

**U.S. DEPARTMENT OF HEALTH  
AND HUMAN SERVICES**

**PERSONNEL OPERATIONS MEMORANDUM**



**POM 07-007**  
**EFFECTIVE DATE: 07 September 2007**

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

**RADM Kenneth P. Moritsugu**

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**TO:** All Regular and Reserve Corps Officers on Extended Active Duty

**SUBJECT:** Late/Missing Annual COERs

1. This Personnel Operations Memorandum (POM) establishes operational guidelines for officers and Raters to reconcile late or missing Annual Commissioned Officers' Effectiveness Reports (COERs). Current policies do not preclude officers and/or Raters from submitting late or missing Annual COER(s) for an indefinite period. Officers are responsible to ensure their Annual COER is completed and submitted by the published closing date in the policy issuance(s) governing Annual COERs in the electronic Commissioned Corps Issuance System.
2. In the event an officer fails to initiate or complete the Annual COER by the published closing date:
  - a. If the electronic COER application is available, the officer is required to login to the "Secure Area" of the Commissioned Corps Management Information System (CCMIS) Web site and complete the Annual COER electronically.
  - b. If the electronic COER application is no longer available, the officer is required to complete the Annual COER on the prescribed manual COER forms. The manual COER forms consist of form PHS-838, Attachment 1 and Attachment 2, and can be accessed from the CCMIS Web site at <http://dcp.psc.gov/DCPforms.asp>. The completed and signed manual COER forms must be submitted to the Office of Commissioned Corps Operations (OCCO) through the officer's Commissioned Corps Liaison (Liaison). OCCO will not process or accept manual COER forms that are faxed since original signatures are required.
3. If an officer is missing a COER(s) from a previous year(s), the officer is required to submit the missing Annual COER(s) on the prescribed manual COER forms. The officer's Rater and Reviewing Official for the period of the missing Annual COER are required to complete and sign their respective sections. The completed and signed manual COER forms must be submitted to OCCO through the officer's Liaison. OCCO will not process or accept manual COER forms that are faxed.

- a. In the event the Rater is available and the Reviewing Official is unavailable, the Liaison for the period in which the Annual COER is missing may act as both the Reviewing Official and Liaison.
  - b. In the event the Rater is unavailable and the Reviewing Official is available, the Reviewing Official may act as the officer's Rater. The Liaison for the period in which the annual COER is missing may act as both the Reviewing Official and Liaison. In the event the officer's Reviewing Official is unwilling to act as the Rater, the officer must contact the COER Coordinator in OCCO for guidance.
  - c. In the event the officer's Rater and Reviewing Official for the period of the missing COER(s) are unavailable or are unwilling to complete the required COER, the officer must contact the COER Coordinator in OCCO for guidance.
4. If an officer fails to initiate or refuses to complete the COER, the officer's Rater for the period of a late or missing Annual COER may initiate the COER on behalf of the officer. The Annual COER shall be completed on the prescribed manual COER forms, consisting of form PHS-838, Attachment 1 and Attachment 2. The Rater shall document the inability or refusal to initiate or sign the COER. The Reviewing Official shall also sign the COER and forward the COER to OCCO through the officer's Liaison.

/s/

Kenneth P. Moritsugu  
RADM, USPHS  
Acting Surgeon General

Attachment (1)  
Algorithm for Reconciling Missing COERs

# Algorithm for Reconciling Missing COERs

