New COER System

Updated 9/24/2020

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

**OFFICER INSTRUCTIONS:** Describe your duties, goals, and accomplishments during the performance period. Use the space provided.

### Section 1: Administrative Data

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
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</thead>
<tbody>
<tr>
<td>Full Name</td>
<td></td>
</tr>
<tr>
<td>Phone *</td>
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</tr>
<tr>
<td>SRRNO</td>
<td></td>
</tr>
<tr>
<td>Email Address *</td>
<td></td>
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<tr>
<td>Agency *</td>
<td></td>
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<tr>
<td>Category</td>
<td></td>
</tr>
<tr>
<td>Position Title *</td>
<td></td>
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<tr>
<td>Rank</td>
<td></td>
</tr>
<tr>
<td>Billet Grade *</td>
<td></td>
</tr>
<tr>
<td>In Current Position Since *</td>
<td></td>
</tr>
</tbody>
</table>

**Officer is up for promotion**

**Period Covered by Report**

**Purpose of COER * **

- End of Evaluation Year

### 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**

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email Address *</td>
<td></td>
</tr>
<tr>
<td>Full Name</td>
<td></td>
</tr>
</tbody>
</table>

**Cancel**  **Submit**
Officer Tab

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
Position Title *
Rank
Billet Grade *
In Current Position Since *

Officer Tab
Officer Tab

Position Title *

Rank

Billet Grade *

In Current Position Since *

MM/dd/yyyy

☑ Officer is up for promotion

Period Covered by Report

From *

MM/dd/yyyy

To *

MM/dd/yyyy

Purpose of COER *

End of Evaluation Year

COER Type

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
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

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

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

Section 2: Officer Comments

Description.

 Goals.

Accomplishments.

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

Section 3: Officer Comments

Email Address
Full Name

OFFICER INSTRUCTIONS: Describe your duties, goals, and accomplishments during the performance period. Use the space provided. COER Information.
Rater Tab

<table>
<thead>
<tr>
<th>Officer</th>
<th>Rater</th>
<th>Reviewing Official</th>
<th>Session</th>
</tr>
</thead>
<tbody>
<tr>
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**Rater Information**

<table>
<thead>
<tr>
<th>Last Name, First Name, MI *</th>
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<tr>
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<table>
<thead>
<tr>
<th>Position Title *</th>
<th>Overall Performance</th>
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<tbody>
<tr>
<td>text</td>
<td>(Auto-calculated from the performance evaluation - unless the CORR is narrative)</td>
</tr>
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</table>

<table>
<thead>
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<table>
<thead>
<tr>
<th>Time Supervised</th>
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</thead>
<tbody>
<tr>
<td>Years *</td>
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<tr>
<td>7</td>
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**Strengths: List the areas in which the officer displays strong qualities and superior skills. * **

<table>
<thead>
<tr>
<th>text</th>
</tr>
</thead>
</table>

236 characters remaining.

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

<table>
<thead>
<tr>
<th>text</th>
</tr>
</thead>
</table>

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; 8 = Excellent 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.

1. **Leadership - Demonstrates and communicates vision and sense of purpose; nurtures an environment conducive to accomplishing the organization's mission.**
   - 1 - Demonstrates behavior that maintains the status quo, often seeking direction in accomplishing the team's goals.
   - 2 - Demonstrates behavior that facilitates collaboration, fairness, and inclusiveness.
   - 3 - Influences others through actions, accomplishments, and team work.
   - 4 - Consistently demonstrates behavior that contributes to the organization's success by fostering effective relationships, inspiring trust of others, and nurturing group effectiveness and cohesion.
   - 5 - Influences others by exhibiting vision, innovation, resilience, inclusiveness, and by teaching and coaching others.

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 - Needs assistance in identifying opportunities to improve work performance.
   - 2 - Work performance improved with regular supervision input and detailed instructions about assignments.
   - 3 - Needs guidance to understand how personal decisions and actions contribute to mistakes or impede success of individual and group projects.
   - 4 - Recognizes opportunities for growth and seeks experiences to improve work performance.
   - 5 - Willingly incorporates new approaches and responsibilities to advance program goals, requires minimal supervision and seeks guidance with solutions only for unexpected barriers.
   - 6 - Independently seeks out and completes challenging opportunities that broaden expertise, maximize job performance, and enhance value to the program.
   - 7 - Anticipates program needs including potential barriers. Proactively and decisively implements innovative solutions to improve work processes with impact beyond scope of assigned responsibilities.
   - 8 - Actively identifies personal role in a problem and contributes to the solutions enhancing the successful outcome of individual and group projects.

