



OFFICE OF THE ASSISTANT SECRETARY FOR HEALTH

New COER System

Updated 9/24/2020

Personnel and Career Management Branch (PCMB)
Commissioned Corps Headquarters
U.S. Public Health Service



Overview

Officer Rater Reviewing Official Liasion

Supervisors/Raters: Click "Search Officer" to initiate a COER on an officer your supervise

[Search Officer](#)

Section 1: Administrative Data

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

Officer is up for promotion

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

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. *

Rater Information

Email Address *	Full Name
<input type="text"/>	<input type="text"/>

[Cancel](#) [Submit](#)



Officer Tab

Officer Rater Reviewing Official Liasion

Supervisors/Raters: Click "Search Officer" to initiate a COER on an officer your supervise

Search Officer

Section 1: Administrative Data

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



Officer Tab

Position Title *

Rank

Billet Grade *

In Current Position Since *

Officer is up for promotion

Period Covered by Report

From *

To *

COER Type

Purpose of COER *

Evaluation Year

Applicable to the 2021 evaluation year and forward:

≥6 months period covered is an annual COER

<6 months period covered is an interim COER



Officer Tab

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. *



Officer Tab

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. *

Rater Information

Email Address *

Full Name



Rater Review

Officer | Rater | Reviewing Official | Liason

Section 1: Administrative Data

Full Name	Phone *	SERNO
<input type="text"/>	<input type="text" value="(111) 111-1111"/>	<input type="text"/>
Email Address *	Agency *	Category
<input type="text"/>	<input type="text" value="OS"/>	<input type="text" value="Health Services Officer"/>
Position Title *	Rank	
<input type="text" value="test"/>	<input type="text" value="LT"/>	
Billet Grade *	In Current Position Since *	
<input type="text" value="0-4"/>	<input type="text" value="09/01/2018"/>	

Officer is up for promotion

Officers should not initiate a COER before 1 October unless their rater changes (transfer, separation, or retirement of the officer or rater) during the evaluation year.

Period Covered by Report	From *	To *	COER Type
	<input type="text" value="10/01/2019"/>	<input type="text" value="09/30/2020"/>	<input type="text" value="Annual"/>
Purpose of COER *			Evaluation Year
<input type="text" value="End of Evaluation Year"/>			<input type="text" value="2020"/>

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

Section 2: Officer Comments

Period Covered by Report	From *	To *	COER Type
	<input type="text" value="10/01/2019"/>	<input type="text" value="09/30/2020"/>	<input type="text" value="Annual"/>
Purpose of COER *			Evaluation Year
<input type="text" value="End of Evaluation Year"/>			<input type="text" value="2020"/>

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. *

Rater Information

Email Address *	Full Name
<input type="text"/>	<input type="text" value="test"/>



Rater Tab

Officer **Rater** Reviewing Official Liasion

Rater Information

Last Name, First Name, MI * test	Phone Number * (111) 111-1111
Position Title * test	Overall Performance (Auto-calculated from the performance evaluation - unless the COER is narrative) *
Email Address	
Time Supervised	
Years * 7	Months 6

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

test

236 characters remaining.

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

test

236 characters remaining.



Rater Tab

Section 3: Performance Evaluation. This section is mandatory for periods of evaluation ≥ 6 months and optional for periods of evaluation < 6 months.

RATER INSTRUCTIONS: Rate the officer in relation to the needs of the position as follows: 1 = Unsatisfactory range; 2 to 3 = Marginal range; 4 to 7 = Satisfactory range. Fill in only one circle per element. To assist you, guidance for marginal, satisfactory and exceptional performance is presented. Number ratings without narrative guidance are to be used when an Officer is performing either above or below the level specified by numbered comments, as judged by the Rater. Describe the action(s) upon which you based your rating. Be specific so that there is a clear connection between the officers actions and your rating. Use the space provided at the end of each performance attribute to comment.

Expand/Collapse

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
- 4 - Recognizes opportunities for growth and seeks experiences to improve work performance.
 - Willingly incorporates new approaches and responsibilities to advance program goals. Requires minimal supervision and seeks guidance with solutions only for unexpected barriers.
 - Accepts responsibility for personal decisions or mistakes and learns from errors.
- 5
- 6 - Independently seeks out and completes challenging opportunities that broaden expertise, maximize job performance, and enhance value to the program.
 - Anticipates program needs including potential barriers. Proactively and decisively implements innovative solutions to improve work processes with impact beyond scope of assigned responsibilities.
 - Actively identifies personal role in a problem and contributes to the solution, enhancing the successful outcome of individual and group projects.
- 7

Comment *

3. Communication Skills - Conveys clear and succinct written and verbal messages that are appropriate to the audience. Listens to and understands information from others.

- 1 *
- 2 - Needs assistance in expressing main thoughts clearly, both orally and in writing, and clarifying the meaning and intent of others' communication.
 - Uses correct spelling, grammar, and punctuation to create simple documents.
- 3
- 4 - Tailors communication (verbal and written) to the level and experience of the audience, ensuring that messages are organized, useful and accurate.
 - Utilizes strong listening skills to formulate direct, responsive answers to questions.



