



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

Commissioned Corps Headquarters

**COER System
User Guide**

COER System User Guide & FAQs

Updated 4/1/2024

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Personnel and Career Management
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Accessibility

Note: Google Chrome is the browser of choice for accessing any form within the CCMIS Forms system. This is the platform in which the system was created, and thus is the platform that will experience the fewest amount of user issues.

*For civilians: Multiple unsuccessful logins will lock your account. If you are having trouble logging in, please contact the Commissioned Corps Help Desk at CCHelpDesk@hhs.gov

Initiating a COER as an Officer:

This is the workflow of the COER:



The COER begins (in most every case) by the Officer initiating the COER.

To initiate the 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

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.

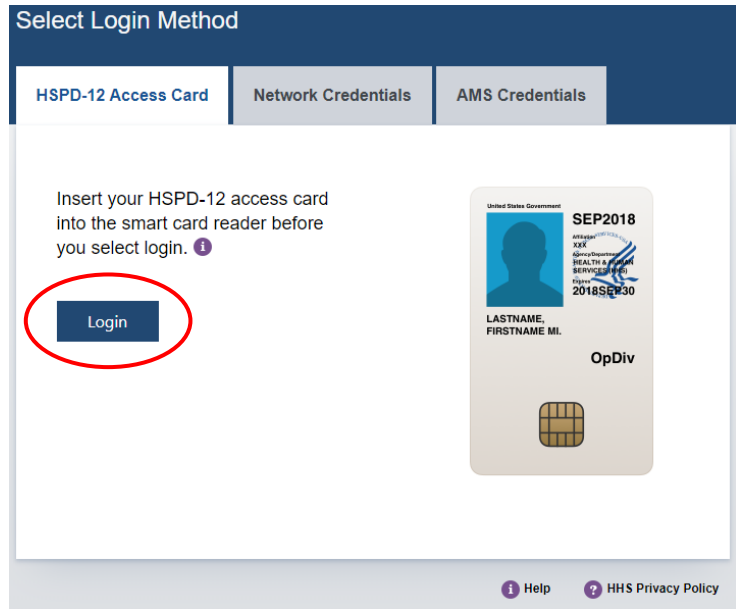
Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.

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



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



4. 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](#)

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:

Form Description:

Search

Add new record

Form Name:

Form Type:

Form Description:

Cancel Save

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

7. Click the icon under the “Edit” column

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
20200827-1393428499	Officer COER		2020-08-27	Not Started				0	

1 Officer 2 Officer's Rater 3 Officer Concurrence 4 Officer's Reviewer 5 Liaison

8. Enter the required information throughout the page

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

- 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 and Reviewing Official complete the evaluation, you must concur or disagree with the COER to complete the officer section of the COER process. Please be sure you concur or disagree in "Forms to Review" rather than "My Forms".

*Note: If you have a Rater change of any type during the Evaluation Year, you can complete your COER immediately following the change. You may also begin this COER up to 1 month in advance of the anticipated change. This will alleviate the burden of trying to complete multiple COERs when the COER season opens (Oct. 1).

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

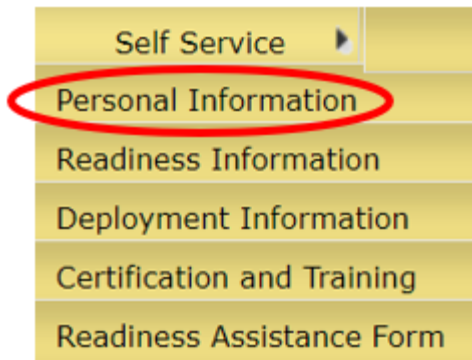
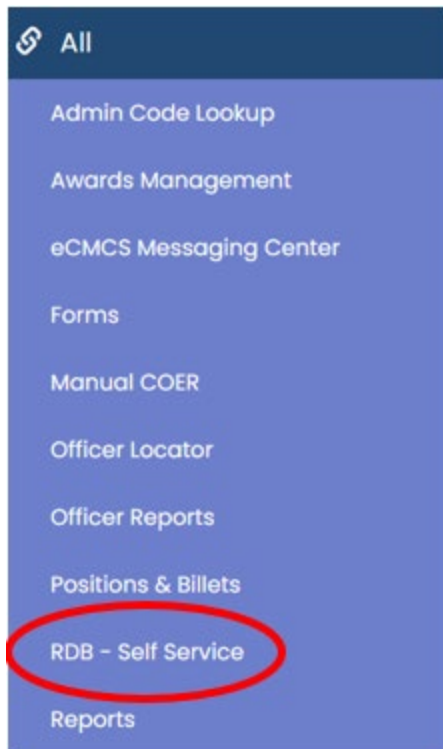
Email Address *

The Rater's email address will not populate until dates are entered in "Period Covered by Report"

CancelSubmit

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

To update your Rater's information on RedDOG, go to the "RDB – Self Service" tab on the left side of the Officer Secure Area Dashboard and click "Personal Information" under the "Self Service" tab at the top.



Ensure your Supervisor information is up to date. There can be no gaps in supervision and your current Supervisor must have a blank "To Date."

5. Supervisor Information

#	Supervisor SERNO	First Name	Last Name	Work Phone	Cell Phone	Email	Agency	From Date	To Date		
1.								09/20/2021		Edit	Delete
2.								03/22/2019	09/19/2021	Edit	Delete

Add Supervisor Info

You might need to delete all entries and start from scratch. Only the supervisors relevant to the COER you're filling out, as well as your current supervisor, if applicable, are necessary. When entering Supervisors from scratch, start from the least recent. If you have performed this action after beginning your COER, complete this action and then delete and re-enter the dates in your COER, this prompts the system to re-pull the information.

COER Components

Section 1: Administrative Data

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

Officer is up for promotion

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

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.

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.

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. If you have had 3 or more Raters in a given year, you might have an Annual COER with a period < 6 months. If this is the case, contact the COER Specialist (phscoers@hhs.gov) after you have submitted your COER to your Rater.

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.

Description and Goals textboxes have a 400 character limit.

Each textbox has a different line limit – please limit the amount of line returns

Accomplishments textbox has a 1680 character limit.

See page 66 for character limits for all textboxes.

