COMMISSIONED OFFICERS' EFFECTIVENESS REPORT (COER)

Commissioned Corps Headquarters

COER System

User Guide

COER System User Guide & FAQs

Updated 8/24/2022

Commissioned Corps Headquarters

Personnel and Career Management

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Table of Contents

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

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"

5. Click "Add new record"

6. Ensure "Officer COER" is selected then click the button labeled "Save"

7. Click the icon under the "Edit" column

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
	LT	

Position Title *	Agency *	Category
	OS	Health Services Officer

Email Address *	Phone *
	(__) __-___

Billet Grade *	In Current Position Since *
	MM/dd/yyyy

9. 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 completes 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"

Cancel   Submit

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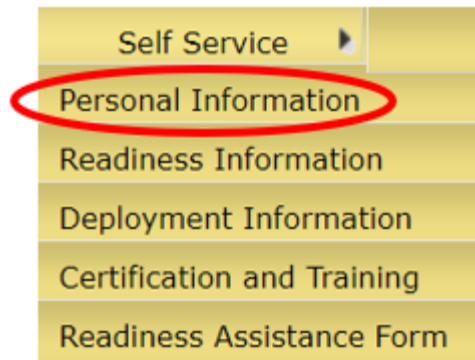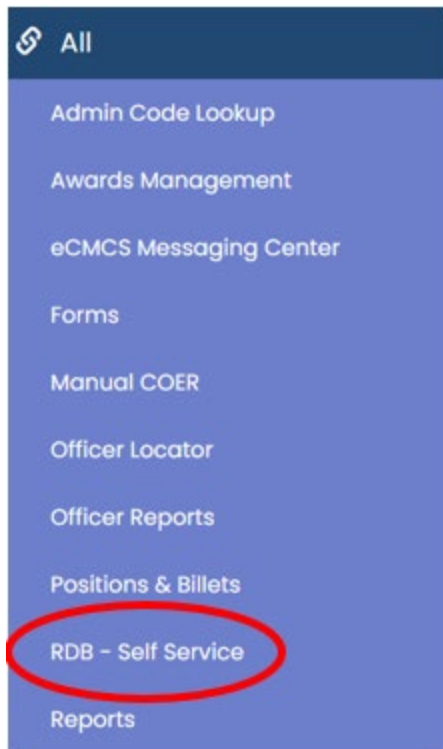
Ensure your Supervisor information is up to date. There can be no gaps in supervison and your current Supervisor must have a blank "To Date."

#	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 last few supervisors 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**
	(__) ___-____	
Email Address *	**Agency ***	**Category**
	OS	Health Services Officer
Position Title *		**Rank**
|		LT
Billet Grade *		**In Current Position Since ***
▼		MM/dd/yyyy 📅

☐ **Officer is up for promotion**

	From *	**To ***	**COER Type**
Period Covered by Report	MM/dd/yyyy 📅	MM/dd/yyyy 📅	
Purpose of COER *			**Evaluation Year**
End of Evaluation Year ▼			

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.

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

Description and Goals textboxes have a 400 character limit.

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

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"

5. Click the icon in the column labeled "Edit Form"

6. Click "Review Rater'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	2. Initiate and Growth	3. Communication Skills	4. Interpersonal Skills
7	6	7	7

5. Planning and Organization	6. Professional Competencies	7. Analysis, Judgement, and Decision-Making	8. Overall Effectiveness
6	7	7	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 wish to submit a Rebuttal, choose "I disagree with this evaluation." You may disagree 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: Officers have 90 days from the archive date of the COER to submit their Rebuttal.

