



**COMMISSIONED OFFICERS' EFFECTIVENESS  
REPORT (COER)**

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**Commissioned Corps Headquarters**

**COER System  
User Guide**

# COER System User Guide & FAQ's

*Updated 9/28/2020*

Commissioned Corps Headquarters  
Personnel and Career Management, COER Specialist  
1101 Wootton Parkway, Suite 300  
Rockville, MD 20852

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COER Specialist: [PHSCOERs@hhs.gov](mailto:PHSCOERs@hhs.gov)

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## Initiating a COER as an Officer:

1. Go to the Officer Secure Area of the Commissioned Corps Management Information System (CCMIS) - [https://dcp.psc.gov/osa/osa\\_security\\_statement.aspx](https://dcp.psc.gov/osa/osa_security_statement.aspx)

### Officer Secure Area

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#### Security Statement

You are accessing a U.S. Government information system, which includes (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only.

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By using this information system, you understand and consent to the following:

- You have no reasonable expectation of privacy regarding any communications or data transiting or stored on this information system. At any time, and for any lawful Government purpose, the government may monitor, intercept, and search and seize any communication or data transiting or stored on this information system.
- Any communication or data transiting or stored on this information system may be disclosed or used for any lawful government purpose.

[Continue to Secure Area](#)

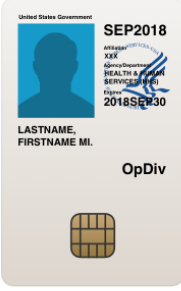
2. Login to CCMIS using your PIV, CAC, or ALT card

### Select Login Method

<b>HSPD-12 Access Card</b>	Network Credentials	AMS Credentials
----------------------------	---------------------	-----------------

Insert your HSPD-12 access card into the smart card reader before you select login. [i](#)

[Login](#)



[i](#) Help [?](#) HHS Privacy Policy

- Once logged in, click “Forms” on the left-side menu

**Commissioned Corps of the U.S. Public Health Service**  
Management Information System

**Dashboard**

Home / Dashboard

**Officer Details**

Category	Health Services Officer
Agency	DS

**License and Certification Details**

Licensure Status	Valid license
License Expiration Date	08/31/2021

**Retention Weight Standards**

Status per last BMI	COMPLIANT
---------------------	-----------

**On Call Status**

Last On Call Date	Next On Call Date
11/1/2019	Public Health Emergency (effective 03/25/20 – present)

**Periodic Health Update (PHU) Details**

Report Date for Initial PHU	11/30/2020
Next Report Date for PHU	11/30/2021

**Projected Readiness**

Readiness Status	Readiness Description	Date	Last Update
Basic	Qualified	202009	8/27/2020

- Click the large, turquoise box labeled “MY FORMS”

**Commissioned Corps of U.S. Public Health Service**  
Management Information System

**Forms**

**Dashboard**

Home / Dashboard

**MY FORMS**  
Total 11

Not Started	2
In Process	1
Approved - Completed	8
Rejected - Closed	0

**FORMS TO REVIEW**  
Total 1

Officer COER	1
Officer Rebuttal (COER)	0
PHS-7047 (Practice Hours)	0
Respirator Medical Evaluation Questionnaire	0
ROS (COER)	0

5. Click “Add new record”

Commissioned Corps of U.S. Public Health Service  
Management Information System

Forms

My Forms

User Forms / My Forms

Reference Number:

Description:

Form Type:

Status:

Search

Forms

+ Add new record

Reference Number	Form Type	Form Description	Created Date	Status	Edit	Delete	Download	Supplemental Forms	Activity
20200826-1608617804	Officer COER		2020-08-26	Approved - Completed				1	

Started Approved Completed

6. Ensure “Officer COER” is selected then click the button labeled “Save”

Commissioned Corps of U.S. Public Health Service  
Management Information System

Forms

My Forms

User Forms / My Forms

Reference Number:

Form Type:

Search

Forms

+ Add new record

Add new record

Form Name:

Form Description:

Cancel Save

Reference Number	Form Type	Form Description	Created Date	Status	Edit	Delete	Download	Supplemental Forms	Activity
20200826-1608617804	Officer COER		2020-08-26	Approved - Completed				1	

Started Approved Completed

- Click the icon under the "Edit" column

The screenshot shows the top navigation bar with the U.S. Public Health Service logo and the text "Commissioned Corps of U.S. Public Health Service Management Information System". Below this is a "Forms" dropdown menu. The main content area is titled "My Forms" and includes a breadcrumb "User Forms / My Forms". There are search filters for "Reference Number", "Description", "Form Type", and "Status", with a "Search" button. Below the filters is a table of forms. The first row is highlighted and has an "Edit" icon circled in red. Below the table is a progress bar with five steps: 1. Officer, 2. Officer's Rater, 3. Officer Concurrence, 4. Officer's Reviewer, and 5. Liaison.

Reference Number	Form Type	Form Description	Created Date	Status	Edit	Delete	Download	Supplemental Forms	Activity
20200827-1393428499	Officer COER		2020-08-27	Not Started				0	

- Enter the required information throughout the page

The screenshot shows the "Officer" tab selected in a navigation bar. A yellow banner contains the text "Supervisors/Raters: Click 'Search Officer' to initiate a COER on an officer your supervise" and a "Search Officer" button. Below is "Section 1: Administrative Data" with the following fields:

- Full Name: [Text Field]
- Phone \*: [Text Field]
- SERNO: [Text Field]
- Email Address \*: [Text Field]
- Agency \*: OS
- Category: Health Services Officer
- Position Title \*: [Text Field]
- Rank: LT
- Billet Grade \*: [Text Field]
- In Current Position Since \*: MM/dd/yyyy

At the bottom, there is a checkbox "Officer is up for promotion" and a "Period Covered by Report" section with "From" and "To" date pickers and a "COER Type" dropdown.

9. Submit the COER to your rater by clicking the “Submit” button at the bottom of the page  
After you submit the COER and your Rater completes the evaluation, you must concur or disagree with the COER to complete the officer section of the COER process

**OFFICER INSTRUCTIONS:** Describe your duties, goals, and accomplishments during the performance period. Use the space provided. [COER Information](#)

### Section 2: Officer Comments

**Description.** Describe the main duties and responsibilities in your job during the performance period. \*

Example

393 characters remaining.

**Goals.** List your work-related goals for the next performance period and long term career goals. \*

Example

393 characters remaining.

**Accomplishments.** List your accomplishments related to the performance elements you will be rated on. \*

Example

1673 characters remaining.

### Rater Information

**Email Address \***  **Full Name**

The Rater's email address and name are pulled from RedDOG's systems – update your supervisor information on RedDOG self-service if the COER system is pulling information from your previous Rater



# COER Components

Section 1: Administrative Data

<b>Full Name *</b>	<b>Phone *</b>	<b>SERNO</b>
<input type="text"/>	<input type="text" value="( ) - -"/>	<input type="text"/>
<b>Email Address *</b>	<b>Agency *</b>	<b>Category</b>
<input type="text"/>	OS	Health Services Officer
<b>Position Title *</b>	<b>Rank</b>	
<input type="text"/>	LT	
<b>Billet Grade *</b>	<b>In Current Position Since *</b>	
<input type="text"/>	MM/dd/yyyy <input type="calendar"/>	

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**Officer is up for promotion**

<b>Period Covered by Report</b>	<b>From *</b>	<b>To *</b>	<b>COER Type</b>
	MM/dd/yyyy <input type="calendar"/>	MM/dd/yyyy <input type="calendar"/>	<input type="text"/>
<b>Purpose of COER *</b>			<b>Evaluation Year</b>
End of Evaluation Year			<input type="text"/>

Input any administrative data that is not auto-populated

Period Covered by Report should cover the entire evaluation year (1 October to 30 September) unless you had a rater change during the evaluation year – transfer, separation, or retirement of the officer or rater

Evaluation Year will auto-populate based on the dates you enter.

Clicking this button will indicate to your rater, RO, and liaison that you are “Up for promotion”. It will also require your RO to submit a ROS in order to complete their part of the COER.

Most officers should select “End of Evaluation Year” unless you had a rater change – transfer, separation, or retirement of the officer or rater. See page 60 (FAQ’s) for further clarification.

COER type (annual or interim) will auto-populate based on the dates you enter. If the period covered is ≥6 months, it is an annual COER. If the period covered is <6 months, it is an interim COER.

**OFFICER INSTRUCTIONS:** Describe your duties, goals, and accomplishments during the performance period. Use the space provided. [COER Information](#)

### Section 2: Officer Comments

**Description.** Describe the main duties and responsibilities in your job during the performance period. \*

**Goals.** List your work-related goals for the next performance period and long term career goals. \*

**Accomplishments.** List your accomplishments related to the performance elements you will be rated on. \*

Officers are encouraged to save text in an external application then copy-and-paste the data into the provided textboxes.

Goals textbox has a 400 character limit and a 9 line limit.

Accomplishments textbox has a 1680 character limit and a 38 line limit.

See page 66 for character and line limits for all textboxes.

Description textbox has a 400 character limit and a 9 line limit.

## Concurring or Disagreeing with a COER as an Officer:

1. Go to the Officer Secure Area of the Commissioned Corps Management Information System (CCMIS) - [https://dcp.psc.gov/osa/osa\\_security\\_statement.aspx](https://dcp.psc.gov/osa/osa_security_statement.aspx)

### Officer Secure Area

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[Continue to Secure Area](#)

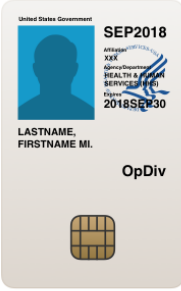
2. Login to CCMIS using your PIV, CAC, or ALT card

### Select Login Method

<b>HSPD-12 Access Card</b>	Network Credentials	AMS Credentials
----------------------------	---------------------	-----------------

Insert your HSPD-12 access card into the smart card reader before you select login. [i](#)

[Login](#)



The image shows a HSPD-12 Access Card. It is a white card with a blue header that says "United States Government". Below the header is a blue silhouette of a person's head and shoulders. To the right of the silhouette, it says "SEP2018" and "2018SEP30". Below the silhouette, it says "LASTNAME, FIRSTNAME MI." and "OpDiv". At the bottom of the card is a gold-colored smart card chip.