Reviewing a COER and Concurring or Disagreeing 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

Officer Secure Area

Security Statement

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- 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](#)

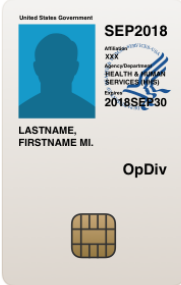
2. Login to CCMIS using your PIV, CAC, or ALT card

Select Login Method

HSPD-12 Access Card	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
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

LT Lance Cody Pittman - 74846
lance.pittman@hhs.gov

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

Status	Count	Form Name	Count
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

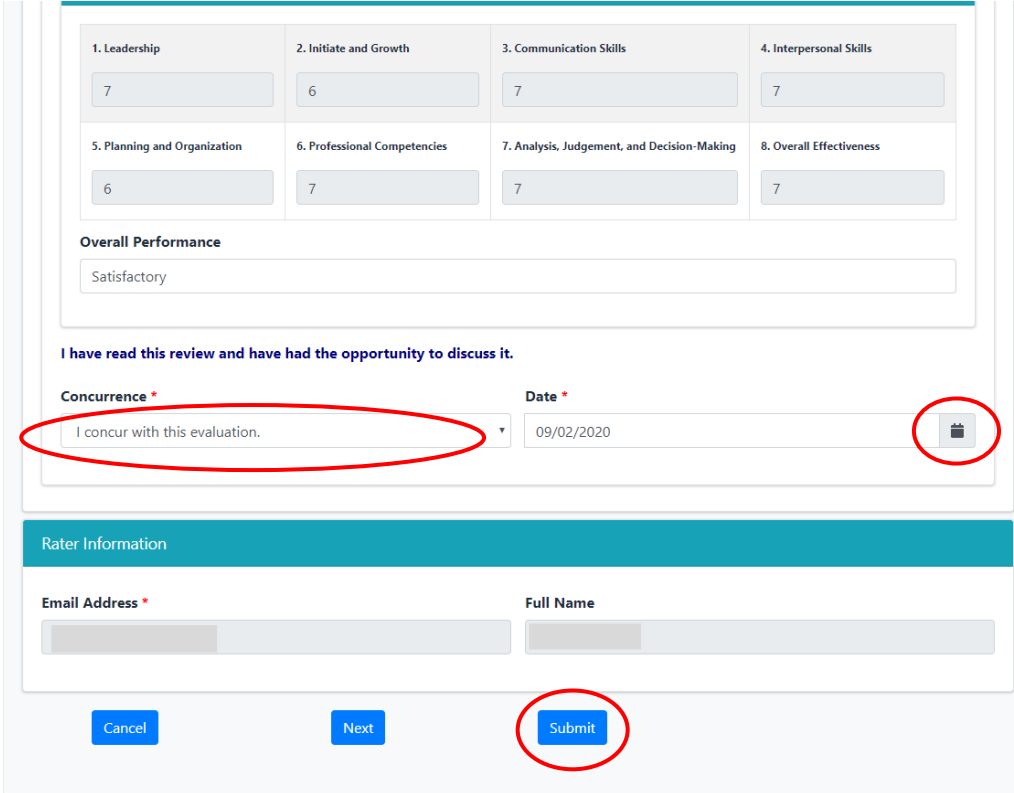
5. Click the icon in the column labeled “Edit Form”

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 "Review Forms" and contains a search form with fields for "Reference Number", "Description", "Form Type", and "Status", along with a "Search" button. Below the search form 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 Owner: [redacted], Form Type: Officer COER, Form Description: [redacted], Stage: Officer Concurrence, Status: In Process. The "Edit Form" column contains a pencil icon circled in red. At the bottom of the table, there are navigation controls: "Go to page: 1", "Row count: 10", and "Showing 1-1 of 1".

6. Click “Review Rater’s/RO’s Comments”

The screenshot shows a "Performance Evaluation Summary" form. It features a grid of eight categories with corresponding scores: 1. Leadership (7), 2. Initiative and Growth (7), 3. Communication Skills (6), 4. Interpersonal Skills (4), 5. Planning and Organization (5), 6. Professional Competencies (4), 7. Analysis, Judgement, and Decision-Making (7), and 8. Overall Effectiveness (7). Below the grid is an "Overall Performance" section with a "Satisfactory" rating. At the bottom of the form, two blue buttons are highlighted with a red box: "Review Rater's Comments" and "Review RO's Comments".

7. If you choose to concur, select “I concur with this evaluation,” choose the date, then click “Submit”; after submitting your concurrence/non-concurrence, the officer section of the COER process is complete



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 *
I concur with this evaluation.

Date *
09/02/2020

Rater Information

Email Address *
Full Name

Cancel Next Submit

*If you disagree with your COER, choose “I disagree with this evaluation.” You may disagree with or without submitting a Rebuttal.

Submitting a Rebuttal

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

Note: COER documents must be approved before a Rebuttal can be submitted. Officers have 90 days from the archive date of the COER to submit their Rebuttal.



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

Forms

Dashboard

Home / Dashboard

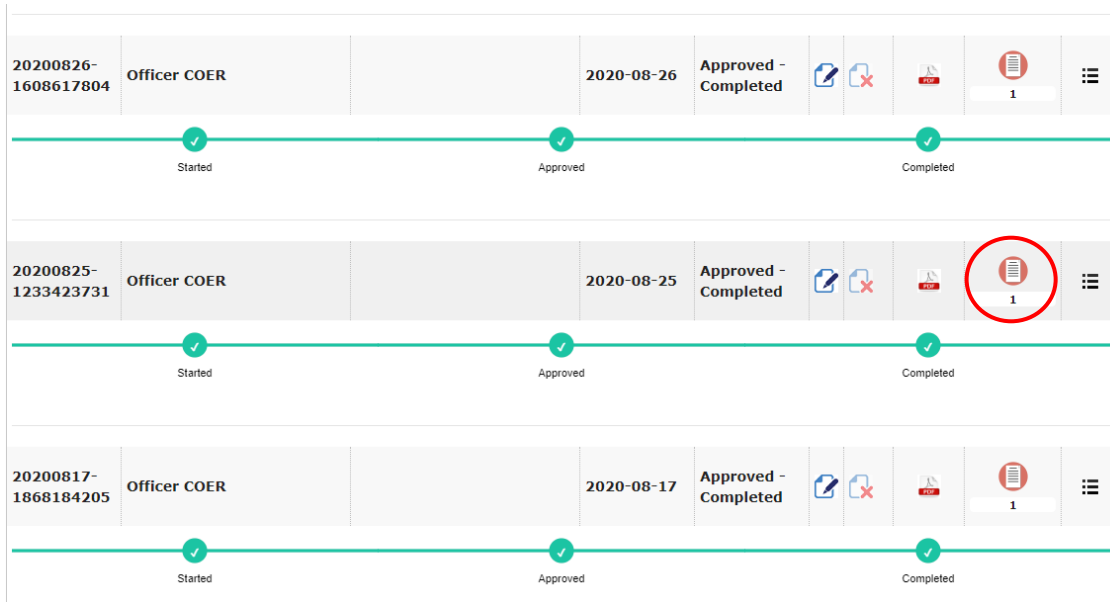

MY FORMS
 Total 11


FORMS TO REVIEW
 Total 1

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

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

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



ID	COER Type	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

- Click “Add new record”

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
No data available!								

