



POM 821.73
EFFECTIVE DATE: 9 July 2020

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

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TO: All Members of the Regular Corps

SUBJECT: 2020 Online Annual COER

1. This Personnel Operations Memorandum (POM) establishes the guidelines for the 2020 Commissioned Officers' Effectiveness Report (COER) in accordance with Commissioned Corps Instruction (CCI) 351.01 "Commissioned Officers' Effectiveness Report." The purpose of the COER is to evaluate an officer's annual performance. The evaluation should reflect conduct of duties within the respective assignment and demonstrated contributions to the mission of the department, agency, and the U.S. Public Health Service (Corps). The elements of the COER include leadership; initiative and growth; communication skills; interpersonal skills; planning and organization; professional competencies; and analysis, judgment and decision-making.
2. The 2020 Online Annual COER rating period extends from 1 October 2019 to 30 September 2020. The following deadlines are in effect, unless otherwise posted on the [Commissioned Corps Management Information](#) (CCMIS) website:
 - a. Online Annual COER is available to officers on 1 October 2020.
 - b. Online Annual COER is due to the Rater by 28 October 2020.
 - c. Online Annual COER is due to the Reviewing Official (RO) by 24 November 2020.
 - d. Online Annual COER is due to the Agency Liaison by 15 December 2020.
 - e. Online Annual COER is due to Commissioned Corps Headquarters (CCHQ) by 15 January 2021.
3. The Online Annual COER is a web-based performance evaluation process accessed from the CCMIS website at: https://dcp.psc.gov/osa/osa_security_statement.aspx.
4. Officers on active duty prior to 1 July 2020 must complete the 2020 Online Annual COER.
 - a. The Corps does not require those listed in CCI 351.01, Section 6-2., to have an Annual COER (e.g. officers called to active duty on or after 1 July 2020 and officers who have separated or retired prior to 1 July 2020 do not have fill out a 2020 Online Annual COER).

- b. An evaluation that covers any period starting prior to 1 July 2020 and ending 30 September 2020 may serve as the officer's Annual COER. In some circumstances, officers may use a paper or electronic PDF version of the COER. Contact the Agency Liaison for guidance.
 - c. If an officer or Rater transfers or retires on or after 1 July 2020 but before 1 October 2020, the officer must complete a prescribed paper or electronic PDF version of the COER form that covers the period through the transfer/retirement. The paper or electronic PDF version will serve as the officer's 2020 Annual COER. Contact the Agency Liaison for guidance.
 - d. The Corps will not accept paper or electronic PDF versions of the COER, effective 1 October 2020. Only the online COER will be accepted.
5. Each officer is responsible for:
 - a. Ensuring that his or her Annual COER is assigned and transmitted to the Rater and RO by the prescribed deadlines. In addition, the officer must ensure the overall completion and submission of the COER to CCHQ. If the COER is not submitted to CCHQ in accordance with the above dates, it may nullify or delay promotions, awards, details, or special pays.
 - (1) In the event the officer is unable to submit the COER by the prescribed deadlines, the officer must arrange an alternative deadline with the Rater and RO which complies with the above final completion deadline.
 - b. Reviewing the ratings and comments and discussing them with the Rater or RO, as applicable, if there are any questions or concerns.
 - c. Ensuring that the completed COER is visible in the eOPF by opening and reviewing each individual page of the archived COER.
 - d. Ensuring the COER scores are available in the officer's Promotion Information Report (PIR).
6. In the event an officer fails to release the COER to the Rater with sufficient time to allow completion of the COER by 15 December 2020, the Rater must initiate the 2020 Online Annual COER on the prescribed paper or electronic PDF version COER PHS-838 form.
7. The rater must add a comment after each attribute justifying the rating level. This can be in the form of an example that demonstrates the attribute.
8. Rebuttals and Other Rights.
 - a. If an officer does not agree with a rating or comment on the COER, the officer may submit a rebuttal in accordance with guidance issued by CCHQ.
 - (1) A rebuttal must be submitted to CCHQ within 90 days of the Archive Date of the corresponding COER in the eOPF. CCHQ will not accept rebuttals received more than 90 days after the Archive Date of the corresponding COER.
 - (2) A rebuttal does not substitute as a remedy for a formal complaint or other rights of due process.
 - (3) CCHQ will not act on a rebuttal to adjudicate the statements made or pursue remedy. CCHQ will review the rebuttal to ensure it meets the guidance issued by

CCHQ. If guidelines are met, CCHQ will include the rebuttal in the eOPF adjacent to the associated COER.

- (4) The Rater and RO may respond to an officer’s rebuttal separately or through one combined response. The Rater and RO have 60 days from the Archive Date of the officer’s rebuttal to submit their response.
 - b. The officer may seek redress if informal attempts are unsuccessful by filing a formal complaint in accordance with [CCI 211.04](#), “Complaints and Redress.”
 - c. If the officer believes that he/she has been subjected to discrimination, the officer may file an Equal Opportunity (EO) complaint in accordance with [CCI 211.03](#), “Equal Opportunity: Discrimination Complaints Processing.”
 - d. If the officer is not satisfied with the outcome of a formal complaint filed in compliance with CCI 211.04 or CCI 211.03, the officer may apply for relief through the Board for Correction of Public Health Service Records in accordance with [CCD 129.01](#), “Board for Correction.” Failure to initiate a complaint for redress or failure to complete/initiate other available administrative remedies will be construed as the officer relinquishing their right to proceed with an application to the Board for Correction.
9. Performance Management Appraisal Program (PMAP). PMAPs are utilized Department-wide for civilian employees in accordance with the Government Performance Results Act (GPRA), the President’s Management Agenda, and other Federal performance initiatives. The Corps does not require its officers to have a PMAP. However, if an organization to which an officer is assigned requires the officer to have a PMAP or a similar performance evaluation document completed, such documents are for that Operating/Staff Division or non-HHS organization’s internal use only and are not placed in the eOPF. The Annual COER remains the required performance evaluation instrument for the officer.
- Note: A Performance Improvement Plan (PIP) is distinct from a PMAP and is authorized for use in cases of unsatisfactory or marginal performance.
10. The Director, CCHQ, or designee, may issue additional guidance and instructions to implement the COER program.
11. The system will calculate and assign overall performance based on the average of elements 1 through 8, which is calculated as follows:

<2.0	Unsatisfactory
≥2.0 to <4.0	Marginal
≥4.0	Satisfactory

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