER” to officer. To logout, select “Exit COER Activities.”

The COER must be released to the officer to allow sufficient time to review the evaluation and for the officer to transmit the COER to the RO no later than 4 November 2009.

d. Review and Discussion

It is policy that the officer and Rater formally discuss the evaluation before the officer concurs or disagrees with the evaluation. Both the officer and Rater may make changes to his/her respective portions of the COER. However, once the officer concurs/disagrees with the evaluation, no portion of the COER can be changed. The COER is then automatically forwarded to the RO.

5. Instructions for the Reviewing Official

a. General Instructions

The RO is required to ensure that all officers and Raters under his/her supervision transmit the COER for review no later than 4 November 2009. The COER is due to OCCO no later than 18 November 2009.

b. Login to COER

The RO will receive an e-mail notification indicating that an officer has concurred/disagreed with the evaluation, and the COER is ready for the RO to complete. The e-mail will contain information and instructions on how to login to the online COER and how to access the officer’s COER for review.

c. Reviewing the COER

Once the RO has access to the on-line COER, the RO will see an activity tree (series of folders) on the left side of the screen. To begin the review of an officer’s COER, click on the officer’s name. This will expand the folder to reveal several folders below the officer’s name.

- (1) Review the officer's scores, Attachment 1 and Attachment 2.
To review the attachments, simply click on the folders "View Scores, Review Att I, and Review Att II."
- (2) Concur/Disagree with COER Evaluation
To concur or disagree with the COER evaluation, select "Final Concur/Disagree." The RO may select one of four concurrence options, and enter up to 500-characters of text in the text box provided. Click "Submit" when finished. Once the COER is submitted, no further action is required. To logout, select "Exit COER Activities."

6. Instructions for Commissioned Corps Liaisons

a. General Instructions for Liaisons

Liaisons are responsible to monitor the status of the 2009 electronic COER for their respective Operating Division (OPDIV), Staff Division (STAFFDIV) or non-HHS Agency. Liaisons will have access to a suite of reporting tools through the electronic COER application. Liaisons are responsible to make follow-up inquiries with officers, Raters and ROs for COERs that are not submitted or transmitted in a timely manner.

b. Assignment of Rater and RO

In cases where an officer or Rater is unsure who to assign, the Liaison is responsible to identify the appropriate person.

- (1) In the event an officer is unable to identify the Rater, the Liaison is required to identify the most appropriate person to serve as the Rater.
- (2) In the event the Rater is unable to identify the RO, the Liaison is required to identify the most appropriate person to serve as the RO. In the event an RO cannot be identified or due to unique operational circumstances, the Liaison may act as the RO.

c. Verification of Manual COER documents

Liaisons are required to verify all Manual COER documents and rebuttals prior to submission to OCCO. Liaisons are required to verify the following:

- (1) Completeness, appropriately filled-out, and does not exceed page limit requirements;
- (2) Each document requiring a signature has an original "wet" signature; and
- (3) No part of the COER or rebuttal was faxed. Faxed documents will not be processed.

d. Rebuttal Routing and Submission

If an officer submits a rebuttal, the Liaison is required to submit the original document to OCCO and send copies to the Rater and RO. If the Rater and RO wish, they may submit a rebuttal to the officer's Rebuttal through the Liaison. The Liaison is required to sign each document.

7. Rebuttals and Other Rights

- a. If an officer does not agree with a rating or comment on the COER, the officer may submit a Rebuttal. Officers are reminded that a Rebuttal does not substitute as a remedy for a formal grievance or other right of due process. OCCO will not act on a Rebuttal other than to include it in the eOPF.
- (1) The Rebuttal is required to have the officer's name, rank, and serial number on the top of each page, and must be signed. The officer is recommended to keep the number of pages submitted to five pages .
 - (2) The officer is required to submit the Rebuttal through his/her Liaison for signature. Rebuttals that are not signed by both the officer and Liaison will not be accepted.
- Note: Fax copies will not be accepted.
- (3) For a Rebuttal to be available to the promotion boards, the document must be received by OCCO no later than 31 December 2009.
 - (4) Rebuttals are accepted for inclusion into the officer's eOPF until the first Wednesday of March 2010.
- b. The officer may grieve the COER in accordance with Commissioned Corps Instruction (CCI) [CC26.1.5](#).
- c. The officer may file an Equal Opportunity (EO) complaint in accordance with CCI [CC26.1.6](#).
- d. If the officer is not satisfied with the outcomes of the grievance or EO process, the officer may apply for relief through the Board for Corrections in accordance with CCI [CC29.9.5](#).

8. Other Guidelines

(1) Transfer as Annual

If an officer or Rater transfers/retires on or after 1 July 2009, but before 1 October 2009, the officer may complete a Transfer COER on the prescribed Manual COER forms that will automatically stand as the officer's 2009 Annual COER. The Manual COER forms consist of form PHS-838, Attachment 1 and Attachment 2 and can be found the CCMIS Web site at http://dcp.psc.gov/cc_forms.asp. The Rater and RO must be from the officer's previous assignment. The Manual COER must be submitted to OCCO through the officer's previous Liaison. Note: Fax copies will not be accepted.

(2) Transfer and Interim COER

The officer and rater may complete a Transfer COER or an Interim COER at any point during the year. Both COER types are optional; however, the Rater may direct an officer to complete either COER to document performance. These COER types do not take the place of the Annual COER. The Interim and Transfer COERs are completed on the prescribed Manual COER forms. The Manual COER forms consist of form PHS-838, Attachment 1, and Attachment 2 and can be found the CCMIS Web site at http://dcp.psc.gov/cc_forms.asp. For Transfer COERs, the Rater and RO must be from the officer's previous assignment and the Manual COER must be submitted to OCCO through the officer's previous Liaison. Note: Fax copies will not be accepted.

9. Performance Management Plans and Contracts

HHS has implemented the Performance Management Appraisal Program (PMAP) Department-wide for civilian employees in accordance with the Government Performance Results Act (GPRA), the President's Management Agenda, and other Federal performance initiatives. Corps officers are exempt from PMAP; however, officers may be required to have a performance plan to facilitate the implementation and use of PMAP.

/s/

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