Row count: 10

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

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
No data available!								

Row count: 10

Add new record ✕

Form Name

Form Description

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
20200914-165928458	Officer Rebuttal (COER)		2020-09-14	Not Started				

1 Officer 2 Liaison

<< < > >> Go to page: 1 Row count: 10 Showing 1-1 of 1

- 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 within your COER document

Rebuttal

Full Name * Rank * SERNO *

Rebuttal *

Officer Signed Date *
MM/dd/yyyy

Liaison Information

Email Address *

Cancel Submit


Rebuttal textbox is limited to 15,000 characters (5 pages)

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. The ROS should be completed by the RO during the initial completion of the COER. If an officer needs to submit their ROS because they completed their 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 header includes the organization's name and logo. 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 includes a list of form statuses: Not Started (2), In Process (1), Approved - Completed (8), and Rejected - Closed (0). The 'FORMS TO REVIEW' section includes a list of forms: Officer COER (1), Officer Rebuttal (COER) (0), PHS-7047 (Practice Hours) (0), Respirator Medical Evaluation Questionnaire (0), and ROS (COER) (0).

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

Form Name	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

20200826-1608617804	Officer COER		2020-08-26	Approved - Completed					
20200825-1233423731	Officer COER		2020-08-25	Approved - Completed					
20200817-1868184205	Officer COER		2020-08-17	Approved - Completed					

3. Click “Add new record”

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
No data available!								

Row count: 10

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

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
20200914-165928458	Officer Rebuttal (COER)			Completed				

Add new record

Form Name: ROS (COER)

Form Description:

Cancel Save

- 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

- 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 * Health Services Officer

Reviewing Official Email Address

Cancel Submit

7. Your reviewing official will receive the 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 *

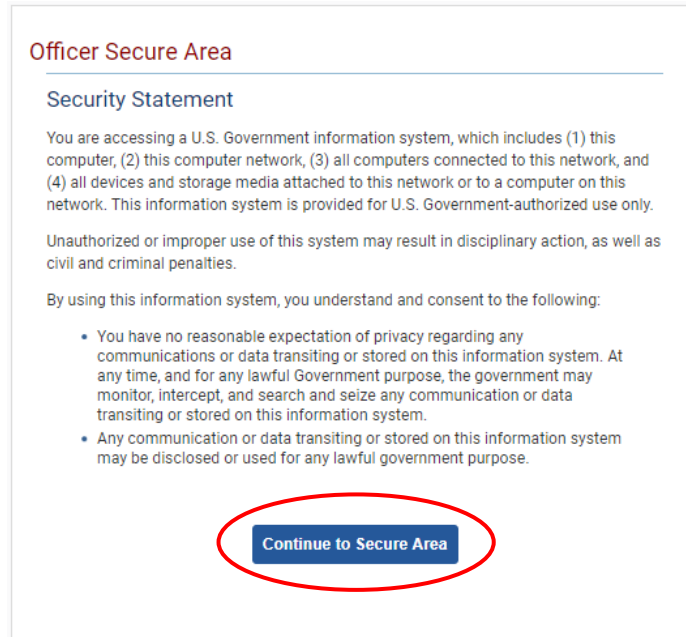
Cancel

Reject

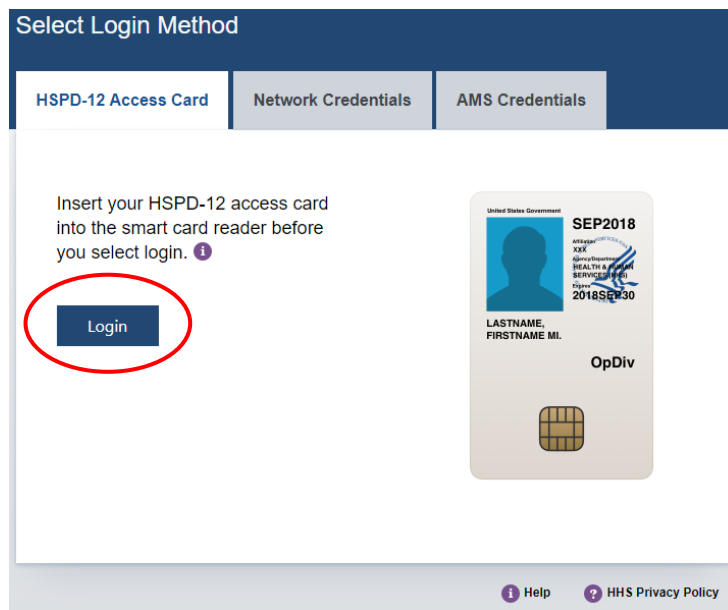
Approve

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



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



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	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 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 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, 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'.

- 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 includes three text input areas with placeholder text: '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. *', and 'Accomplishments. List your accomplishments related to the performance elements you will be rated on. *'. Below these is the 'Rater Information' section, which contains 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

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

Narrative

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 of the Evaluation Year, this section is optional. If desired, you can complete a Narrative assessment by clicking the button indicated above.

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. 3 4 - Demonstrates behavior that facilitates collaboration, fairness, and inclusiveness. 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. 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. 3

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

The screenshot shows the 'Summary' section of a COER form. It contains a table with eight performance categories and their scores, and an 'Overall Performance' dropdown menu. Below this is the 'Reviewing Official Information' section, which has a red circle around the 'Email Address *' label and its corresponding text 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

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

This screenshot shows the bottom portion of the COER form. It includes the 'Signature *' and 'Signed Date *' fields, both circled in red. Below these fields are four buttons: 'Previous', 'Cancel', 'Reject', and 'Approve', with the 'Approve' button also circled in red. The 'Summary' and 'Reviewing Official Information' sections from the previous screenshot are visible above.