2. Click the "Supplemental Forms" icon after verifying you are submitting a rebuttal to the correct COER

3. Click "Add new record"

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

5. Click the icon in the "Edit" column

6. 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 with your COER

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 is typically completed by the RO during the initial completion of the COER. If an officer needs to submit their ROS because they completed their annual COER without the ROS, please see the steps below:

1. Go to "MY FORMS" in CCMIS (see page 4 for step-by-step instructions)

2. Click the "Supplemental Forms" icon after verifying the correct COER is selected

| 20200826-1608617804 | Officer COER | | 2020-08-26 | Approved - Completed | | | | |

Started   Approved   Completed

| 20200825-1233423731 | Officer COER | | 2020-08-25 | Approved - Completed | | | | |

Started   Approved   Completed

| 20200817-1868184205 | Officer COER | | 2020-08-17 | Approved - Completed | | | | |

Started   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

5. Click the icon in the "Edit" column

6. Enter your reviewing official's email address and click "Submit"; your reviewing official will receive an email notification to complete your ROS

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: *

MM/dd/yyyy

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

4. Click the large, red box labeled "FORMS TO REVIEW"

5. 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

6. Review information the officer entered, scroll to the bottom of the page, and click "Next"

7. Complete the information about yourself and add comments about the officer's strengths and areas of improvement

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

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

Summary

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

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
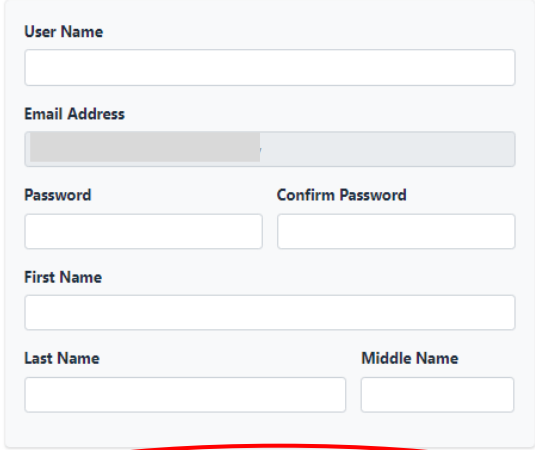
Previous   Cancel   Reject   Approve

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"

User Name

Email Address

Password   **Confirm Password**

First Name

Last Name   **Middle Name**

Submit

2. Once your account is created, go to the COER System guest user login (https://dcp.psc.gov/Forms/Account/Login)

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

Forms

Guest User Login

User Name:

Password:

Sign in

Forgot User Name / Password?

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

4. Click the large, red box labeled "FORMS TO REVIEW"

5. 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 to you

6. Review information the officer entered, scroll to the bottom of the page, and click "Next"

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

☐ Narrative

Time Supervised

Years *   Months

▼   ▼

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

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

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, 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 conductive to accomplishing the organizations mission.

○ 1   *
○ 2 - Demonstrates behavior that maintains the status quo, often seeking direction in accomplishing the teams goals.
    - Has minimal influence on others.
○ 3
○ 4 - Demonstrates behavior that facilitates collaboration, fairness, and inclusiveness.
    - Influences others through actions, accomplishments, and team work.
○ 5
○ 6 - Consistently demonstrates behavior that contributes to the organizations success by fostering effective relationships, inspiring the trust of others, and nurturing group effectiveness and cohesion.
    - Influences others by exhibiting vision, innovation, resilience, inclusiveness, and by teaching and coaching others.
○ 7

Comment *

2. Initiative and Growth - Recognizes and acts on programmatic and personal developmental needs, resulting in advancement of programmatic goals and growth in professional skills.

○ 1   *
○ 2 - Needs assistance in identifying opportunities to improve work performance.
    - Work performance improves with regular supervisory input and detailed instructions about assignments.
    - Needs guidance to understand how personal decisions and actions contribute to mistakes or impedes success of individual and group projects.
○ 3

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

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

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

3. 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 just 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.

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

3. Click the checkbox that corresponds to the officers you wish to initiate a COER on and click "Add Selected"

4. Enter the required data and click "Submit" to initiate the COER

Officers are required to complete any COER their rater initiates, including Interim COERs