[i](#) Help   [?](#) HHS Privacy Policy

- Once logged in, click “Forms” on the left-side menu

Commissioned Corps of the U.S. Public Health Service  
Management Information System

Dashboard

Home / Dashboard

**Officer Details**

Category	Health Services Officer
Agency	DS

**License and Certification Details**

Licensure Status	Valid license
License Expiration Date	08/31/2021

**Retention Weight Standards**

Status per last BMI	COMPLIANT
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**On Call Status**

Last On Call Date	Next On Call Date
11/1/2019	Public Health Emergency (effective 03/25/20 – present)

**Periodic Health Update (PHU) Details**

Report Date for Initial PHU	11/30/2020
Next Report Date for PHU	11/30/2021

**Projected Readiness**

Readiness Status	Readiness Description	Date	Last Update
Basic	Qualified	202009	8/27/2020

- Click the large, red box labeled “FORMS TO REVIEW”

Commissioned Corps of U.S. Public Health Service  
Management Information System

Forms

Dashboard

Home / Dashboard

**MY FORMS**  
Total 11

**FORMS TO REVIEW**  
Total 1

Not Started	4	Officer COER	1
In Process	1	Officer Rebuttal (COER)	0
Approved - Completed	8	PHS-7047 (Practice Hours)	0
Rejected - Closed	0	Respirator Medical Evaluation Questionnaire	0
		ROS (COER)	0

- Click the icon in the column labeled “Edit Form”

Commissioned Corps of U.S. Public Health Service  
Management Information System

Forms

Review Forms

User Forms / Review Forms

Reference Number:  Description:

Form Type:  Status:

Search

Reference Number	Form Owner	Form Type	Form Description	Stage	Status	Edit Form
20200902-93550276		Officer COER		Officer Concurrence	In Process	

Go to page:  Row count:

Showing 1-1 of 1

- Select “Concurrence”, choose the date, then click “Submit”; after submitting your concurrence/non-concurrence, the officer section of the COER process is complete  
If you wish to see your Rater’s comments, click the “Next” button **before** clicking “Submit”

1. Leadership: 7

2. Initiate and Growth: 6

3. Communication Skills: 7

4. Interpersonal Skills: 7

5. Planning and Organization: 6

6. Professional Competencies: 7

7. Analysis, Judgement, and Decision-Making: 7

8. Overall Effectiveness: 7

Overall Performance: Satisfactory

I have read this review and have had the opportunity to discuss it.

Concurrence \*  Date \*

Rater Information

Email Address \*  Full Name

Cancel Next **Submit**

## Submitting a Rebuttal

1. Officer who wish to submit a rebuttal should go to “MY FORMS” in CCMIS (see page 4 for step-by-step instructions)

The screenshot shows the dashboard for the Commissioned Corps of U.S. Public Health Service Management Information System. The header includes the organization's logo and name. Below the header, there is a navigation bar with a 'Forms' dropdown menu. The main content area is titled 'Dashboard' and contains two primary sections: 'MY FORMS' (Total 11) and 'FORMS TO REVIEW' (Total 1). The 'MY FORMS' section is circled in red and lists the following categories and counts:

Category	Count
Not Started	2
In Process	1
Approved - Completed	8
Rejected - Closed	0

The 'FORMS TO REVIEW' section lists the following items and counts:

Item	Count
Officer COER	1
Officer Rebuttal (COER)	0
PHS-7047 (Practice Hours)	0
Respirator Medical Evaluation Questionnaire	0
ROS (COER)	0

2. Click the “Supplemental Forms” icon after verifying you are submitting a rebuttal to the correct COER

The screenshot displays a list of Officer COER records. Each record includes a unique ID, the officer's name, the date, and the status. Below each record is a progress bar with three stages: Started, Approved, and Completed. The 'Supplemental Forms' icon (a document with a plus sign) is circled in red for the record with ID 20200825-1233423731.

ID	Officer	Date	Status	Supplemental Forms
20200826-1608617804	Officer COER	2020-08-26	Approved - Completed	1
20200825-1233423731	Officer COER	2020-08-25	Approved - Completed	1
20200817-1868184205	Officer COER	2020-08-17	Approved - Completed	1

3. Click “Add new record”

The screenshot shows the top navigation bar with the U.S. Public Health Service logo and the text "Commissioned Corps of U.S. Public Health Service Management Information System". Below this is a "Forms" dropdown menu. The main content area is titled "My Forms" and contains a breadcrumb trail "User Forms / / Supplemental Forms". A blue header bar for the "Supplemental Forms" table is visible, with a red circle highlighting the "+ Add new record" button. The table has columns for Reference Number, Form Type, Form Description, Created Date, Status, Edit, Delete, Download, and Activity. The table is currently empty, displaying "No data available!". A "Row count: 10" dropdown is located at the bottom left of the table area.

4. Ensure “Officer Rebuttal (COER)” is selected in the Form Name dropdown menu and click “Save”

This screenshot shows the same interface as the previous one, but with the "Add new record" modal form open. The modal has a title bar "Add new record" with a close button. It contains a "Form Name" dropdown menu with "Officer Rebuttal (COER)" selected, a "Form Description" text area, and "Cancel" and "Save" buttons at the bottom. A red circle highlights the "Save" button. The background table and navigation elements are dimmed.

- Click the icon in the “Edit” column



- Enter data in the rebuttal textbox, select the date, enter your liaison’s email address, and click “Submit”; after liaison approval, the rebuttal will be indexed in your eOPF with your COER

The screenshot shows the 'Rebuttal' form with the following fields:

- Full Name \***: Text input field
- Rank \***: Text input field
- SERNO \***: Text input field
- Rebuttal \***: Large text area for entering the rebuttal text.
- Officer Signed Date \***: Date picker with a calendar icon, showing 'MM/dd/yyyy'.
- Liaison Information**: Section header for the following field.
- Email Address \***: Text input field for the liaison's email address.
- Buttons**: 'Cancel' and 'Submit' buttons at the bottom.

Two callout boxes provide additional information:

- A box pointing to the Rebuttal text area states: "Rebuttal textbox is limited to 15,000 characters (5 pages)".
- A box pointing to the Submit button states: "Enter your liaison's email address".



## Submitting a Reviewing Official's Statement (ROS)

The ROS is a section of the annual COER and should be completed whenever the annual COER is completed. It is required for officers who are up for promotion and optional for those who are not up for promotion. If an officer needs to submit their ROS because they completed their annual COER without the ROS, please see the steps below:

1. Go to “MY FORMS” in CCMIS (see page 4 for step-by-step instructions)

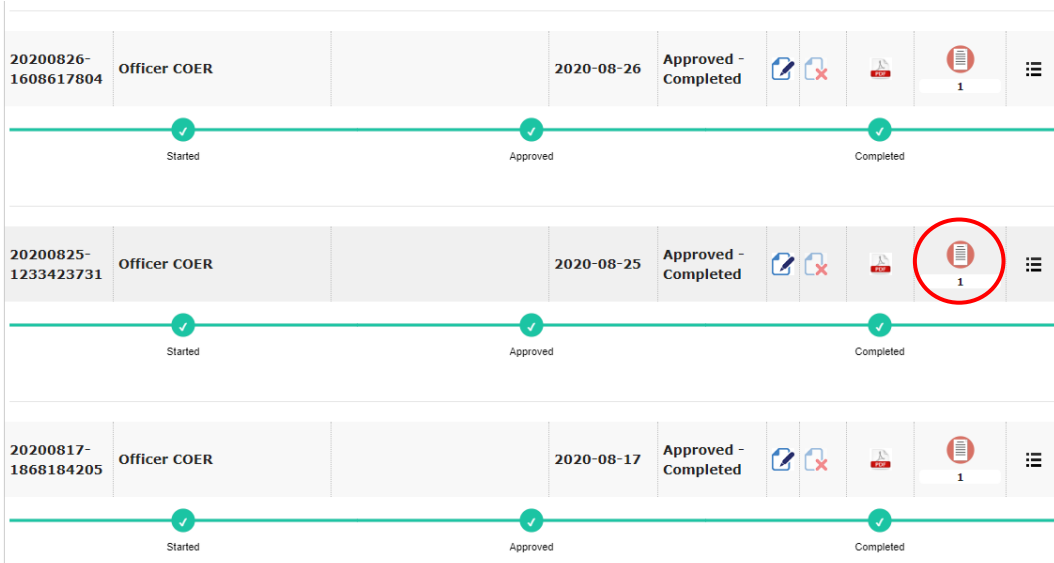


The screenshot shows the CCMIS dashboard for the Commissioned Corps of U.S. Public Health Service. The 'Forms' dropdown menu is open, and the 'Dashboard' section is visible. The 'MY FORMS' section is highlighted with a red circle and shows a total of 11 forms. The 'FORMS TO REVIEW' section shows a total of 1 form. Below these sections are two tables of form status.

Form Status	Count
Not Started	2
In Process	1
Approved - Completed	8
Rejected - Closed	0

Form Type	Count
Officer COER	1
Officer Rebuttal (COER)	0
PHS-7047 (Practice Hours)	0
Respirator Medical Evaluation Questionnaire	0
ROS (COER)	0

2. Click the “Supplemental Forms” icon after verifying the correct COER is selected



The screenshot shows a table of Officer COER forms. Each row represents a form with a unique ID, status, date, and completion progress. The 'Supplemental Forms' icon (a document with a plus sign) is circled in red in the second row.

Form ID	Status	Date	Completion	Supplemental Forms
20200826-1608617804	Officer COER	2020-08-26	Approved - Completed	1
20200825-1233423731	Officer COER	2020-08-25	Approved - Completed	1
20200817-1868184205	Officer COER	2020-08-17	Approved - Completed	1

3. Click “Add new record”

The screenshot shows the top navigation bar with the U.S. Public Health Service logo and the text "Commissioned Corps of U.S. Public Health Service Management Information System". Below this is a "Forms" dropdown menu. The main content area is titled "My Forms" and shows a breadcrumb trail "User Forms / / Supplemental Forms". A blue header bar for the "Supplemental Forms" section contains a red circle around the "+ Add new record" button. Below this is a table with columns: Reference Number, Form Type, Form Description, Created Date, Status, Edit, Delete, Download, and Activity. The table is currently empty, displaying "No data available!". A "Row count: 10" dropdown is visible at the bottom left of the table area.

4. Click “Save” after confirming “ROS(COER)” is selected

This screenshot shows the same interface as the previous one, but with the "Add new record" modal form open. The modal has a title bar "Add new record" and a close button. It contains a "Form Name" dropdown menu with "ROS (COER)" selected, and a "Form Description" text area. At the bottom of the modal, the "Save" button is circled in red. The background table shows a single record with Reference Number "20200914-165928458" and Form Type "Officer Rebuttal (COER)". The record status is "Completed", and a progress bar shows "Started" and "Completed" stages. The "Add new record" button in the background is also circled in red.

5. Click the icon in the “Edit” column

Commissioned Corps of U.S. Public Health Service  
Management Information System

Forms

### My Forms

User Forms / / Supplemental Forms

#### Supplemental Forms + Add new record

Reference Number	Form Type	Form Description	Created Date	Status	Edit	Delete	Download	Activity
20200914-2031992389	ROS (COER)		2020-09-14	Not Started				

1 Reviewer      2 Liaison

6. Enter your reviewing official’s email address and click “Submit”; your reviewing official will receive an email notification to complete your ROS

Commissioned Corps of U.S. Public Health Service  
Management Information System

Forms

### Edit Form

My Forms / / Edit Form

[Instructions & Privacy Notices](#)

#### SECTION I -- Officer Information

**Full Name \***

**Category \***

**Reviewing Official Email Address**

7. Your reviewing official will receive form below; once all fields are completed, they will click “Submit” and the form will be sent to your liaison for approval

**SECTION I -- Officer Information**

Full Name \*

Category \*


Reviewing Official Email Address

**SECTION II -- Reviewing Officials Assessment must address the following three points in the space provided.**

1. PROMOTION READINESS: Do you recommend this officer for promotion to the next higher rank?  
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?