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

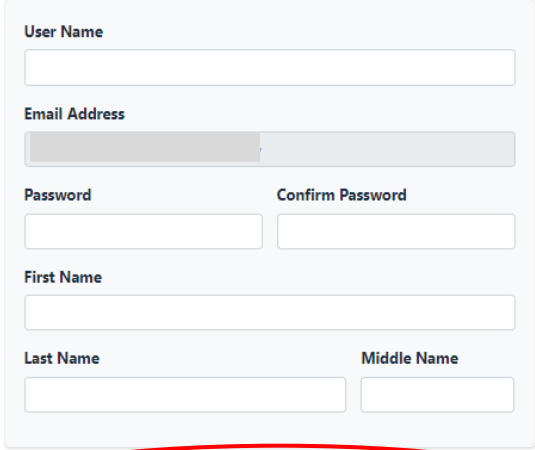
Reviewing Official Information
Email Address *

Signature * Signed Date *
MM/dd/yyyy

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”

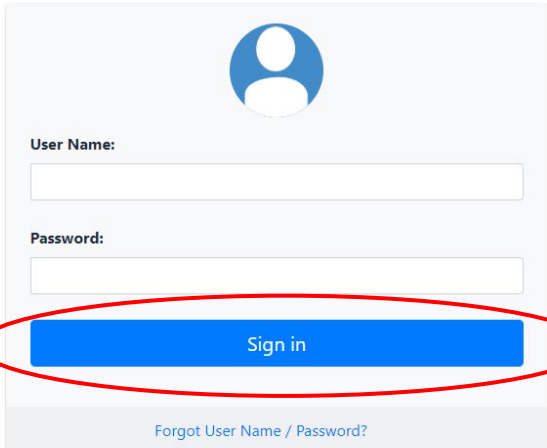


A registration form with the following fields: User Name, Email Address, Password, Confirm Password, First Name, Last Name, and Middle Name. A blue "Submit" button is located at the bottom of the form and is circled in red.

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

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. Now follow the instructions on page 26, starting with number 4.

Resetting or Closing a COER (Rater)

1. Review information entered by the officer
 - For raters who are PHS officers, see page 25 for step-by-step instructions on arriving at this stage in the COER process
 - For raters who are 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

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

Overall Performance
Satisfactory

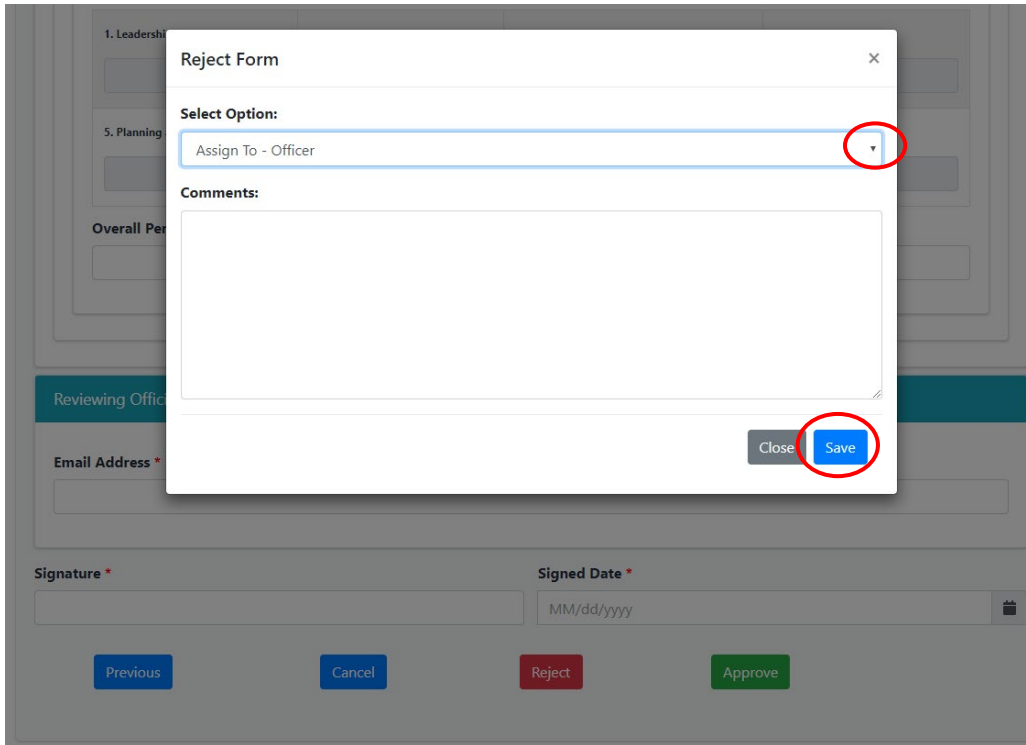
Reviewing Official Information

Email Address *

Signature *

Signed Date * MM/dd/yyyy

- 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



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) should also be saved, but it’s a good idea to save this data on an external Word processor in case the system loses it.**

“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; Officers please see page 4 and follow steps 1 – 7 to arrive at this stage. Civilians please see page 30 and follow steps 1-3 and click “My Forms” then follow steps 5-7 starting on page 6.

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

Forms

Edit Form

My Forms / / Edit Form

Instructions & Privacy Notices

Officer Rater Reviewing Official Liasion

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

Search Officer

Section 1: Administrative Data

Full Name Phone * SERNO

Email Address * Agency * Category

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

SERNO Name

Agency Category

--- ALL ---

Search

- 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 modal window. At the top, there are input fields for 'SERNO' and 'Name', and dropdown menus for 'Agency' and 'Category'. A 'Search' button is located to the right of the dropdowns. Below this is a table with the following columns: SERNO, Name, Category, Agency, Bureau, and Is Officer. The first row of 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 modal is also circled in red. Below the modal, there is 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, including Interim COERs

The screenshot shows a form for initiating a COER. At the top, there are tabs for 'Officer', 'Rater', 'Reviewing Official', and 'Liasion'. The form is divided into two main sections: 'Section 1: Administrative Data' and 'Rater Information'.
 In 'Section 1: Administrative Data', there are fields for 'Full Name', 'SERNO', 'Email Address *', 'Agency *' (with 'OS' selected), 'Category', 'Rank' (with 'CDR' selected), 'Period Covered by Report' (with 'From' and 'To' date pickers), 'COER Type', 'Purpose of COER *' (with 'End of Evaluation Year' selected), and 'Evaluation Year'.
 In 'Rater Information', there are fields for 'Email Address *' and 'Full Name'.
 At the bottom of the form, there are 'Cancel' and 'Submit' buttons. The 'Submit' button is circled in red.

Rebuttal/Rebuttal Response Process as a Rater

If an Officer chooses to submit a Rebuttal. The Rater and RO have the opportunity to submit a Rebuttal Response. Once the Officer's Rebuttal has been signed by the Liaison, the system will send a copy of the Rebuttal to the Rater and the RO. The Rater and RO may choose one of the three following actions:

1. Rater-Only Response
2. Rater and RO Combined Response
3. No Response

The Rater will log into the system and create a new form via instructions 5-7 on page 6 and choose "Rater-Only Rebuttal Response" or "Rater/RO Combined Rebuttal Response" and follow the prompts within the form. If performing a Rater-Only Rebuttal Response, the form will go to the Liaison once the Rater has submitted. If performing a "Rater/RO Combined Response," the form will go to the RO (to be reviewed in Forms to Review) before it goes to the Liaison. Once signed by the Liaison, the Rebuttal Response will automatically be uploaded into the Officer's file.

Note: The Rater/RO have 60 days from the archive date of the Rebuttal to complete a Rebuttal Response.