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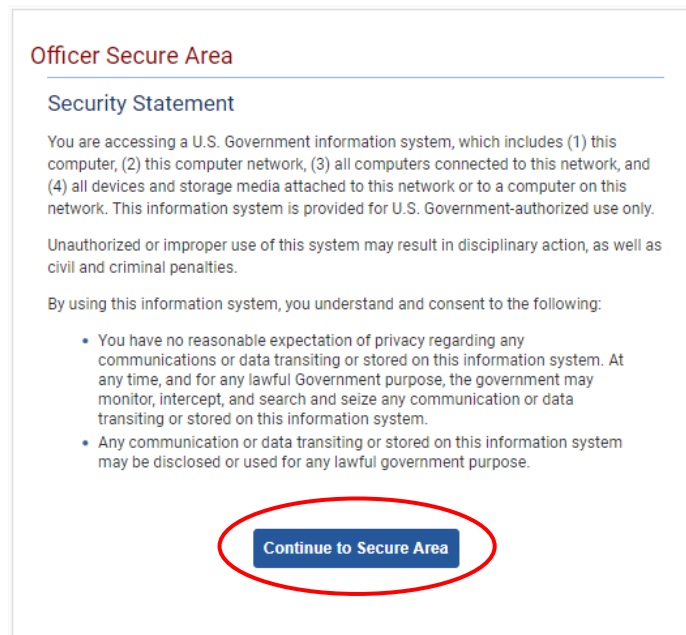
1. Rater-Only Response
2. Rater and RO Combined Response
3. No Response

The Rater will notify the Liaison of their course of action and the Liaison will initiate the form (if applicable). The Rater should follow the prompts and see that this form is signed by the Liaison after all sections are completed. 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

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"

5. Click the icon in the column labeled "Edit Form"

If no forms appear, the officer has not yet concurred or disagreed with the COER; you'll receive an automated email when the officer submits concurrence

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

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 *

I concur with this evaluation.

Date *

09/10/2020

Rater Information

Email Address *

Full Name

Cancel   Next

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 Official Statement (required if the officer is up for promotion, optional if not)

9. Type in your name in the "Signature" textbox, select the date, and enter the email address of the agency liaison

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

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"

User Name

Email Address

Password   **Confirm Password**

First Name

Last Name   **Middle Name**

Submit

2. Once your account is created, go to the COER System guest user login (https://dcp.psc.gov/Forms/Account/Login)

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

Forms

Guest User Login

User Name:

Password:

Sign in

Forgot User Name / Password?

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

4. Click the large, red box labeled "FORMS TO REVIEW"

5. Click the icon in the column labeled "Edit Form"

If no forms appear, the officer has not yet concurred or disagreed with the COER; you'll receive an automated email when the officer submits concurrence

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

7. Review the information entered in the "Rater" tab then click "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)

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

3. Click the dropdown menu to view your available options

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".

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 39. 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 Liaison will initiate the form and the Rater will 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

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"

5. Click the icon in the column labeled "Edit Form" on whichever officer you wish to review

6. Review information entered in the "Officer" tab and click "Next"

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

8. Reviewing information entered in the "Reviewing Official" tab and click "Next"

9. Enter your name and click the applicable checkboxes indicating you've reviewed the information in the previous tabs
   Click "Late COER Entry" if the COER is being submitted past deadlines (do not click "Late COER Entry" if the COER is late due to no fault of the officer)

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.