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

Comment *
Rater Tab


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

Comment *

test

236 characters remaining.

Summary

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Overall Performance

Satisfactory
# Officer Concurrence

## Performance Evaluation Summary

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<tbody>
<tr>
<td>3</td>
<td>7</td>
<td>2</td>
<td>5</td>
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</tbody>
</table>

### Overall Performance
- Satisfactory

---

## 2. Initiative and Growth
- Recognizes and acts on programmatic and personal developmental needs, resulting in advancement of programmatic goals and growth in professional skills.
- **Needs assistance in identifying opportunities to improve work performance.**
  - Work performance improves with regular supervision.
  - Needs guidance to understand how personal decisions and actions contribute to mistakes or impedes success of individual and group projects.
- **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.
- **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.

---

### Comment
- test
## Reviewing Official Review

### Section 1: Administrative Data

<table>
<thead>
<tr>
<th>Full Name</th>
<th>Phone</th>
<th>SERNO</th>
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</thead>
<tbody>
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<td>(111) 111-1111</td>
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<table>
<thead>
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<table>
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<tr>
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<tr>
<td></td>
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**Officer is up for promotion**

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

<table>
<thead>
<tr>
<th>From</th>
<th>To</th>
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<tbody>
<tr>
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<td>09/29/2020</td>
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**Purpose of COER**

<table>
<thead>
<tr>
<th>End of Evaluation Year</th>
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<tbody>
<tr>
<td>2020</td>
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<table>
<thead>
<tr>
<th>Rater Information</th>
</tr>
</thead>
</table>

**Last Name, First Name, MI**

Text.

**Phone Number**

(111) 111-1111

**Position Title**

Text.

**Overall Performance**

(Auto-calculated from the performance evaluation - unless the COER is narrative)

Satisfactory

**Email Address**

Text.

**Time Supervised**

<table>
<thead>
<tr>
<th>Years</th>
<th>Months</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>6</td>
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</tbody>
</table>

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

Text.

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

Text.

### Section 2: Officer Comments

**OFFICER INSTRUCTIONS:** Describe your duties, goals, and accomplishments during the performance period. Use the space provided.

**COER Information**

## OFFICE OF THE

ASSISTANT SECRETARY FOR HEALTH
# Reviewing Official Tab

**Reviewing Official Information**

<table>
<thead>
<tr>
<th>Last Name, First Name, MI *</th>
<th>Phone Number *</th>
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<tbody>
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<td>test</td>
<td>(111) 111-1111</td>
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<table>
<thead>
<tr>
<th>Email Address</th>
<th>Position Title *</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>test</td>
</tr>
</tbody>
</table>

**CONCURRENCE/NON-CONCURRENCE ***

Although this evaluation is reasonable, this rater is somewhat more demanding than average.

**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

**Section 1: Administrative Data**

<table>
<thead>
<tr>
<th>Field</th>
<th>Details</th>
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<tbody>
<tr>
<td>Full Name</td>
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<tr>
<td>Phone</td>
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<tr>
<td>Email Address</td>
<td></td>
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<tr>
<td>Position Title</td>
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<tr>
<td>Rank</td>
<td></td>
</tr>
<tr>
<td>Other Grade</td>
<td></td>
</tr>
<tr>
<td>In Current Position</td>
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</table>

**Officer is up for promotion**

Officers should initiate a CDRR before 1 October unless their retire change, transfer, separation, or retirement of the officer or reclassification of the evaluation year occurs.

<table>
<thead>
<tr>
<th>Period Covered by Report</th>
<th>Date</th>
<th>CDRR Type</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>16/1/2019</td>
<td>Annual</td>
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</table>

**Purpose of CDRR**

Evaluation Year

**Section 2: Officer Comments**

**Section 3: Performance Review**

**Rating Instructions:** Rate the officer or supervisor as follows: 1 = Unsatisfactory, 2 to 3 = Marginal, 4 = Satisfactory, 5 = Good, 6 = Strong, 7 = Outstanding.

<table>
<thead>
<tr>
<th>Officer Name</th>
<th>Last Name, First Name, MI *</th>
<th>Phone Number *</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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</tbody>
</table>

**Conclusions/Comments**

Although the evaluation is reasonable, the officer is somewhat more demanding than average.

**Reviewing Official Comments**

Optional comments to justify performance evaluation or to add any comments about the officer.

<table>
<thead>
<tr>
<th>Officer Specific Comments</th>
<th>Phone Number *</th>
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</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Rejecting/closing a COER
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.
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