

U.S. DEPARTMENT OF HEALTH
AND HUMAN SERVICES

PERSONNEL OPERATIONS MEMORANDUM



POM 08-008
EFFECTIVE DATE: 05 September 2008

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

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

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

SUBJECT: 2008 Annual COER

1. This Personnel Operations Memorandum (POM) establishes instructions and guidelines for the Annual Commissioned Officers' Effectiveness Report (COER) in accordance with [CC25.1.1](#), "Effectiveness Report", [Manual Circular \(MC\) 383](#), and [Personnel Policy Memorandum \(PPM\) 07-016](#).
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>.
3. The 2008 Annual COER rating period is 1 year, which extends from 1 October 2007 to 30 September 2008.
4. All officers on extended active duty prior to 1 July 2008 are required to complete the Annual COER on-line. Officers exempted from completing the Annual COER are defined in MC 383.
5. The officer is responsible to ensure his/her Annual COER is transmitted by the prescribed deadlines. Failure to transmit the COER by the prescribed deadlines is disadvantageous to the officer. If the officer does not have the COER completed and submitted to the Office of Commissioned Corps Operations (OCCO) by the required deadline, the officer will not be promoted or assimilated, and cannot receive awards, details, or special pays. It also should be noted that OCCO is prohibited from issuing retroactive personnel orders that affect compensation.
6. The following deadlines are in effect, unless otherwise published on the CCMIS Web site:
 - a. COER is available to officers on 1 October 2008;
 - b. COER is due to the officer's Rater by 15 October 2008;
 - c. COER is due to the officer's Reviewing Official (RO) by 29 October 2008; and
 - d. COER is due to OCCO by 12 November 2008.

7. Instructions for the Officer.

a. Creating and Submitting Attachment 1.

- (1) To initiate the 2008 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 Reviewing Official does not have Internet access, the officer will be required to complete the 2008 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" folder in the activity tree (series of folders). 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 the "I currently have a 2008 performance plan that has been in effect for a minimum of 90 days prior to this rating" as "Yes" or "No." The officer is required to consult with his/her Rater if unsure if the performance plan or contract question applies.
- (4) To begin work on Attachment 1, expand the "Work on my COER" tab and select "Enter Att I." The text entry mode for the 2008 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 and 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 or less per text box. It is suggested that 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 or less per text box. It is suggested that 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 or less per text box. It is suggested that 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 500 characters or less in the "Additional/Comments" tab. The additional comments tab can 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.

Note: The officer is required to transmit the COER to the Rater no later than 15 October 2008.

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.

Note: It is crucial for timely submission of the COER that the officer ensure 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 logout 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.

Note: It is crucial for timely submission of the COER that the officer ensure 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, 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 Reviewing Official 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 Reviewing Official. It is policy that officers must discuss ratings with his/her Rater in a formal manner 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) If after discussing the COER ratings and attachments, 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 Reviewing Official 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 Section 11). The Rebuttal is submitted after the electronic COER has been transmitted to the eOPF.
- d. COER Completion. After the Reviewing Official 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 "2008 Annual COER." If the officer is promotion eligible and the Reviewing Official has completed the Reviewing Official's Statement (ROS or Attachment 3), the ROS will also be archived in the "Blue" section of the eOPF as a document separate from the COER entitled "Reviewing Official Statement". If the COER is not in the eOPF within one week after receipt of the e-mail notification, contact phscoers@hhs.gov.

8. Instructions for the Rater.

- a. General Instructions. The Rater is required to ensure that all officers under his/her supervision transmit the COER for rating no later than 15 October 2008. If the officer fails to transmit the COER by the deadline, the Rater should remind the officer of the deadline. If the officer fails to transmit the COER within a reasonable time limit, the Rater is required to initiate the 2008 Annual COER on the prescribed Manual COER forms.
- (1) The Manual COER forms are located on the CCMIS Web site at http://dcp.psc.gov/cc_forms.asp or e-mail phscoers@hhs.gov for an electronic copy.
 - (2) 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.
 - (3) 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 Reviewing Official 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 on-line COER for rating. The e-mail will contain information and instructions on how to login to the on-line COER and how to access the officer's COER.
- c. Evaluating the Officer. Once the Rater has access to the on-line 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 COER is released to the officer.
 - (3) The Rater is required to evaluate the officer's performance. To begin the scoring process, select "Enter Scores." Depending on the time supervised, the scores will be entered as either Satisfactory/Unsatisfactory or 18 performance elements rated between "A" to "E." An "A" score corresponds to the lowest rating, while an "E" score corresponds to the highest rating. A score of "F" indicates the

performance element is not rated or not a part of the expected or assigned duties of the officer.

Note: An officer who receives a "Satisfactory" rating or an overall score less than "D" will not be eligible for assimilation.

- (a) If the Rater has supervised the officer for less than 6 months, the Rater may seek input from the officer's previous supervisor.
 - (b) If the officer has been on extended periods of sick leave or intermittent periods of sick leave, the officer shall be rated on his/her performance when present.
 - (c) If any element is rated "A," the electronic COER application will prompt the Rater to provide comments specifying the reason(s) for the low rating.
- (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 2008 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 2008 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 or less per text box. It is suggested that 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 or less per text box. It is suggested that 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) 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 Reviewing Official (RO). The Rater cannot act 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."