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

2. Click the dropdown menu to view your available options

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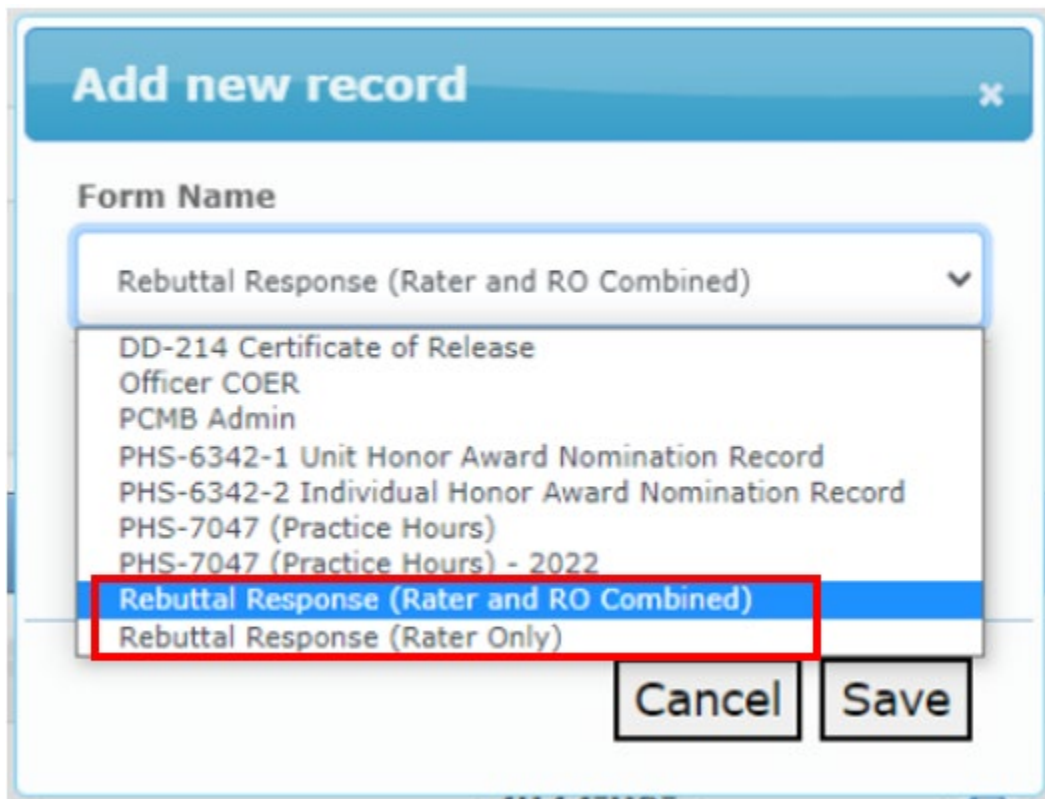
Data entered by all parties should be saved, but it is a good idea to save all data on an external Word processor in case the system loses it.

"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, it is the duty of the Liaison to send a copy of the Rebuttal to the Rater and the RO and provide them with instructions to review the Rebuttal and make a decision regarding a response. They may choose to complete a Rater-only Response, a Rater and RO combined response, or take no action. If they choose to perform a Response, the Liaison must initiate the response.

To submit a Response, click "Add new record" on the "My Forms" page and choose one of the Response options:

Follow the prompts to complete this form. This will require a signature by the liaison after the Rater and, if applicable, RO have complete their portions. 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

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
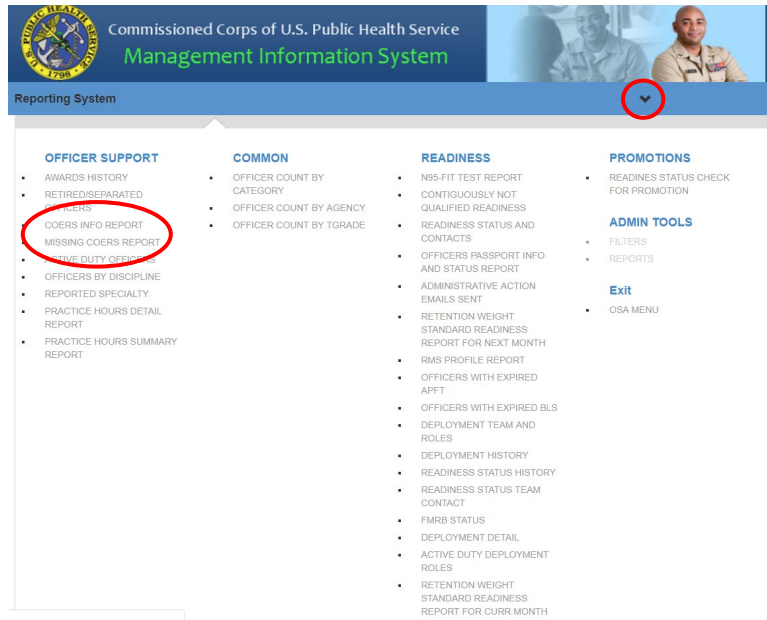
3. Select parameters using the dropdown menu and click "Search" to view the report