**SECTION III -- Reviewing Officials Signature**

Reviewing Official Name \*

Signed Date: \*  

**SECTION IV -- Commissioned Corps Liaison Verification**

Email Address \*

## Rating an Officer as a PHS Officer

1. Go to the Officer Secure Area of the Commissioned Corps Management Information System (CCMIS) - [https://dcp.psc.gov/osa/osa\\_security\\_statement.aspx](https://dcp.psc.gov/osa/osa_security_statement.aspx)

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**Continue to Secure Area**

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### Select Login Method

<b>HSPD-12 Access Card</b>	Network Credentials	AMS Credentials
----------------------------	---------------------	-----------------

Insert your HSPD-12 access card into the smart card reader before you select login. ?

**Login**


United States Government

**SEP2018**

AT&T  
XXX  
Alpha-Quantum  
HEALTH & HUMAN SERVICES  
2018SEP30

LASTNAME, FIRSTNAME MI.

OpDiv



? Help ? HHS Privacy Policy

- Once logged in, click “Forms” on the left-side menu

Commissioned Corps of the U.S. Public Health Service  
Management Information System

Dashboard

Home / Dashboard

**Officer Details**

Category	Health Services Officer
Agency	DS

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Licensure Status	Valid license
License Expiration Date	08/31/2021

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Status per last BMI	COMPLIANT
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Next Report Date for PHU	11/30/2021

**Projected Readiness**

Readiness Status	Readiness Description	Date	Last Update
Basic	Qualified	202009	8/27/2020

- Click the large, red box labeled “FORMS TO REVIEW”

Commissioned Corps of U.S. Public Health Service  
Management Information System

Forms

Dashboard

Home / Dashboard

**MY FORMS**  
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In Process	1	Officer Rebuttal (COER)	0
Approved - Completed	8	PHS-7047 (Practice Hours)	0
Rejected - Closed	0	Respirator Medical Evaluation Questionnaire	0
		ROS (COER)	0

5. Click the icon in the column labeled “Edit Form”  
If no forms appear, the officer has not yet submitted the COER; you’ll receive an automated email when the officer submits the COER

The screenshot shows the 'Management Information System' interface for the 'Commissioned Corps of U.S. Public Health Service'. It features a search filter section with fields for 'Reference Number', 'Description', 'Form Type', and 'Status', along with a 'Search' button. Below this is a table of forms. The table has columns for 'Reference Number', 'Form Owner', 'Form Type', 'Form Description', 'Stage', 'Status', and 'Edit Form'. The first row shows a form with reference number '20200902-121679572', form type 'Officer COER', and status 'In Process'. The 'Edit Form' column for this row contains a document icon, which is circled in red. At the bottom of the table, there are navigation controls for 'Go to page' and 'Row count'.

6. Review information the officer entered, scroll to the bottom of the page, and click “Next”

The screenshot shows the 'Section 2: Officer Comments' form. It contains three text input fields with placeholder text 'Example'. The first field is labeled 'Description. Describe the main duties and responsibilities in your job during the performance period. \*'. The second field is labeled 'Goals. List your work-related goals for the next performance period and long term career goals. \*'. The third field is labeled 'Accomplishments. List your accomplishments related to the performance elements you will be rated on. \*'. Below these fields is a 'Rater Information' section with two input fields: 'Email Address \*' and 'Full Name'. At the bottom of the form, there are two buttons: 'Cancel' and 'Next'. The 'Next' button is circled in red.

7. Complete the information about yourself and add comments about the officer's strengths and areas of improvement

<b>Last Name, First Name, MI *</b>	<b>Phone Number *</b>
<input type="text"/>	<input type="text"/>
<b>Position Title *</b>	<b>Overall Performance</b> (Auto-calculated from the performance evaluation - unless the COER is narrative)
<input type="text"/>	<input type="text"/>
<b>Email Address</b>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<b>Time Supervised</b>	
<b>Years *</b>	<b>Months</b>
<input type="text"/>	<input type="text"/>

---

**Strengths: List the areas in which the officer displays strong qualities and superior skills. \***

**Areas of improvement: List the areas needed for continued growth and development. \***

8. Select a score (1 to 7 with 1 being the worst and 7 being the best) for each performance attribute and add a comment to describe the action upon which you based your rating  
If you have supervised the officer for <6 months, this section is optional

1. Leadership - Demonstrates and communicates vision and sense of purpose; nurtures an environment conducive to accomplishing the organizations mission.

- 1
- 2 - Demonstrates behavior that maintains the status quo, often seeking direction in accomplishing the teams goals.  
- Has minimal influence on others. \*
- 3
- 4 - Demonstrates behavior that facilitates collaboration, fairness, and inclusiveness.  
- Influences others through actions, accomplishments, and team work.
- 5
- 6 - Consistently demonstrates behavior that contributes to the organizations success by fostering effective relationships, inspiring the trust of others, and nurturing group effectiveness and cohesion.  
- Influences others by exhibiting vision, innovation, resilience, inclusiveness, and by teaching and coaching others.
- 7

**Comment \***

2. Initiative and Growth - Recognizes and acts on programmatic and personal developmental needs, resulting in advancement of programmatic goals and growth in professional skills.

- 1
- 2 - Needs assistance in identifying opportunities to improve work performance.  
- Work performance improves with regular supervisory input and detailed instructions about assignments.  
- Needs guidance to understand how personal decisions and actions contribute to mistakes or impedes success of individual and group projects. \*
- 3



9. Enter the email address of the Reviewing Official (your supervisor)

1. Leadership	2. Initiate and Growth	3. Communication Skills	4. Interpersonal Skills
5	3	4	6
5. Planning and Organization	6. Professional Competencies	7. Analysis, Judgement, and Decision-Making	8. Overall Effectiveness
3	6	5	5

**Overall Performance**  
Satisfactory

**Reviewing Official Information**

Email Address \*

10. Type your name into the Signature textbox, choose the date, and click “Approve”  
After clicking “Approve”, the Rater section is complete; see page 31 to reset/reject a COER

**Reviewing Official Information**

Email Address \*

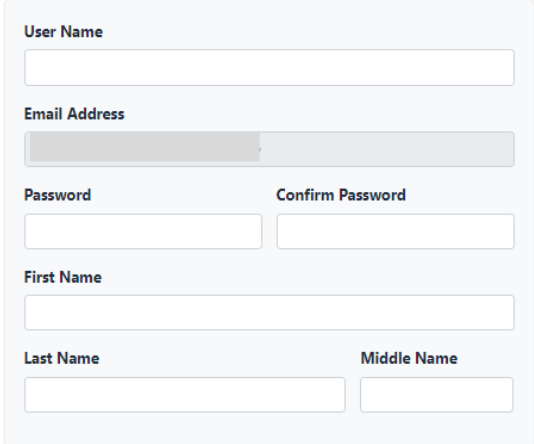
Signature \*

Signed Date \*

Previous Cancel Reject Approve

## Rating an officer as a Civilian

1. Once an officer under your supervision submits a COER, you will receive an email with a link to create an account; click the link, enter information requested, and click “Submit”



User Name

Email Address

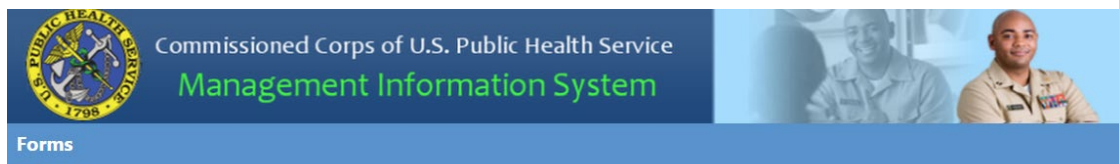
Password  Confirm Password

First Name

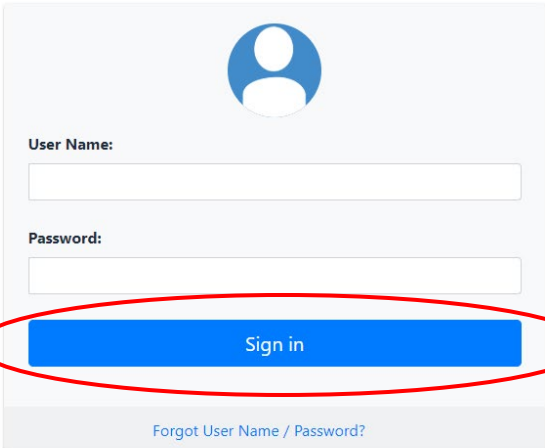
Last Name  Middle Name


**Submit**

2. Once your account is created, go to the COER System guest user login (<https://dcp.psc.gov/Forms/Account/Login>)



Guest User Login





User Name:

Password:

**Sign in**

[Forgot User Name / Password?](#)

- Verify your identity using the validation token sent to your email address

Commissioned Corps of U.S. Public Health Service  
Management Information System

Forms

Verify Token

An email from forms-donotreply@hhs.gov has been sent to your registered email with a validation token. Please use the token from the email to validate your identity.

Submit

- Click the large, red box labeled “FORMS TO REVIEW”

Commissioned Corps of U.S. Public Health Service  
Management Information System

Forms

Dashboard

Home / Dashboard

<b>MY FORMS</b> Total 11	<b>FORMS TO REVIEW</b> Total 1
Not Started	Officer COER
In Process	Officer Rebuttal (COER)
Approved - Completed	PHS-7047 (Practice Hours)
Rejected - Closed	Respirator Medical Evaluation Questionnaire
	ROS (COER)

5. Click the icon in the column labeled “Edit Form”  
If no forms appear, the officer has not yet submitted the COER; you’ll receive an automated email when the officer submits the COER to you

The screenshot shows the 'Management Information System' interface for the 'Commissioned Corps of U.S. Public Health Service'. It features a search filter section with fields for 'Reference Number', 'Description', 'Form Type', and 'Status', along with a 'Search' button. Below this is a table of forms. The table has columns for 'Reference Number', 'Form Owner', 'Form Type', 'Form Description', 'Stage', 'Status', and 'Edit Form'. One row is visible with the reference number '20200902-121679572', 'Officer COER' as the form type, and 'Officer's Rater' as the stage. The 'Edit Form' column for this row contains a document icon, which is circled in red. At the bottom of the table, there are navigation controls including 'Go to page: 1', 'Row count: 10', and 'Showing 1 of 1'.

6. Review information the officer entered, scroll to the bottom of the page, and click “Next”

The screenshot displays the 'Section 2: Officer Comments' form. It contains three text input fields with placeholder text 'Example':  
1. **Description.** Describe the main duties and responsibilities in your job during the performance period. \*  
2. **Goals.** List your work-related goals for the next performance period and long term career goals. \*  
3. **Accomplishments.** List your accomplishments related to the performance elements you will be rated on. \*  
Below these fields is the 'Rater Information' section, which includes two input fields: 'Email Address \*' and 'Full Name'. At the bottom of the form, there are two buttons: 'Cancel' and 'Next'. The 'Next' button is circled in red.