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

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.

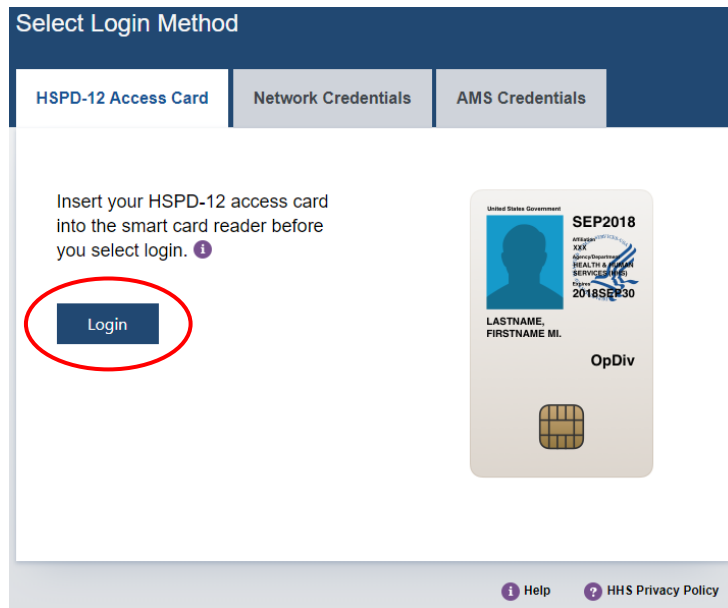
Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.

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



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



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

Not Started	4
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

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

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
20200902-121679572		Officer COER		Officer's Rater	In Process	

Go to page: Row count:

Showing 1 of 1

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

Section 2: Officer Comments

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

asdf

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

asdf

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

asdf

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

Concurrence * **Date ***

Rater Information

Email Address * **Full Name**

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

Summary

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

Overall Performance

Reviewing Official Information

Email Address *

Signature * **Signed Date ***

- Enter administrative data on yourself, choose concurrence, enter comments, and enter the Reviewing Official 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)

- PROMOTION READINESS: Do you recommend this officer for promotion to the next higher rank?
- LEADERSHIP: How does the officer take on a leadership role in the Command/Agency?
- MISSION: How does the officer contribute to the mission of the Command/Agency?

- Type in your name in the “Signature” textbox, select the date, and enter the email address of the agency Liaison

- PROMOTION READINESS: Do you recommend this officer for promotion to the next higher rank?
- LEADERSHIP: How does the officer take on a leadership role in the Command/Agency?
- MISSION: How does the officer contribute to the mission of the Command/Agency?

Signature * Signed Date *

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 

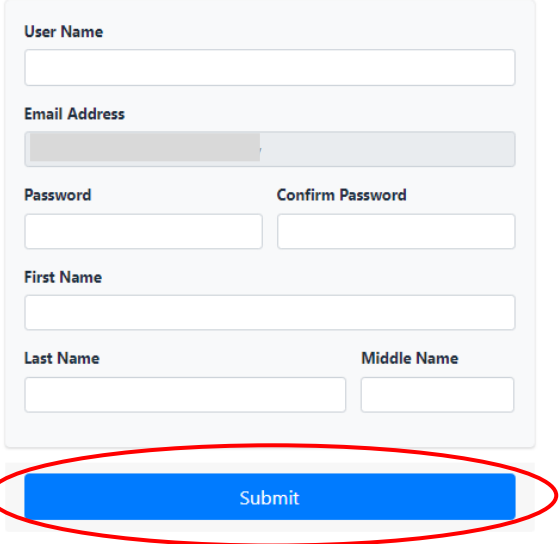
Liaison Information

Email Address *

Previous Cancel Reject Approve

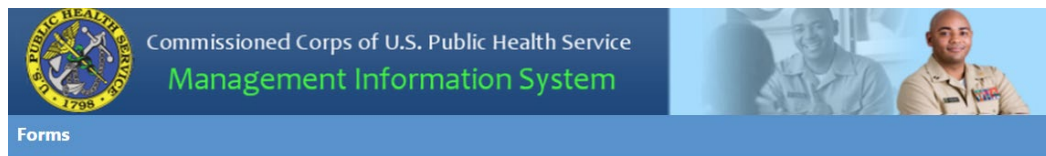
Reviewing a COER as a Civilian

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”

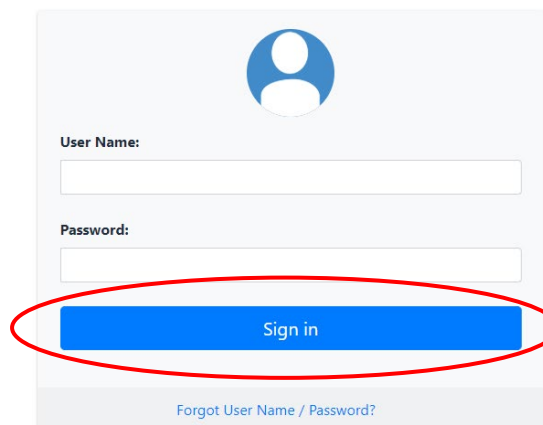


A registration form with the following fields: User Name, Email Address, Password, Confirm Password, First Name, Last Name, and Middle Name. A blue Submit button is circled in red.

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, User Name, and Password fields. A blue Sign in button is circled in red. A link for 'Forgot User Name / Password?' is at the bottom.

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

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

 MY FORMS Total 11	 FORMS TO REVIEW 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 Rater has not yet submitted the COER; you’ll receive an automated email when the Rater submits

The screenshot shows the 'Management Information System' interface for the 'Commissioned Corps of U.S. Public Health Service'. It features a search filter for 'Forms' and a 'Review Forms' section. Below this is a search form with fields for 'Reference Number', 'Description', 'Form Type', and 'Status', along with a 'Search' button. At the bottom, a table lists forms with columns for Reference Number, Form Owner, Form Type, Form Description, Stage, Status, and Edit Form. The 'Edit Form' column contains a document icon with a pencil, which is circled in red. The table shows one form with Reference Number 20200902-121679572, Form Type Officer COER, Stage Officer's Rater, and Status In Process. Navigation controls at the bottom include '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 displays the 'Officer Comments' 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.' containing 'Concurrence' and 'Date' fields. The 'Concurrence' field has a dropdown menu with 'I concur with this evaluation.' selected, and the 'Date' field has '09/10/2020' entered. At the bottom, there is a 'Rater Information' section with 'Email Address' and 'Full Name' 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, and enter the Reviewing Officials Statement (required if the officer is up for promotion, optional if not)