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 completes his/her section.

- (a) If the Rater selects "Use Last Year's Reviewing Official," the Rater will be asked to verify the RO's contact information.

Note: It is crucial for timely submission of the COER that the Rater ensure 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."

- (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.

Note: 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."

- (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."

Note: 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 29 October 2008.

- 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.

9. 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 29 October 2008. The COER is due to OCCO no later than 12 November 2008.
- 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 on-line 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) Officer Eligible for Competitive Promotion. If the officer is eligible for competitive promotion, the following folders will appear: "View Scores, Review Att I, Review Att II, Enter ROS, Preview OPF ROS, and Final Concur/Disagree." Officers who are eligible for competitive promotion are required to have a Reviewing Official Statement (ROS) as a part of the promotion process.

Note: Some officers who are eligible for competitive promotion, such as those nominated by an HHS Operating Division (OPDIV)/Staff Division (STAFFDIV) or non-HHS organization for Exceptional Proficiency Promotion (EPP) may not have an ROS populated in the 2008 Annual COER. In such cases, the ROS must be completed manually and submitted to OCCO through the Liaison no later than 31 December 2008. Consult the CCMIS Web site, Promotion Web page, for additional instructions.

- (a) 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."

- (b) Completing the Reviewing Official Statement. To initiate the ROS, click the "Enter ROS" folder. The text entry mode for the 2008 COER utilizes text boxes and tabs. Text can be entered directly into each text box, or it can be added by cut and paste from a word processor.

Note: The ROS document will be posted separately from the COER in the officer's eOPF.

- (i) The RO is required to answer the question "Is the officer ready for promotion and to serve at the next higher

rank,” as “Yes” or “No.” The question is located at the top of the page.

Note: The answer to the question is automatically set to “Yes,” but it can be changed.

Click “Save” when completed.

- (ii) The “Promotion Readiness” tab has one text box which allows text of 1400 characters, or less. The RO should address the officer’s readiness to serve at the next highest rank. Click “Save” when completed.
 - (iii) To enter text into the “Leadership” section, click the “Leadership” tab located immediately to the right of the “Promotion Readiness” tab. The “Leadership” tab allows text of 1400 characters, or less. The RO should address how the officer takes on a leadership role in the Command/Agency. Click “Save” when completed.
 - (iv) To enter text into the “Mission” section, click the “Mission” tab located immediately to the right of the “Leadership” tab. The “Mission” tab allows text of 1400 characters, or less. The RO should address how the officer contributes to the mission of the Command/Agency. Click “Save” when completed.
 - (v) Select “Preview OPF ROS” 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 ROS” view. To edit the text, follow the steps outlined above.
- (c) 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. The concur/disagree section will be placed as a part of the officer’s COER. Click “Submit” when finished.
- (2) Officer Not Eligible for Competitive Promotion. If the officer is not eligible for competitive promotion the following folders will appear: “View Scores, Review Att I, Review Att II, Final Concur/Disagree.”
- (a) 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.”
 - (b) 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. To logout, select “Exit COER Activities.”
10. Instructions for Commissioned Corps Liaisons. Liaisons will have access to status reports and missing COER reports. In the event there is any uncertainty or ambiguity as to who is required to fulfill the roles described above, Liaisons are required to identify the

appropriate Rater and Reviewing Official. Liaisons are also responsible for tracking COER status and making follow-up inquiries on COERs that are not transmitted in a timely manner.

11. Rebuttals and Other Rights. The Rebuttal does not provide relief, nor does it substitute as a remedy for a formal grievance, or other rights of due process. OCCO will not act on a Rebuttal other than to include it in the blue, COER Section of the officer's eOPF. The officer may grieve the COER in accordance with Commissioned Corps Instruction [CC26.1.5](#), "Grievances," or the officer may file an Equal Opportunity (EO) complaint in accordance with [CC26.1.6](#), "Equal Employment Opportunity." 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 [CC29.9.5](#), "Board of Corrections."

- a. 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 encouraged to keep the number of pages submitted to less than five pages.
- b. 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.

- c. For a Rebuttal to be available to the promotion and assimilations boards, the document must be received by OCCO no later than 31 December 2008, unless otherwise posted on the CCMIS Web site.
- d. Rebuttals are accepted for inclusion into the officer's eOPF until the first Wednesday of March.

12. Other Guidelines.

- a. Transfer as Annual. If an officer transfers to a new assignment on or after 1 July 2008, the officer may complete a Transfer COER on the prescribed Manual COER forms to take the place of the Annual COER. The Rater may also direct an officer to complete a Transfer 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 Reviewing Official must be from the officer's previous assignment. The Manual COER must be submitted to OCCO through the officer's previous Commissioned Corps Liaison.

Note: Fax copies will not be accepted.

- b. 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. The Rater and Reviewing Official must be from the officer's previous assignment. The Manual COER must be submitted to OCCO through the officer's previous Commissioned Corps Liaison.

Note: Fax copies will not be accepted.

13. Performance Management Plans/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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