7. Complete the information about yourself and add comments about the officer's strengths and areas of improvement

<b>Last Name, First Name, MI *</b>	<b>Phone Number *</b>
<input type="text"/>	<input type="text"/>
<b>Position Title *</b>	<b>Overall Performance</b> (Auto-calculated from the performance evaluation - unless the COER is narrative)
<input type="text"/>	*
<b>Email Address</b>	
<input type="text"/>	<input type="text"/>
<b>Time Supervised</b>	
<b>Years *</b>	<b>Months</b>
<input type="text"/>	<input type="text"/>

---

**Strengths: List the areas in which the officer displays strong qualities and superior skills. \***

**Areas of improvement: List the areas needed for continued growth and development. \***

8. Select a score (1 to 7 with 1 being the worst and 7 being the best) for each performance attribute and add a comment to describe the action upon which you based your rating  
If you have supervised the officer for <6 months, this section is optional

1. Leadership - Demonstrates and communicates vision and sense of purpose; nurtures an environment conducive to accomplishing the organizations mission.

- 1
- 2 - Demonstrates behavior that maintains the status quo, often seeking direction in accomplishing the teams goals.  
- Has minimal influence on others. \*
- 3
- 4 - Demonstrates behavior that facilitates collaboration, fairness, and inclusiveness.  
- Influences others through actions, accomplishments, and team work.
- 5
- 6 - Consistently demonstrates behavior that contributes to the organizations success by fostering effective relationships, inspiring the trust of others, and nurturing group effectiveness and cohesion.  
- Influences others by exhibiting vision, innovation, resilience, inclusiveness, and by teaching and coaching others.
- 7

**Comment \***

2. Initiative and Growth - Recognizes and acts on programmatic and personal developmental needs, resulting in advancement of programmatic goals and growth in professional skills.

- 1
- 2 - Needs assistance in identifying opportunities to improve work performance.  
- Work performance improves with regular supervisory input and detailed instructions about assignments.  
- Needs guidance to understand how personal decisions and actions contribute to mistakes or impedes success of individual and group projects. \*
- 3

9. Enter the email address of the Reviewing Official (your supervisor)

Summary			
1. Leadership	2. Initiate and Growth	3. Communication Skills	4. Interpersonal Skills
5	3	4	6
5. Planning and Organization	6. Professional Competencies	7. Analysis, Judgement, and Decision-Making	8. Overall Effectiveness
3	6	5	5
<b>Overall Performance</b>			
Satisfactory			

**Reviewing Official Information**

Email Address \*

10. Type your name into the Signature textbox, choose the date, and click “Approve”  
After clicking “Approve”, the Rater section is complete; see page 31 to reset/reject a COER

**Reviewing Official Information**

Email Address \*

Signature \*

Signed Date \*

Previous Cancel Reject Approve

## Resetting or Closing a COER (Rater)

1. Review information entered by the officer
  - For raters who are PHS officers, see page 19 for step-by-step instructions on arriving at this stage in the COER process
  - For raters who are a civilians, see page 30 for step-by-step instructions on arriving at this stage in the COER process
2. If the officer entered incorrect information, you may send the COER back to the officer for modifications or close the COER completely by clicking the “Reject” button

The screenshot displays a COER review interface. At the top, there is a grid of eight performance categories, each with a rating input field:

1. Leadership	2. Initiate and Growth	3. Communication Skills	4. Interpersonal Skills
5	3	4	6
5. Planning and Organization	6. Professional Competencies	7. Analysis, Judgement, and Decision-Making	8. Overall Effectiveness
3	6	5	5

Below the grid is an "Overall Performance" dropdown menu with "Satisfactory" selected.

The interface then transitions to a "Reviewing Official Information" section, which includes an "Email Address \*" field.

Below the email field are "Signature \*" and "Signed Date \*" fields. The "Signed Date" field has a date picker icon and the placeholder text "MM/dd/yyyy".

At the bottom of the form are four buttons: "Previous" (blue), "Cancel" (blue), "Reject" (red, circled in red), and "Approve" (green).

3. Choose “Assign To – Officer” or “Reject and Close” from the dropdown menu then click save; the “Comments” textbox is used to explain why you rejected the COER

The image shows a 'Reject Form' dialog box overlaid on a blurred background of a web form. The dialog box has a title bar with 'Reject Form' and a close button. Below the title bar is a 'Select Option:' dropdown menu with 'Assign To - Officer' selected. Below that is a 'Comments:' text area. At the bottom right of the dialog are 'Close' and 'Save' buttons. The background shows a blurred form with fields for 'Overall Per', 'Reviewing Office', 'Email Address', 'Signature', and 'Signed Date'.

Please note:

“Assign To – Officer” – Selecting this option will send the COER back to the officer. Data entered by the officer will be retained; **Data entered by you (the rater) will be lost.**

“Reject and Close” – If the COER is rejected and closed, **all data entered will be lost and the COER will be closed completely.**



## Initiating a COER on an Officer as a Rater

1. Click “Search Officer” within CCMIS; please see page 4 and follow steps 1 – 7 to arrive at this stage

The screenshot shows the 'Management Information System' interface for the 'Commissioned Corps of U.S. Public Health Service'. The page title is 'Edit Form'. A breadcrumb trail shows 'My Forms / / Edit Form'. A navigation menu includes 'Forms', 'Officer', 'Rater', 'Reviewing Official', and 'Liasion'. A yellow banner contains the text: 'Supervisors/Raters: Click "Search Officer" to initiate a COER on an officer your supervise'. The 'Search Officer' button is circled in red. Below this is 'Section 1: Administrative Data' with fields for 'Full Name', 'Phone \*', 'SERNO', 'Email Address \*', 'Agency \*', and 'Category'. The 'Agency' field is set to 'OS' and the 'Category' field is set to 'Health Services Officer'. A 'Instructions & Privacy Notices' link is visible in the top right corner.

2. Search for any officers you supervise using their SERNO or name  
The COER system will only show officers you supervise

The screenshot shows a search interface with four input fields: 'SERNO', 'Name', 'Agency', and 'Category'. The 'SERNO' field is highlighted with a blue border. The 'Agency' and 'Category' fields are dropdown menus with '--- ALL ---' selected. A 'Search' button is circled in red at the bottom right.

- Click the checkbox that corresponds to the officers you wish to initiate a COER on and click “Add Selected”

The screenshot shows a search results window with the following fields: SERNO, Name, Agency, and Category. Below these is a table with columns: SERNO, Name, Category, Agency, Bureau, and Is Officer. The first row in the table has a checkbox in the SERNO column that is checked and circled in red. The 'Add Selected' button at the bottom right of the table is also circled in red. The background shows a sidebar with 'Forms' and 'Edit Form' options, and a main area with a 'Search Officer' button and a message: 'Supervisors/Raters: Click "Search Officer" to initiate a COER on an officer your supervise'.

- Enter the required data and click “Submit” to initiate the COER  
*Officers are required to complete any COER their rater initiates*

The screenshot shows a form with the following sections and fields:

- Section 1: Administrative Data**
  - Full Name: [Text Field]
  - SERNO: [Text Field]
  - Email Address \*: [Text Field]
  - Agency \*: [Text Field, value: OS]
  - Category: [Text Field]
  - Rank: [Text Field, value: CDR]
  - Period Covered by Report: From \* [Date Field, value: MM/dd/yyyy] To \* [Date Field, value: MM/dd/yyyy]
  - COER Type: [Text Field]
  - Purpose of COER \*: [Dropdown Menu, value: End of Evaluation Year]
  - Evaluation Year: [Text Field]
- Rater Information**
  - Email Address \*: [Text Field]
  - Full Name: [Text Field]

At the bottom of the form, there are two buttons: 'Cancel' and 'Submit'. The 'Submit' button is circled in red.

## Reviewing a COER as a PHS Officer

1. Go to the Officer Secure Area of the Commissioned Corps Management Information System (CCMIS) - [https://dcp.psc.gov/osa/osa\\_security\\_statement.aspx](https://dcp.psc.gov/osa/osa_security_statement.aspx)

### Officer Secure Area

---

#### Security Statement

You are accessing a U.S. Government information system, which includes (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only.

Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.

By using this information system, you understand and consent to the following:

- You have no reasonable expectation of privacy regarding any communications or data transiting or stored on this information system. At any time, and for any lawful Government purpose, the government may monitor, intercept, and search and seize any communication or data transiting or stored on this information system.
- Any communication or data transiting or stored on this information system may be disclosed or used for any lawful government purpose.

**Continue to Secure Area**

2. Login to CCMIS using your PIV, CAC, or ALT card

### Select Login Method

<b>HSPD-12 Access Card</b>	Network Credentials	AMS Credentials
----------------------------	---------------------	-----------------

Insert your HSPD-12 access card into the smart card reader before you select login.

**Login**

Help HHS Privacy Policy

3. Once logged in, click “Forms” on the left-side menu

Commissioned Corps of the U.S. Public Health Service  
Management Information System

Dashboard

Home / Dashboard

**Officer Details**

Category	Health Services Officer
Agency	DS

**License and Certification Details**

Licensure Status	Valid license
License Expiration Date	08/31/2021

**Retention Weight Standards**

Status per last BMI	COMPLIANT
---------------------	-----------

**On Call Status**

Last On Call Date	Next On Call Date
11/1/2019	Public Health Emergency (effective 03/25/20 – present)

**Periodic Health Update (PHU) Details**

Report Date for Initial PHU	11/30/2020
Next Report Date for PHU	11/30/2021

**Projected Readiness**

Readiness Status	Readiness Description	Date	Last Update
Basic	Qualified	202009	8/27/2020

4. Click the large, red box labeled “FORMS TO REVIEW”

Commissioned Corps of U.S. Public Health Service  
Management Information System

Forms

Dashboard

Home / Dashboard

**MY FORMS**  
Total 11

**FORMS TO REVIEW**  
Total 1

Not Started	4	Officer COER	1
In Process	1	Officer Rebuttal (COER)	0
Approved - Completed	8	PHS-7047 (Practice Hours)	0
Rejected - Closed	0	Respirator Medical Evaluation Questionnaire	0
		ROS (COER)	0

- Click the icon in the column labeled “Edit Form”  
If no forms appear, the officer has not yet concurred or disagreed with the COER; you’ll receive an automated email when the officer submits concurrence

The screenshot shows the 'Management Information System' interface for the 'Commissioned Corps of U.S. Public Health Service'. It features a search filter section with fields for Reference Number, Description, Form Type, and Status. Below this is a table with the following columns: Reference Number, Form Owner, Form Type, Form Description, Stage, Status, and Edit Form. The table contains one row with the following data: Reference Number: 20200902-121679572, Form Owner: [redacted], Form Type: Officer COER, Form Description: [redacted], Stage: Officer's Rater, Status: In Process. The 'Edit Form' column contains a document icon circled in red. At the bottom of the table, there are navigation controls including 'Go to page: 1', 'Row count: 10', and 'Showing 1 of 1'.