Officer Rater **Reviewing Official** Liasion

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

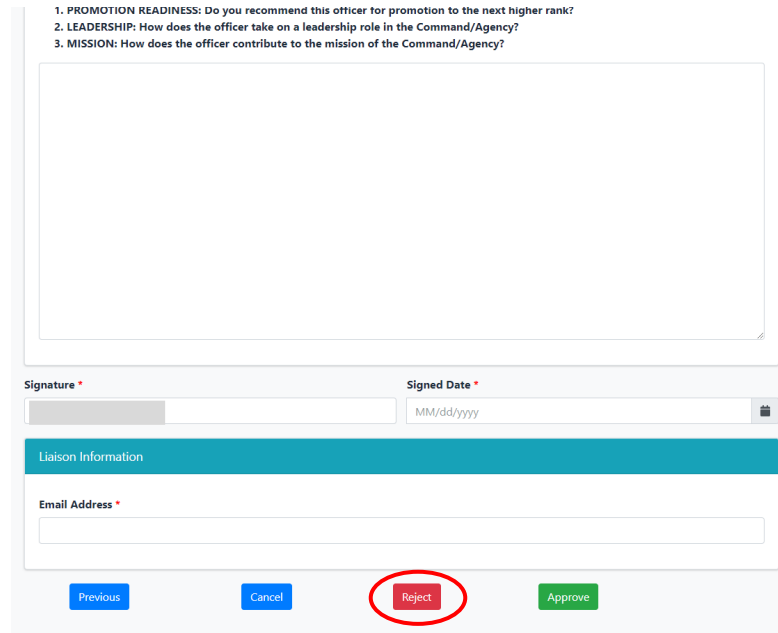
Email Address *

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.

2. After you are in the reviewing official tab on a COER (see page 39 for officers and page 45 for civilians on how to get to this tab), click the “Reject” button

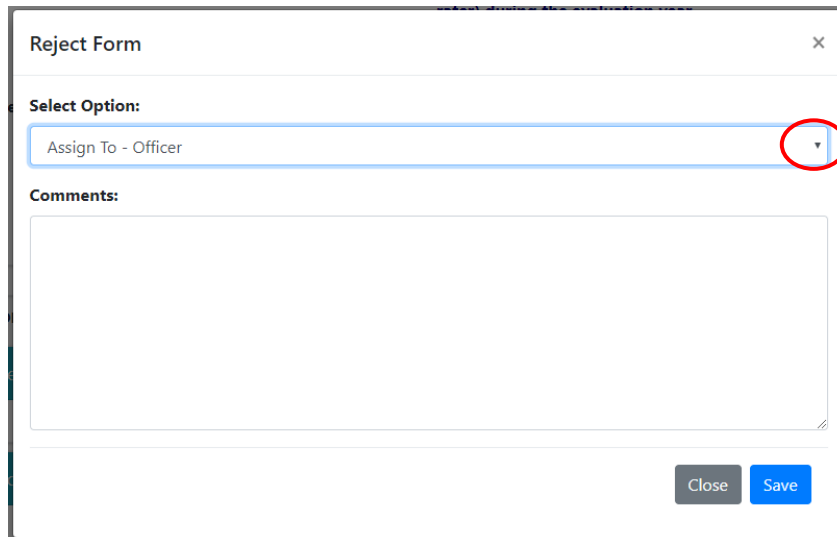


The screenshot shows a review form with the following sections:

- 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?

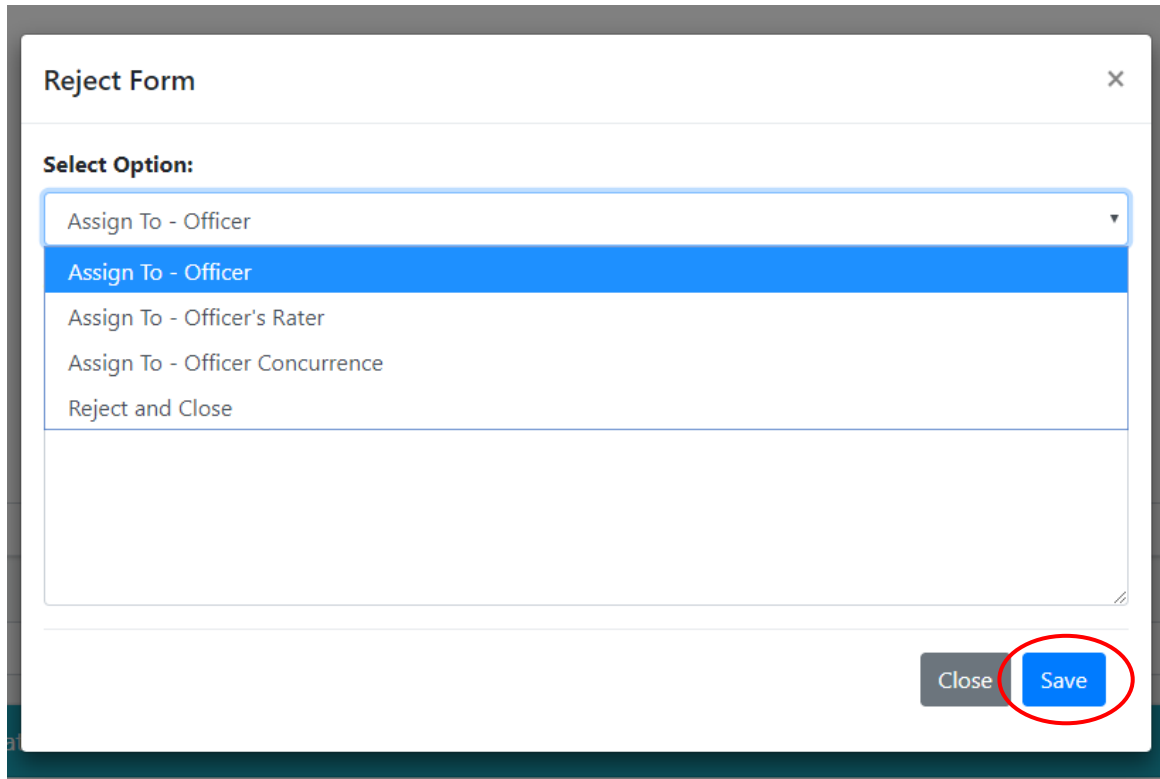
Below the text area are fields for Signature and Signed Date. Below that is a blue bar labeled "Liaison Information" and an Email Address field. At the bottom are four buttons: Previous, Cancel, Reject (circled in red), and Approve.

3. Click the dropdown menu to view your available options



The screenshot shows a dialog box titled "Reject Form" with a close button (X) in the top right corner. It contains a "Select Option:" dropdown menu with "Assign To - Officer" selected. The dropdown arrow is circled in red. Below the dropdown is a "Comments:" text area. At the bottom right are "Close" and "Save" buttons.