Rater Tab

230 characters remaining.

8. Overall Effectiveness - Synthesis of officers performance, and impact on program in current position.

- 1
- 2 - An adequately performing Officer with some potential to accept increased responsibilities and for professional growth. *
- 3
- 4 - A very competent Officer making significant contributions that enhance the assigned position, respected by peers; good potential for continued growth and development.
- 5
- 6 - A distinguished Officer, recognized for expertise with impact extending beyond assigned position; serves as a role model for others in the program.
- 7

Comment *

test

236 characters remaining.

Summary

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

Overall Performance

Satisfactory



Officer Concurrence

Performance Evaluation Summary

1. Leadership <input type="text" value="3"/>	2. Initiative and Growth <input type="text" value="6"/>	3. Communication Skills <input type="text" value="5"/>	4. Interpersonal Skills <input type="text" value="6"/>
5. Planning and Organization <input type="text" value="3"/>	6. Professional Competencies <input type="text" value="7"/>	7. Analysis, Judgement, and Decision-Making <input type="text" value="2"/>	8. Overall Effectiveness <input type="text" value="5"/>

Overall Performance

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

Concurrence * **Date ***

Rater Information

Email Address *

Full Name

Cancel
Next
Submit

- 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
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- Anticipates program needs including potential barriers. Proactively and decisively implements innovative solutions to improve work processes with impact beyond scope of assigned responsibilities.
- Actively identifies personal role in a problem and contributes to the solution, enhancing the successful outcome of individual and group projects.
- 7

Comment *



Reviewing Official Review

Officer Rater **Reviewing Official** Liaison

Section 1: Administrative Data

Full Name Phone * SERNO

Email Address * Agency * Category

Position Title * Rank

Billet Grade * In Current Position Since *

Officer is up for promotion

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Period Covered by Report From * To * COER Type

Purpose of COER * Evaluation Year

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

Section 2: Officer Comments

Officer Rater **Reviewing Official** Liaison

Rater Information

Last Name, First Name, MI * Phone Number *

Position Title * Overall Performance (Auto-calculated from the performance evaluation - unless the COER is narrative) *

Email Address

Time Supervised

Years * Months

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. *

Section 3: Performance Evaluation. This section is mandatory for periods of evaluation >= 6 months and optional for periods of evaluation < 6 months.



Reviewing Official Tab

Officer Rater **Reviewing Official** Liason

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)



Reviewing Official Tab

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 *

MM/dd/yyyy



Liaison Information

Email Address *

Previous

Cancel

Reject

Approve



Liaison Review

Officer Rater Reviewing Official Liaison

Section 1: Administrative Data

Full Name Phone * SERNO

Email Address * Agency * Category

Position Title * Rank

Billet Grade * In Current Position Since *

Officer is up for promotion

Officers should not initiate a COER before 1 October unless their rater changes (transfer, separation, or retirement of the officer or rater) during the evaluation year.

Period Covered by Report From * To * COER Type

Purpose of COER * Evaluation Year

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

Section 2: Officer Comments

Officer Rater Reviewing Official Liaison

Rater Information

Last Name, First Name, MI * Phone Number *

Position Title * Overall Performance (Auto-calculated from the performance evaluation - unless the COER is narrative) *

Email Address

Time Supervised

Years * Months

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. *

Section 3: Performance Evaluation. This section is mandatory for periods of evaluation >= 6 months and optional for periods of evaluation < 6 months.

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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?



Liaison Tab

Officer Rater Reviewing Official **Liaison**

Liaison Information


Full Name *

Email Address

Liaison Review

- Late COER Entry**
- Rater verified *
- Agency verified *
- ROS verified (if officer is up for promotion) *
- RO verified *
- COER type verified *
- Example or comment for each score attribute verified *

Signed Date *



[Previous](#) [Cancel](#) [Reject](#) [Approve](#)



Rejecting/closing a COER

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 *

[Previous](#) [Cancel](#) [Reject](#) [Approve](#)

Reject Form ×

Select Option:

- Assign To - Officer
- Assign To - Officer**
- Assign To - Officer's Rater
- Assign To - Officer Concurrence
- Assign To - Officer's Reviewer
- Reject and Close

[Close](#) [Save](#)



Rejecting/closing a COER (raters, reviewing officials, and liaisons)

“Assign To – Officer”: The COER will be sent back to the officer. Data entered by the officer will be retained. **Data entered after this stage 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 after this stage 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 after this stage 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 after this stage 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.**

Reject Form

Select Option:

- Assign To - Officer
- Assign To - Officer's Rater
- Assign To - Officer Concurrence
- Assign To - Officer's Reviewer
- Reject and Close

Close Save



Tips and Suggestions

- All users (officers, raters and reviewing officials) 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 be aware that closing a COER will delete all entered information



Contact Information

COER Specialist: PHSCOERs@hhs.gov

Personnel and Career Management Branch

Commissioned Corps Headquarters