- Review the information entered in the “Officer” tab then click “Next”

The screenshot shows the 'Officer' tab form. It includes sections for 'Description', 'Goals', and 'Accomplishments', each with a text input field containing 'asdf'. Below these is a section titled 'I have read this review and have had the opportunity to discuss it.' which contains a 'Concurrence' dropdown menu set to 'I concur with this evaluation.' and a 'Date' field set to '09/10/2020'. At the bottom, there is a 'Rater Information' section with 'Email Address' and 'Full Name' input fields. At the very bottom, there are 'Cancel' and 'Next' buttons, with the 'Next' button circled in red.

7. Review the information entered in the “Rater” tab then click “Next”

**Summary**

1. Leadership	2. Initiate and Growth	3. Communication Skills	4. Interpersonal Skills
7	6	6	6
5. Planning and Organization	6. Professional Competencies	7. Analysis, Judgement, and Decision-Making	8. Overall Effectiveness
6	6	7	7

**Overall Performance**  
Satisfactory

**Reviewing Official Information**

Email Address \*

Signature \*  
asdf

Signed Date \*  
09/10/2020

Previous Cancel **Next**

8. Enter administrative data on yourself, choose concurrence, enter comments (optional), and enter the Reviewing Officials Statement (required if the officer is up for promotion, optional if not)

**Reviewing Official Information**

Last Name, First Name, MI \*  
Phone Number \*  
Email Address  
Position Title \*

Officer is up for Promotion

CONCURRENCE/NON-CONCURRENCE \*

**Reviewing Officials Comments**  
(Optional section used to justify concurrence/non-concurrence or to add general comments about the officer)

**Section 4: Reviewing Officials Statement (ROS)**  
(Required if the officer is up for promotion; optional if the officer is not up for promotion)

1. PROMOTION READINESS: Do you recommend this officer for promotion to the next higher rank?  
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?

9. Type in your name in the “Signature” textbox, select the date, and enter the email address of the agency liaison

1. PROMOTION READINESS: Do you recommend this officer for promotion to the next higher rank?  
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?

Signature \*      Signed Date \*  
      MM/dd/yyyy

Liaison Information

Email Address \*

Previous      Cancel      Reject      Approve

10. Click “Approve” to submit the COER to the liaison and complete your part of the COER process; you may also click “Reject” to reset the COER to a previous stage or close the COER completely

1. PROMOTION READINESS: Do you recommend this officer for promotion to the next higher rank?  
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?

Signature \*      Signed Date \*  
      MM/dd/yyyy

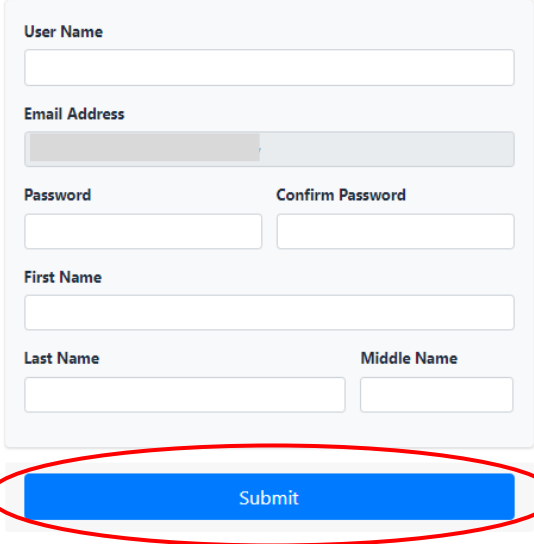
Liaison Information

Email Address \*

Previous      Cancel      Reject      Approve

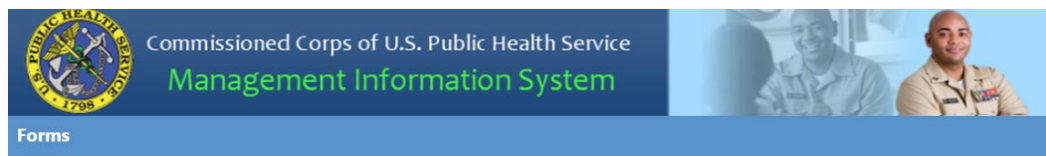
## Reviewing a COER as a Civilian

1. Once an officer under your supervision submits a COER, you will receive an email with a link to create an account; click the link, enter information requested, and click “Submit”

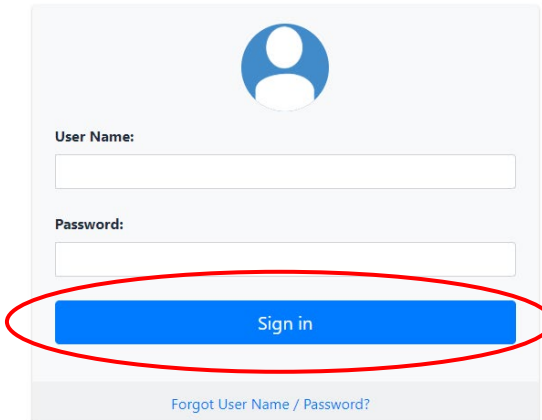


A registration form with the following fields: User Name, Email Address, Password, Confirm Password, First Name, Last Name, and Middle Name. A blue "Submit" button is located at the bottom and is circled in red.

2. Once your account is created, go to the COER System guest user login (<https://dcp.psc.gov/Forms/Account/Login>)



Guest User Login



A login form with a user icon at the top. It contains fields for "User Name:" and "Password:". A blue "Sign in" button is at the bottom and is circled in red. A link for "Forgot User Name / Password?" is located below the button.



3. Verify your identity using the validation token sent to your email address

Commissioned Corps of U.S. Public Health Service  
Management Information System

Forms

Verify Token

An email from forms-donotreply@hhs.gov has been sent to your registered email with a validation token. Please use the token from the email to validate your identity.

Submit

4. Click the large, red box labeled “FORMS TO REVIEW”

Commissioned Corps of U.S. Public Health Service  
Management Information System

Forms

Dashboard

Home / Dashboard

<b>MY FORMS</b> Total 11	<b>FORMS TO REVIEW</b> Total 1
Not Started 2	Officer COER 1
In Process 1	Officer Rebuttal (COER) 0
Approved - Completed 8	PHS-7047 (Practice Hours) 0
Rejected - Closed 0	Respirator Medical Evaluation Questionnaire 0
	ROS (COER) 0

- Click the icon in the column labeled “Edit Form”  
If no forms appear, the officer has not yet concurred or disagreed with the COER; you’ll receive an automated email when the officer submits concurrence

The screenshot shows the 'Management Information System' interface for the 'Commissioned Corps of U.S. Public Health Service'. It features a search filter section with fields for Reference Number, Description, Form Type, and Status. Below this is a table with the following columns: Reference Number, Form Owner, Form Type, Form Description, Stage, Status, and Edit Form. The table contains one row with the following data: Reference Number: 20200902-121679572, Form Owner: [redacted], Form Type: Officer COER, Form Description: [redacted], Stage: Officer's Rater, Status: In Process. The 'Edit Form' column contains a document icon circled in red. At the bottom of the table, there are navigation controls including 'Go to page: 1', 'Row count: 10', and 'Showing 1 of 1'.

- Review the information entered in the “Officer” tab then click “Next”

The screenshot shows the 'Officer' tab form. It includes sections for 'Description', 'Goals', and 'Accomplishments', each with a text area containing 'asdf'. Below these is a section titled 'I have read this review and have had the opportunity to discuss it.' which contains a 'Concurrence' dropdown menu set to 'I concur with this evaluation.' and a 'Date' field set to '09/10/2020'. At the bottom, there is a 'Rater Information' section with fields for 'Email Address' and 'Full Name'. At the very bottom, there are two buttons: 'Cancel' and 'Next', with the 'Next' button circled in red.

7. Review the information entered in the “Rater” tab then click “Next”

Summary

1. Leadership	2. Initiate and Growth	3. Communication Skills	4. Interpersonal Skills
7	6	6	6
5. Planning and Organization	6. Professional Competencies	7. Analysis, Judgement, and Decision-Making	8. Overall Effectiveness
6	6	7	7

Overall Performance  
Satisfactory

Reviewing Official Information

Email Address \*

Signature \*  
asdf

Signed Date \*  
09/10/2020

Previous Cancel **Next**

8. Enter administrative data on yourself, choose concurrence, enter comments (optional), and enter the Reviewing Officials Statement (required if the officer is up for promotion, optional if not)

Officer Rater **Reviewing Official** Liaison

Reviewing Official Information

Last Name, First Name, MI \* Phone Number \*

Email Address Position Title \*

Officer is up for Promotion

CONCURRENCE/NON-CONCURRENCE \*

Reviewing Officials Comments  
(Optional section used to justify concurrence/non-concurrence or to add general comments about the officer)

Section 4: Reviewing Officials Statement (ROS)  
(Required if the officer is up for promotion; optional if the officer is not up for promotion)

1. PROMOTION READINESS: Do you recommend this officer for promotion to the next higher rank?  
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?

9. Type your name in the “Signature” textbox, select the date, and enter the email address of the agency liaison

1. PROMOTION READINESS: Do you recommend this officer for promotion to the next higher rank?  
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?

Signature \* Signed Date \*  
MM/dd/yyyy

Liaison Information

Email Address \*

Previous Cancel Reject Approve

10. Click “Approve” to submit the COER to the liaison and complete your part of the COER process; you may also click “Reject” to reset the COER to a previous stage or close the COER completely

1. PROMOTION READINESS: Do you recommend this officer for promotion to the next higher rank?  
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?

Signature \* Signed Date \*  
MM/dd/yyyy

Liaison Information

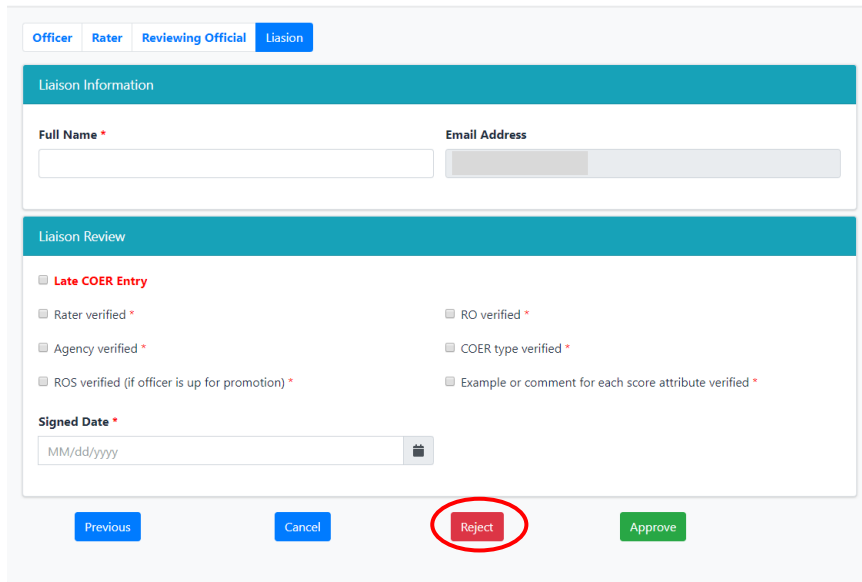
Email Address \*

Previous Cancel Reject Approve

## Resetting or closing a COER (Reviewing Official)

Reviewing officials have the ability to close a COER or reset a COER to any stage in the COER process preceding their own stage; they may reset the COER to the officer stage, rater stage, or officer concurrence stage.