4. 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..

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

“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 all parties should be saved, but it is a good idea to save all data on an external Word processor in case the system loses it.

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

Rebuttal/Rebuttal Response Process as a Reviewing Official

Please see the Rater instructions on page 36. As the RO, you will receive a copy of the Rebuttal from the Liaison and help make the decision to perform a Rater-only response, a Rater and RO combined response, or perform no action. If a Rater and RO combined response is chosen, the Rater will initiate the form and perform their portion of the response first, then the document will proceed to the RO. Once the RO is finished with their portion. It will go to the Liaison for final signature. Once the Liaison signs the form, it will automatically be uploaded into the Officer's file.

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

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.

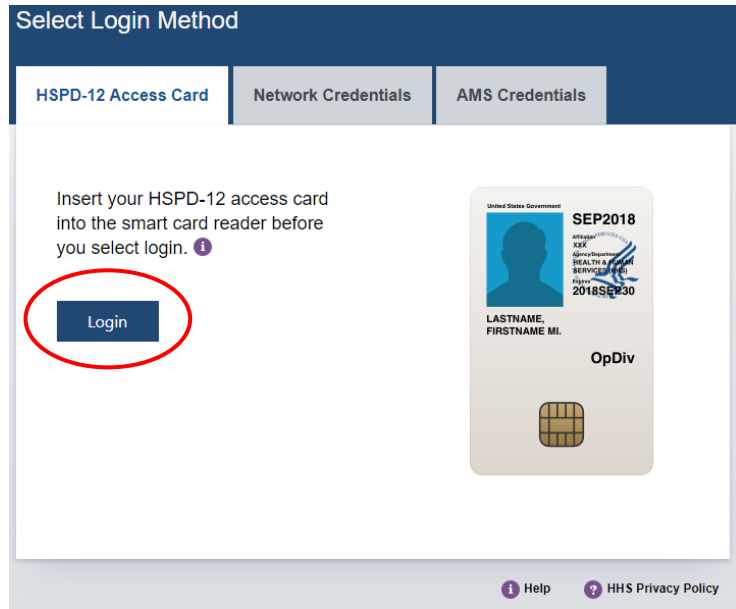
Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.

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



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



- 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

Not Started	4
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

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

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 of 1

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

asdf

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

asdf

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

asdf

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

Concurrence * **Date ***

Rater Information

Email Address * **Full Name**

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

Summary

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

Overall Performance

Reviewing Official Information

Email Address *

Signature * **Signed Date ***

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 applicable checkboxes indicating you’ve reviewed the information in the previous tabs

Officer Rater Reviewing Official **Liaison**

Liaison Information

Full Name * Email Address
[Empty] [Empty]

Liaison Review

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.

The screenshot displays the 'Liaison' tab of a COER process. At the top, there are navigation tabs: 'Officer', 'Rater', 'Reviewing Official', and 'Liaison'. Below these 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 a list of verification checkboxes: '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 date picker icon. At the bottom of the form, there are four buttons: 'Previous' (blue), 'Cancel' (blue), 'Reject' (red), and 'Approve' (green). The 'Approve' button is circled in red.

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.

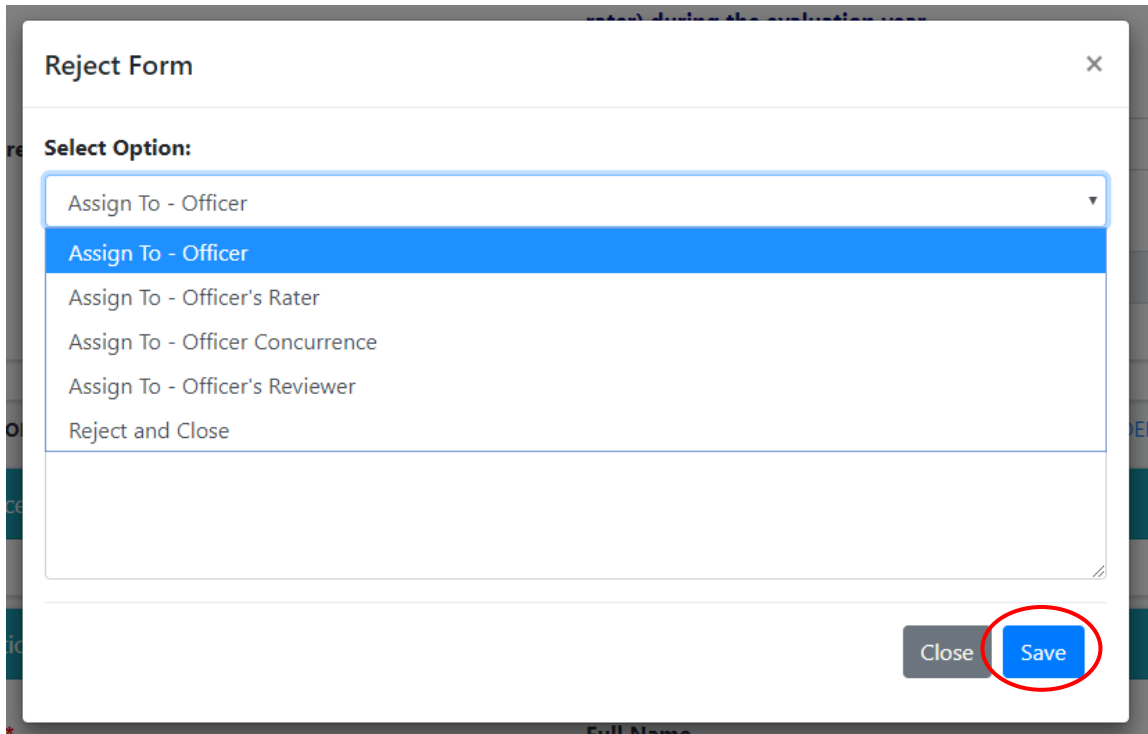
1. After you are in the Liaison tab on a COER (see page 52 on how to get to this tab), click the “Reject” button

The screenshot shows a web application interface with a top navigation bar containing tabs for 'Officer', 'Rater', 'Reviewing Official', and 'Liaison'. The 'Liaison' tab is active. Below the navigation bar, there are two main sections: 'Liaison Information' and 'Liaison Review'. The 'Liaison Information' section has two input fields: 'Full Name' and 'Email Address'. The 'Liaison Review' section contains six checkboxes: '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 checkboxes is a 'Signed Date' field with a date picker icon. At the bottom of the form, there are four buttons: 'Previous' (blue), 'Cancel' (blue), 'Reject' (red, circled in red), and 'Approve' (green).