1. After you are in the reviewing official tab on a COER (see page 35 for officers and page 40 for civilians on how to get to this tab), click the “Reject” button



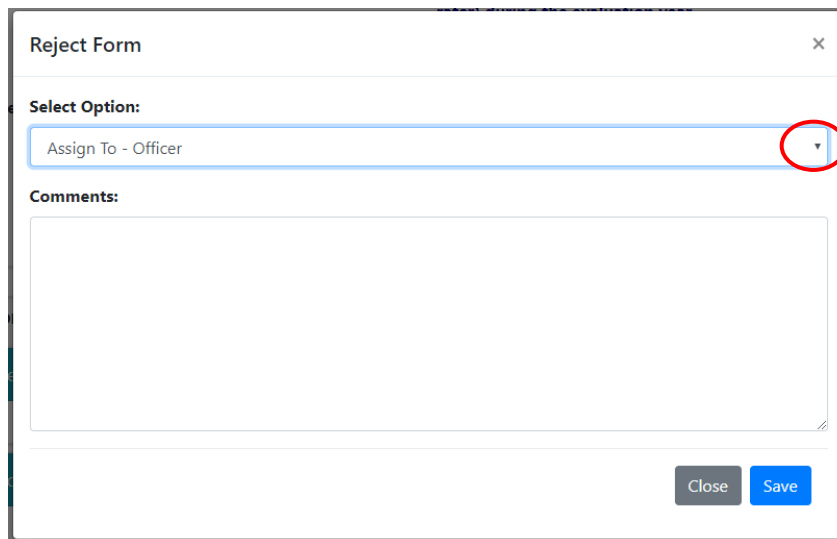
The screenshot shows a web interface for reviewing a COER. At the top, there are four tabs: "Officer", "Rater", "Reviewing Official", and "Liaison". The "Reviewing Official" tab is active. Below the tabs, there are two main sections: "Liaison Information" and "Liaison Review".

The "Liaison Information" section contains two input fields: "Full Name" and "Email Address".

The "Liaison Review" section contains several checkboxes for verification: "Late COER Entry", "Rater verified", "Agency verified", "ROS verified (if officer is up for promotion)", "RO verified", "COER type verified", and "Example or comment for each score attribute verified". There is also a "Signed Date" field with a calendar icon.

At the bottom of the form, there are four buttons: "Previous", "Cancel", "Reject", and "Approve". The "Reject" button is circled in red.

2. Click the dropdown menu to view your available options



The screenshot shows a "Reject Form" dialog box. It has a title bar with a close button (X). The form contains a "Select Option:" label and a dropdown menu with the text "Assign To - Officer". The dropdown arrow is circled in red. Below the dropdown is a "Comments:" label and a large text area for entering comments. At the bottom right, there are "Close" and "Save" buttons.

3. After selecting the stage you would like to reset the COER to (or closing the COER), add a comment explaining your reasons for doing so and click “Save”.

The screenshot shows a 'Reject Form' dialog box. It features a title bar with the text 'Reject Form' and a close button (X). Below the title bar is a section labeled 'Select Option:' which contains a dropdown menu. The dropdown menu is open, displaying five options: 'Assign To - Officer' (highlighted in blue), 'Assign To - Officer's Rater', 'Assign To - Officer Concurrence', and 'Reject and Close'. At the bottom right of the dialog, there are two buttons: 'Close' and 'Save'. The 'Save' button is circled in red.

Please note:

“Assign To – Officer” – The COER will be sent back to the officer. Data entered by the officer will be retained. **Data entered by you (the RO) and the rater will be lost.**

“Assign To – Officer’s Rater” – The COER will be sent back to the rater. Data entered by the officer and rater will be retained. **Data entered by you (the RO) will be lost.**

“Assign To – Officer Concurrence” – The COER will be sent back to the officer concurrence page. Data entered by the officer and rater will be retained. **Data entered by you (the RO) will be lost.**

“Reject and Close” – If the COER is rejected and closed, **all data entered will be lost and the COER will be closed completely.**

## Liaison Review

1. Go to the Officer Secure Area of the Commissioned Corps Management Information System (CCMIS) - [https://dcp.psc.gov/osa/osa\\_security\\_statement.aspx](https://dcp.psc.gov/osa/osa_security_statement.aspx)

### Officer Secure Area

---

#### Security Statement

You are accessing a U.S. Government information system, which includes (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only.

Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.

By using this information system, you understand and consent to the following:

- You have no reasonable expectation of privacy regarding any communications or data transiting or stored on this information system. At any time, and for any lawful Government purpose, the government may monitor, intercept, and search and seize any communication or data transiting or stored on this information system.
- Any communication or data transiting or stored on this information system may be disclosed or used for any lawful government purpose.

[Continue to Secure Area](#)

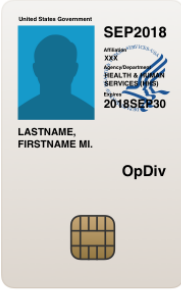
2. Login to CCMIS using your PIV, CAC, or ALT card

### Select Login Method

<b>HSPD-12 Access Card</b>	Network Credentials	AMS Credentials
----------------------------	---------------------	-----------------

Insert your HSPD-12 access card into the smart card reader before you select login. [i](#)

[Login](#)



United States Government  
SEP2018  
XXXX  
XXXX  
HEALTH & HUMAN SERVICES  
2018SEP30  
LASTNAME, FIRSTNAME MI.  
OpDiv

[i](#) Help [?](#) HHS Privacy Policy

3. Once logged in, click “Forms” on the left-side menu

Commissioned Corps of the U.S. Public Health Service  
Management Information System

Dashboard

Home / Dashboard

Officer Details

Category	Health Services Officer
Agency	DS

License and Certification Details

Licensure Status	Valid license
License Expiration Date	08/31/2021

Retention Weight Standards

Status per last BMI	COMPLIANT
---------------------	-----------

On Call Status

Last On Call Date	Next On Call Date
11/1/2019	Public Health Emergency (effective 03/25/20 – present)

Periodic Health Update (PHU) Details

Report Date for Initial PHU	11/30/2020
Next Report Date for PHU	11/30/2021

Projected Readiness

Readiness Status	Readiness Description	Date	Last Update
Basic	Qualified	202009	8/27/2020

4. Click the large, red box labeled “FORMS TO REVIEW”

Commissioned Corps of U.S. Public Health Service  
Management Information System

Forms

Dashboard

Home / Dashboard

MY FORMS  
Total 11

FORMS TO REVIEW  
Total 1

Not Started	4	Officer COER	1
In Process	1	Officer Rebuttal (COER)	0
Approved - Completed	8	PHS-7047 (Practice Hours)	0
Rejected - Closed	0	Respirator Medical Evaluation Questionnaire	0
		ROS (COER)	0



5. Click the icon in the column labeled “Edit Form” on whichever officer you wish to review

The screenshot shows the 'Management Information System' interface for the 'Commissioned Corps of U.S. Public Health Service'. It features a search filter section with fields for 'Reference Number', 'Description', 'Form Type', and 'Status', along with a 'Search' button. Below this is a table with the following columns: Reference Number, Form Owner, Form Type, Form Description, Stage, Status, and Edit Form. The table contains one row with the following data: Reference Number: 20200902-93550276, Form Type: Officer COER, Stage: Officer Concurrence, Status: In Process. The 'Edit Form' column for this row contains a blue pencil icon, which is circled in red. At the bottom of the table, there are navigation controls including 'Go to page: 1', 'Rows count: 10', and 'Showing 1 of 1'.

6. Review information entered in the “Officer” tab and click “Next”

The screenshot shows a review form with several sections. The first section contains a text input field with the value 'asdf'. Below this is a section titled 'Goals. List your work-related goals for the next performance period and long term career goals. \*' with a text input field containing 'asdf'. The next section is titled 'Accomplishments. List your accomplishments related to the performance elements you will be rated on. \*' with a text input field containing 'asdf'. Below this is a section titled 'I have read this review and have had the opportunity to discuss it.' which contains two input fields: 'Concurrence \*' with the value 'I concur with this evaluation.' and 'Date \*' with the value '09/10/2020'. At the bottom of the form is a 'Rater Information' section with two input fields: 'Email Address \*' and 'Full Name'. At the very bottom of the form are two buttons: 'Cancel' and 'Next', with the 'Next' button circled in red.

7. Review information entered in the “Rater” tab and click “Next”

**Summary**

1. Leadership	2. Initiate and Growth	3. Communication Skills	4. Interpersonal Skills
7	6	6	6
5. Planning and Organization	6. Professional Competencies	7. Analysis, Judgement, and Decision-Making	8. Overall Effectiveness
6	6	7	7

**Overall Performance**

Satisfactory

**Reviewing Official Information**

Email Address \*

Signature \*

Signed Date \*

asdf 09/10/2020

Previous Cancel **Next**

8. Reviewing information entered in the “Reviewing Official” tab and click “Next”

**Reviewing Officials Comments**  
(Optional section used to justify concurrence/non-concurrence or to add general comments about the officer)

**Section 4: Reviewing Officials Statement (ROS)**  
(Required if the officer is up for promotion; optional if the officer is not up for promotion)

1. PROMOTION READINESS: Do you recommend this officer for promotion to the next higher rank?  
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?

Signature \*

Signed Date \*

test 09/10/2020

**Liaison Information**

Email Address \*

Previous Cancel **Next**

9. Enter your name and click the six checkboxes indicating you've reviewed the information in the previous tabs

Click "Late COER Entry" if the COER is being submitted past deadlines (do not click "Late COER Entry" if the COER is late due to no fault of the officer)

Officer Rater Reviewing Official **Liaison**

**Liaison Information**

Full Name \* Email Address

**Liaison Review**

Late COER Entry

Rater verified \*  RO verified \*

Agency verified \*  COER type verified \*

ROS verified (if officer is up for promotion) \*  Example or comment for each score attribute verified \*

Signed Date \*

MM/dd/yyyy

Previous Cancel Reject Approve

10. Click "Approve" to complete the COER process; the COER will be sent to the officer's eOPF and their PIR will be updated to reflect the scores. Click "Reject" to reset the COER to any other stage in the COER process or close the COER completely.

Officer Rater Reviewing Official **Liaison**

**Liaison Information**

Full Name \* Email Address

**Liaison Review**

Late COER Entry

Rater verified \*  RO verified \*

Agency verified \*  COER type verified \*

ROS verified (if officer is up for promotion) \*  Example or comment for each score attribute verified \*

Signed Date \*

MM/dd/yyyy

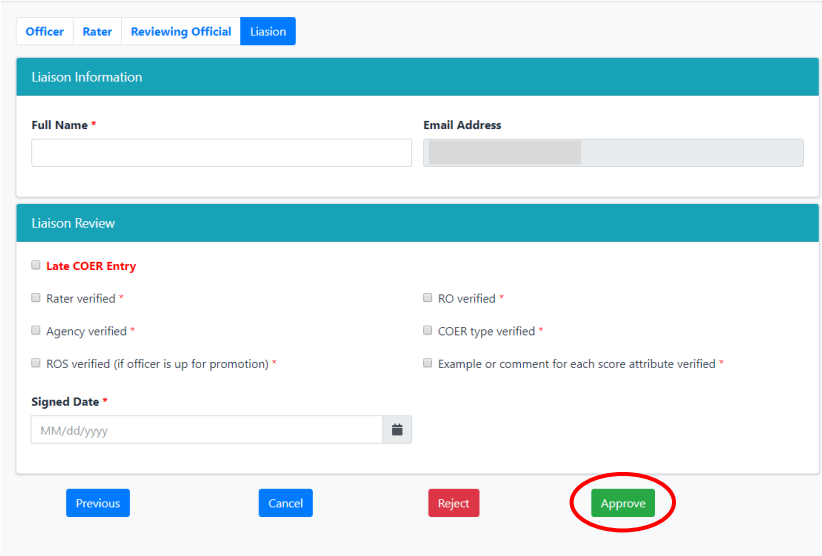
Previous Cancel Reject Approve

## Resetting or Closing a COER (Liaison)

Raters, reviewing officials, and liaisons all have the ability to reset or close a COER up to their own stage in the COER process. Once a COER is past their stage, they cannot reset or close the COER.

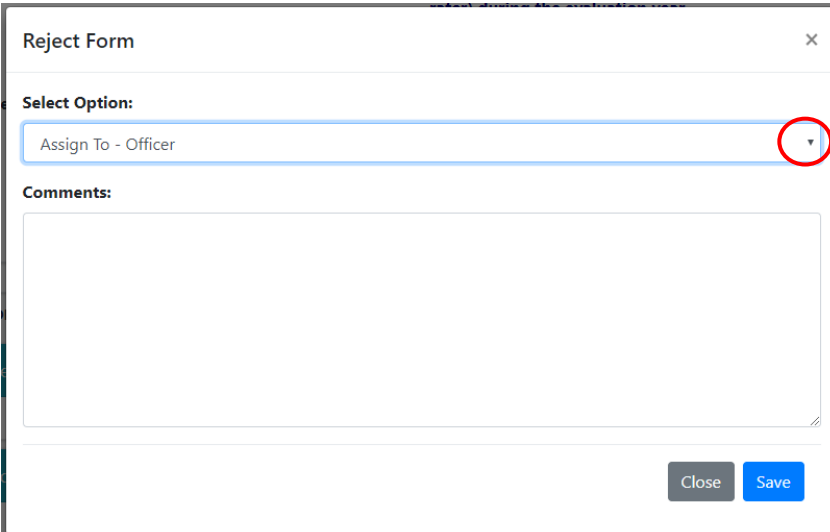
For example, once a rater submits a COER to the reviewing official, the rater can no longer reset or close the COER.

1. After you are in the liaison tab on a COER (see page 47 on how to get to this tab), click the “Reject” button



The screenshot shows the 'Liaison' tab of a COER system. It features two main sections: 'Liaison Information' and 'Liaison Review'. The 'Liaison Information' section has input fields for 'Full Name' and 'Email Address'. The 'Liaison Review' section contains several checkboxes for verification steps: 'Late COER Entry', 'Rater verified', 'Agency verified', 'ROS verified (if officer is up for promotion)', 'RO verified', 'COER type verified', and 'Example or comment for each score attribute verified'. Below these is a 'Signed Date' field with a calendar icon. At the bottom of the form are four buttons: 'Previous', 'Cancel', 'Reject', and 'Approve'. The 'Approve' button is highlighted with a red circle.

2. Click the dropdown menu to view your available options



The screenshot shows a 'Reject Form' dialog box. It has a title bar with a close button. The 'Select Option:' section contains a dropdown menu with 'Assign To - Officer' selected. The 'Comments:' section is a large text area. At the bottom right are 'Close' and 'Save' buttons. The dropdown menu is circled in red.

3. After selecting the stage you would like to reset the COER to (or closing the COER), add a comment explaining your reasons for doing so and click “Save”

The image shows a 'Reject Form' dialog box. It has a title bar with the text 'Reject Form' and a close button (X). Below the title bar is a section labeled 'Select Option:' which contains a dropdown menu. The dropdown menu is open, showing five options: 'Assign To - Officer' (highlighted in blue), 'Assign To - Officer's Rater', 'Assign To - Officer Concurrence', 'Assign To - Officer's Reviewer', and 'Reject and Close'. At the bottom right of the dialog are two buttons: 'Close' and 'Save'. The 'Save' button is circled in red.

4. If you reset the COER to a previous stage, the COER will return to that stage with all data entered during that stage intact, but data entered after that particular stage will be lost. If you close the COER, any data entered will be lost.

Please note:

“Assign To – Officer” – The COER will be sent back to the officer. Data entered by the officer will be retained. **Data entered by you (the liaison), the RO, and the rater will be lost.**

“Assign To – Officer’s Rater” – The COER will be sent back to the rater. Data entered by the officer and rater will be retained. **Data entered by you (the liaison) and the RO will be lost.**

“Assign To – Officer Concurrence” – The COER will be sent back to the officer concurrence page. Data entered by the officer and rater will be retained. **Data entered by you (the liaison) and the RO will be lost.**

“Assign To – Officer’s Reviewer” – The COER will be sent back to the reviewing official. Data entered by the officer, rater, and reviewing official will be retained. **Data entered by you (the liaison) will be lost.**

“Reject and Close” – If the COER is rejected and closed, all data entered will be lost and the COER will be closed completely.

# Reports

1. After entering the secure area of CCMIS (see page 47 for step-by-step instructions on arriving at this area), click “Officer Reports” on the left-side menu

2. Click the dropdown menu then click “COERS INFO REPORT” for data on the current COER year or “MISSING COERS REPORT” for data on missing COERs in the current year as well as previous years

3. Select parameters using the dropdown menu and click “Search” to view the report

Commissioned Corps of U.S. Public Health Service  
Management Information System

Reporting System

COERS INFO REPORT

OFFICER SUPPORT / COERS INFO REPORT

COER STATUS ⓘ  
--- ALL ---

UP FOR PROMOTION ⓘ  
--- ALL ---

REVIEW TYPE ⓘ  
--- ALL ---

COER TYPE ⓘ  
--- ALL ---

CATEGORY ⓘ  
--- ALL ---

AGENCY ⓘ  
--- ALL ---

FIRST NAME ⓘ  
[Text Input]

LAST NAME ⓘ  
[Text Input]

SERNO ⓘ  
[Text Input]

Search

Commissioned Corps of U.S. Public Health Service  
Management Information System

Reporting System

MISSING COERS REPORT

OFFICER SUPPORT / MISSING COERS REPORT

CATEGORY ⓘ  
--- ALL ---

AGENCY ⓘ  
--- ALL ---

FIRST NAME ⓘ  
[Text Input]

LAST NAME ⓘ  
[Text Input]

SERNO ⓘ  
[Text Input]

Search



“COERS INFO REPORT” Variables:

SERNO  
FULL NAME  
FIRST NAME  
LAST NAME  
RANK  
AGENCY  
BUREAU  
CATEGORY  
TGRADE  
PGRADE  
UP FOR PROMOTION  
PROMOTION YEAR  
TEMP PROMOTION ELIGIBILITY  
PERM PROMOTION ELIGIBILITY  
COER YEAR  
COER TYPE  
START DATE  
END DATE  
REVIEW TYPE  
COER STATUS  
OVERALL PERFORMANCE  
RATER NAME  
RATER EMAIL ADDRESS  
RATER STATUS  
REVIEWER NAME  
REVIEWER EMAIL ADDRESS  
REVIEWER STATUS  
LIAISON NAME  
LIAISON EMAIL ADDRESS  
LIAISON STATUS

“MISSING COERS REPORT” Variables:

SERNO  
RANK  
FIRST NAME  
LAST NAME  
TGRADE  
PGRADE  
AGENCY  
CATEGORY  
TGRADE PROMO ELIG  
PGRADE PROMO ELIG  
COER CURRENT YEAR  
COER YEAR MINUS 1  
COER YEAR MINUS 2  
COER YEAR MINUS 3  
COER YEAR MINUS 4

## FAQ's

- **I'm completing my annual COER. What dates do I enter for "Period Covered by Report"?**

1 October to 30 September. For the 2020 annual COER, the period covered will be 1 October 2019 to 30 September 2020. If you had a rater change (transfer, separation, or retirement of the officer or rater), the period covered by the COER should reflect the date the rater change occurred. Please see the "Scenarios" section on page 61 for specific examples.

- **My Rater is incorrect. How do I change my rater?**

The COER system pulls your rater information from the supervisor information provided in RedDOG. Officers must keep this information up-to-date. If you have not updated your supervisor's information in "RedDOG – Self Service", please do so immediately then initiate a COER with your current supervisor. If you are completing a COER with a rater other than your current rater, please contact your liaison.

- **I accidentally entered the wrong information and submitted my COER. How can I correct this?**

If the COER has not yet been submitted to CCHQ by your liaison, contact whoever the COER is currently with and ask them to "Reject" the COER. Once they click reject, they have the option to reset the COER to an earlier stage. Raters, reviewing officials, and liaisons all have the options of resetting a COER to a previous stage. However, they cannot reset a COER past their own stage. For example, if a rater submits the COER to the reviewing official, the rater can no longer reset the COER. Only the reviewing official and liaison can reset the COER.

If the COER has already been submitted to CCHQ, contact your liaison about submitting an amendment to correct accidental errors.

- **What does the "Officer is up for promotion" button do?**

Only the officer may select this button. If it is selected, the rater, reviewing official, and liaison will know the officer is up for promotion. Additionally, the system will not allow the reviewing official to submit their part of the COER without adding a Reviewing Official's Statement (ROS).

- **What do I select for "Purpose of COER"?**

If you did not have a rater change (transfer, separation, or retirement of the officer or rater), you should select "End of Evaluation Year" and begin your COER after 30 September. Please select the corresponding option from the dropdown menu if you are completing a COER due to a rater change.