2. Click the dropdown menu to view your available options

The screenshot shows a 'Reject Form' dialog box with a close button (X) in the top right corner. It has a 'Select Option:' label above a dropdown menu that currently displays 'Assign To - Officer'. A red circle highlights the dropdown arrow. Below the dropdown is a 'Comments:' label above a large text input area. At the bottom right of the dialog, there are two buttons: 'Close' and 'Save'.

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"



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.

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

“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.

“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 all parties should be saved, but it is a good idea to save all data on an external Word processor in case the system loses it.

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

Rebuttal/Rebuttal Response Process as a Liaison

If an Officer chooses to submit a Rebuttal. Their form will come to the Liaison for final signature. The Officer must submit this form within 90 days of the archive date of the COER. If submitted beyond the 90-day mark, the Rebuttal is invalid unless there is an approved excuse (deployment, illness, etc.) Once the Liaison ensures the appropriateness of the form and provides their signature, the system will send a copy of the Rebuttal to the Rater, RO, and Liaison. If the Rater or Rater and RO decide to submit a COER, they will initiate the form and it will be signed by the Liaison as the final signature. The Rebuttal Response should also be reviewed by the Liaison for appropriateness and sent back for edits if necessary. Please see the most current COER CCI and POM for more detailed guidance.

Raters and ROs may also choose to perform no action.

The Rater and RO must complete their portions within 60 days of the archive date of the Rebuttal. If submitted beyond the 60-day mark, the Response is invalid unless there is an approved excuse (deployment, illness, etc.) Once the form is signed by the Liaison, it will automatically be uploaded into the Officer's file.

Reports

1. After entering the secure area of CCMIS

The screenshot displays the Officer Dashboard in CCMIS. On the left is a navigation menu with 'Reports' circled in red. The main dashboard area contains several informational cards:

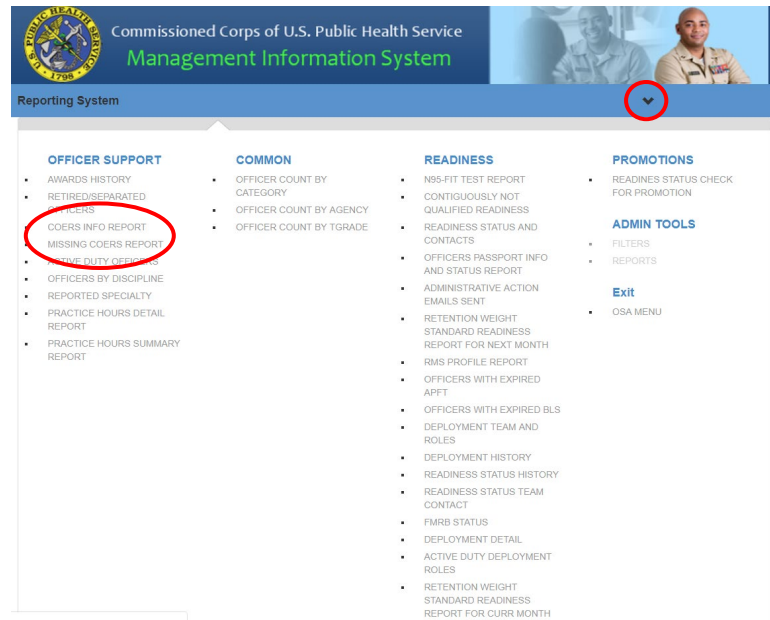
- Officer Details:** Category: Health Services Officer, Agency: OS.
- License and Certification Details:** License Status: Valid license, License Expiration Date: 08/31/2021, Practice Hours: 0.
- Retention Weight Standards:** Status per last BMI: COMPLIANT.
- Promotion Details:** TGrade Promotion Eligible, PGrade Promotion Eligible.
- On Call Status:** Last On Call Date: 11/1/2019, Next On Call Date: 9/1/2020.
- 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: Missing, Readiness Description: Missing, Date: Missing, Last Updated Date: Missing.
- Retirement Details:** 20 Year Retirement Eligible, 30 Year Mandatory Retire Date.

Below these cards are two tables:

COMPONENT_DETAIL	30 Day Forecast	60 Day Forecast	90 Day Forecast	Date of Last Update
BLS	Qualified	Qualified	Qualified	08/02/2020
Deployment Role	Qualified	Qualified	Qualified	08/02/2020

COMPONENT_DETAIL	30 Day Forecast	60 Day Forecast	90 Day Forecast
BASIC Training	Qualified	Qualified	Qualified

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

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 

LAST NAME 

SERNO 

[Search](#)

MISSING COERS REPORT

OFFICER SUPPORT / MISSING COERS REPORT

CATEGORY 

--- ALL ---

AGENCY 

--- ALL ---

FIRST NAME 

LAST NAME 

SERNO 

[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

FAQs

FAQs regarding COERs can be found here:

[COER Policy FAQs](#)

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 1st 2020 – September 30th 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)



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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

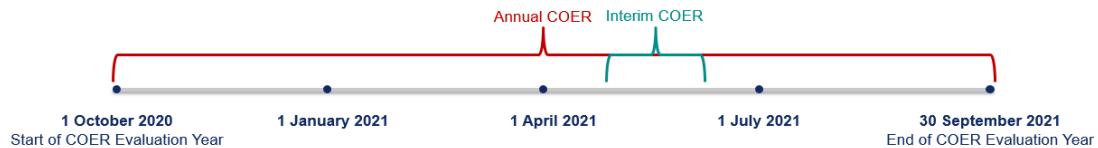


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Scenario 7: An officer or the officer's rater did not transfer, separate, or retire during the 2021 COER evaluation year but TDYs for all of May 2021

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

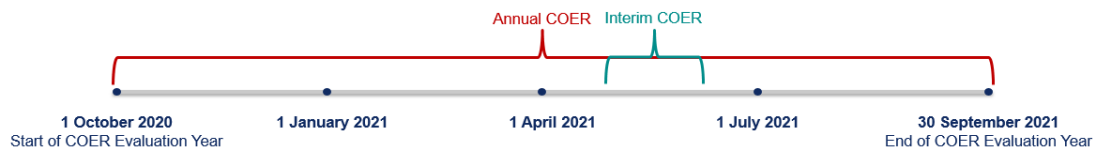
Interim COER(s): 1 May 2021 – 31 May 2021
(optional – dates **will** overlap with dates covered by the annual COER)



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)



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 – 400 character limit, 7 line limit

Reviewing Official Tab

- Reviewing Official's Comments – 240 character limit, 7 line limit
- Reviewing Official's Statement – 500 character minimum, 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; 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 statements
- Officers should only include accomplishments that pertain to the billet they occupy during that time frame, not COER activities such as Professional Advisory Committee (PAC), the Commissioned Officers Association (COA), or the Junior Officer Advisory Group (JOAG).