- **I'm a rater or reviewing official, and I don't see any COERs to review. Am I missing something?**

The COER may not be in the stage for you to review. You will receive an automated email when it is time to review a COER. If you received an automated email message and you still do not see any COERs to review, ensure you are in the correct area of the website. Raters and reviewing officials should click "Forms to Review", rather than "My Forms".
- **I'm having issues logging into the COER system with my PIV card or using a username and password as a guest user.**

Please contact the Commissioned Corps Helpdesk ([cchelpdesk@hhs.gov](mailto:cchelpdesk@hhs.gov)) for any login issues.
- **The COER system will not let me create another COER because I already have a COER that covers the period I'm entering. How can I correct this?**

Any period of evaluation can only be covered by one COER. COERs cannot overlap the same time period. The exception is a COER for the purpose of performance issues, TDY, and "other".
- **Considering the COER system is open throughout the year, can I complete my annual COER early (before the evaluation year is over) to get it out of the way?**

No, you must wait until the evaluation year is over. You may only complete your annual COER early if you have a permanent rater change (transfer, separation, or retirement of the officer or rater) or incur special circumstances.
- **How can I complete a COER if I am temporarily unable to contact my rater or reviewing official, and the COER won't be completed until after the deadline?**

Make every effort to complete the COER before the deadline. If it is not possible, please contact your liaison for their situation awareness.
- **How can I complete a COER if I am permanently unable to contact my rater or reviewing official because they are incapacitated or refuse to complete it?**

Your acting supervisor or whoever is next in your chain of command may complete your COER.
- **I am taking leave in conjunction with my PCS, so the last day at my duty station is weeks before my actual transfer date. May I initiate my COER before the period of evaluation is over in order to discuss my COER with my rater while we are at the same duty station?**

Yes, you may initiate your COER up to one month before the rater change occurs. For example, if your first day at your new agency is 1 June, you may initiate your COER on 1 May or later.
- **Does my Reviewing Official need to complete the Reviewing Official's Statement (ROS) section of the online COER?**

If you are up for promotion, the ROS is required. If you are not up for promotion, the ROS is optional. This section will only appear in annual COERs – not interim COERs.

▪ **Can I have more than one ROS per evaluation year?**

Officers should only have one ROS per evaluation year, and it should be completed with the officer's annual COER. The ROS section will not appear on an interim COER.

▪ **I submitted my annual COER without an ROS, but now I need to submit an ROS. How can I submit my ROS outside of the annual COER process?**

Please see the step-by-step process on page 17.

▪ **What do I select for purpose of COER?**

- End of Evaluation Year – Select this option if you are completing a COER because the evaluation year has ended. This includes officers who completed a COER before the evaluation year ended (due to a transfer, separation, etc.) and they're completing a COER to "fill in the gap" from the time they transferred until the end of the evaluation year. The majority of officers will select "End of Evaluation Year" because they or their rater did not transfer, separate, or retire during the evaluation year. End of evaluation COERs should cover the period from 1 October to 30 September – unless the officer completed a COER during the evaluation year and they're doing a COER to "fill in the gap".
- Transfer (Officer) – Select this option if you (the officer) are transferring and you're completing a COER to cover the period with your previous rater until your transfer.
- Transfer (Rater) – Select this option if your rater is transferring and you're completing a COER to cover the period with that rater until their transfer.
- Separation (Officer) – Select this option if you (the officer) are separating from the Corps and you're completing a COER to cover the period until separation.
- Separation (Rater) – Select this option if your rater is separating and you're completing a COER to cover the period until their separation.
- Retirement (Officer) – Select this option if you (the officer) are retiring and you're completing a COER to cover the period with your previous rater until your retirement.
- Retirement (Rater) – Select this option if your rater is retiring and you're completing a COER to cover the period with that rater until their retirement.
- TDY – Select this option if you would like to cover the period on a Temporary Duty Assignment (TDY) with a COER. When selecting this option, the period of evaluation will overlap with your annual COER.
- Performance Issues – Select this option if you (the officer or rater) are completing a COER due to performance issues. Officers may select this option if they're completing a COER to document improved performance after performance issues. When selecting this option, the period of evaluation will overlap with your annual COER.

- Other – Select this option if you are completing a COER for any other reason than those listed above. When selecting this option, the period of evaluation will overlap with your annual COER.

- **I will take leave and use travel days in conjunction with my transfer/PCS, so my rater will not actually supervise me on those days. Which date do I use as the end date on my COER?**

For officers who transfer, the end date for the period of evaluation with their previous rater should be the day before “DATE ASSIGNED NEW ORGANIZATION” on their personal orders. For example, if an officer’s “DATE ASSIGNED NEW ORGANIZATION” was 15 June, the officer’s COER for the period with their previous rater should cover the period from 1 October to 14 June.

- **The system is incorrectly designating my COER as interim instead of annual or vice versa. How can I fix this?**

Contact [PHSCOERs@hhs.gov](mailto:PHSCOERs@hhs.gov) to correct this issue.

- **How did I make a COER “Narrative”?**

Click the narrative checkbox to remove the section labeled “Section 3: Performance Evaluation”. This option is only available on interim COERs (COERs that cover a period of <6 months).

The screenshot shows a web form titled "Rater Information". It contains several input fields: "Last Name, First Name, MI" (with "test" entered), "Phone Number" (with "(111) 111-1111" entered), "Position Title" (with "test" entered), "Email Address" (redacted), "Years" (dropdown menu with "10" selected), and "Months" (dropdown menu with "4" selected). On the right side, there is a section for "Overall Performance" with a dropdown menu currently set to "Satisfactory". Below this, there is a checkbox labeled "Narrative" which is circled in red. The text "(Auto-calculated from the performance evaluation - unless the COER is narrative)" is visible above the performance dropdown.

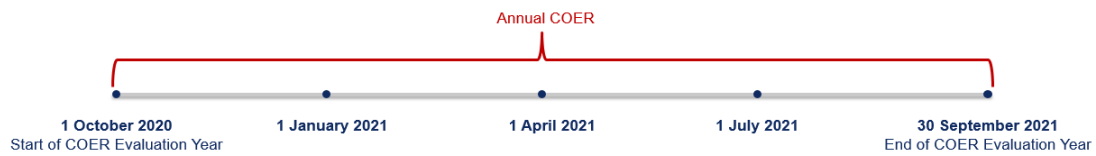
## Scenarios\*

\*Applicable to the 2021 evaluation year and forward

### **Scenario 1: An officer or the officer's rater did not transfer, separate, or retire during the 2021 COER evaluation year**

Annual COER: October 1<sup>st</sup> 2020 – September 30<sup>th</sup> 2021 (mandatory)

Interim COER(s): None



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### **Scenario 2: An officer transfers on 1 June 2021**

Annual COER: 1 October 2020 – 31 May 2021 (mandatory)

Interim COER(s): 1 June 2021 – 30 September 2021 (optional)



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### Scenario 3: An officer transfers on 1 February 2021

Annual COER: 1 February 2021 – 30 September 2021 (mandatory)

Interim COER(s): 1 October 2020 – 31 January 2021 (optional)



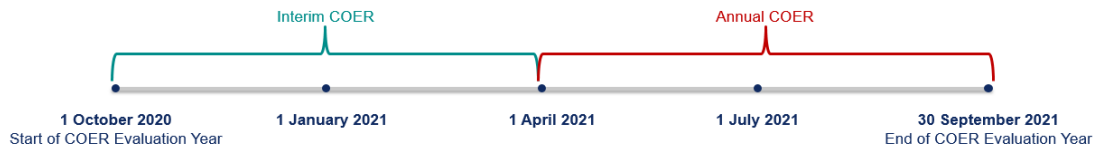
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### Scenario 4: An officer transfers on 1 April 2021

Annual COER: 1 April 2021 – 30 September 2021 (mandatory) (183 days)\*

Interim COER(s): 1 October 2020 – 31 March 2020 (optional) (182 days)

\*The longest period will be the annual COER, even if it is the longest by one day



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**Scenario 5: An officer transfers on 1 January 2021, and the officer's rater transfers on 1 July 2021**

Annual COER: 1 January 2021 – 30 June 2021 (mandatory)

Interim COER(s): 1 October 2020 – 31 December 2020 (optional)  
1 July 2021 – 30 September 2021 (optional)



**Scenario 6: An officer transfers on 1 December 2020, and the officer's rater transfers on 2 May 2021**

Annual COER: 2 May 2021 – 30 September 2021 (mandatory) (152 days)\*

Interim COER(s): 1 October 2020 – 31 November 2020 (optional)  
1 December 2020 – 1 May 2021 (optional) (152 days)

\*If the longest periods are the same length, the most recent will be the annual COER

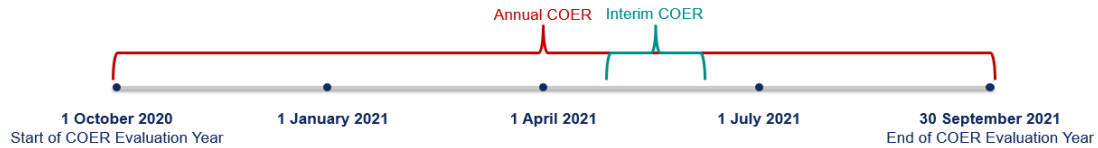




**Scenario 7: An officer or the officer's rater did not transfer, separate, or retire during the 2021 COER evaluation year but TDYs for all of May 2021**

Annual COER: 1 October 2020 – 30 September 2021 (mandatory)

Interim COER(s): 1 May 2021 – 31 May 2021  
(optional – dates **will** overlap with dates covered by the annual COER)

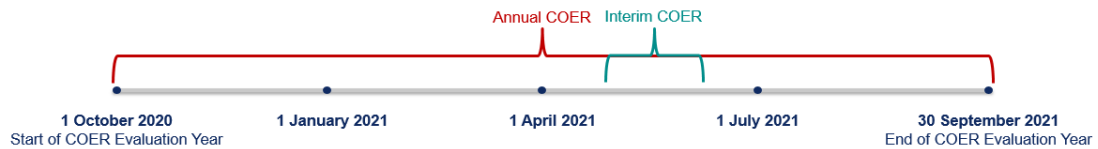


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**Scenario 8: An officer or the officer's rater did not transfer, separate, or retire during the 2021 COER evaluation year, but the officer's rater chooses to complete a COER for performance issues for all of May 2021**

Annual COER: 1 October 2020 – 30 September 2021 (mandatory)

Interim COER(s): 1 May 2021 – 31 May 2021  
(mandatory – dates **will** overlap with dates covered by the annual COER)



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## **Character and Line Limits**

### Officer Tab

- Description – 400 character limit, 9 line limit
- Goals – 400 character limit, 9 line limit
- Accomplishments – 1680 character limit, 38 line limit

### Rater Tab

- Strengths – 240 character limit, 5 line limit
- Areas of Improvement – 240 character limit, 5 line limit
- Performance Evaluation Comments – 240 character limit, 7 line limit

### Reviewing Official Tab

- Reviewing Official's Comments – 240 character limit, 7 line limit
- Reviewing Official's Statement – 3600 character limit, 38 line limit

## Tips and Suggestions

- All users should save text in an external word processor (Microsoft Word, Notepad, etc.) then copy-and-paste the text into the COER system
- After the COER is complete, officers should ensure their COER scores are reflected in their PIR, the COER is uploaded into the eOPF, and each page of the COER is without errors
- Raters and reviewing officials should not close a COER because it was assigned to the incorrect rater or reviewing official – they should contact their liaison or [PHSCOERs@hhs.gov](mailto:PHSCOERs@hhs.gov); closing a COER will delete all entered data
- Raters and reviewing officials who are PHS officers, may enter their rank in the textbox which prompts them for their name; it is a free textbox, so the text does not have to be in a certain format
- Officers should only include information from time as a PHS officer
- Users should not include any classified information or make false/misleading statement