MISSING COERS REPORT

OFFICER SUPPORT / MISSING COERS REPORT

CATEGORY ⓘ

--- ALL ---

AGENCY ⓘ

--- ALL ---

FIRST NAME ⓘ

LAST NAME ⓘ

SERNO ⓘ

Search

"COERS INFO REPORT" Variables: "MISSING COERS REPORT" Variables:

COERS INFO REPORT	MISSING COERS REPORT
SERNO	SERNO
FULL NAME	RANK
FIRST NAME	FIRST NAME
LAST NAME	LAST NAME
RANK	TGRADE
AGENCY	PGRADE
BUREAU	AGENCY
CATEGORY	CATEGORY
TGRADE	TGRADE PROMO ELIG
PGRADE	PGRADE PROMO ELIG
UP FOR PROMOTION	COER CURRENT YEAR
PROMOTION YEAR	COER YEAR MINUS 1
TEMP PROMOTION ELIGIBILITY	COER YEAR MINUS 2
PERM PROMOTION ELIGIBILITY	COER YEAR MINUS 3
COER YEAR	COER YEAR MINUS 4
COER TYPE	
START DATE	
END DATE	
REVIEW TYPE	
COER STATUS	
OVERALL PERFORMANCE	
RATER NAME	
RATER EMAIL ADDRESS	
RATER STATUS	

FAQs

- **I'm completing my annual COER. What dates do I enter for "Period Covered by Report"?**
  1 October to 30 September. For the 2020 annual COER, the period covered will be 1 October 2019 to 30 September 2020. If you had a rater change (transfer, separation, or retirement of the officer or rater), the period covered by the COER should reflect the date the rater change occurred. Please see the "Scenarios" section on page 68 for specific examples.

- **My Rater is incorrect. How do I change my rater?**
  The COER system pulls your rater information from the supervisor information provided in RedDOG. Officers must keep this information up-to-date. If you have not updated your supervisor's information in "RedDOG – Self Service", please do so immediately then initiate a COER with your current supervisor. If you are completing a COER with a rater other than your current rater, please contact your liaison. Please see page 9 for instructions.

- **I accidentally entered the wrong information and submitted my COER. How can I correct this?**
  If the COER has not yet been submitted to CCHQ by your liaison, contact whomever the COER is currently with and ask them to "Reject" the COER. Once they click reject, they have the option to reset the COER to an earlier stage. Raters, reviewing officials, and liaisons all have the options of resetting a COER to a previous stage. However, they cannot reset a COER past their own stage. For example, if a rater submits the COER to the reviewing official, the rater can no longer reset the COER. Only the reviewing official and liaison can reset the COER at that point.

  If the COER has already been submitted to CCHQ, contact your liaison.

- **What does the "Officer is up for promotion" button do?**
  Only the officer may select this button. If it is selected, the rater, reviewing official, and liaison will know the officer is up for promotion. Additionally, the system will require the Reviewing Official to submit a Reviewing Official's Statement (ROS).

- **What do I select for "Purpose of COER"?**
  If you did not have a rater change (transfer, separation, or retirement of the officer or rater), you should select "End of Evaluation Year" and begin your COER after 30 September. Please select the corresponding option from the dropdown menu if you are completing a COER due to a rater change.

- **I'm a rater or reviewing official, and I don't see any COERs to review. Am I missing something?**

The COER may not be in the stage for you to review. You will receive an automated email when it is time to review a COER. If you received an automated email message and you still do not see any COERs to review, ensure you are in the correct area of the website. Raters and reviewing officials should click "Forms to Review", rather than "My Forms".

- **I'm having issues logging into the COER system with my PIV card or using a username and password as a guest user.**
  Please contact the Commissioned Corps Helpdesk (cchelpdesk@hhs.gov) for any login issues.

- **The COER system will not let me create another COER because I already have a COER that covers the period I'm entering. How can I correct this?**
  Any period of evaluation can only be covered by one COER. COERs cannot overlap the same time period. The exception is a COER for the purpose of performance issues, TDY, and "other".

- **Considering the COER system is open throughout the year, can I complete my annual COER early (before the evaluation year is over) to get it out of the way?**
  No, you must wait until the evaluation year is over. You may only complete your annual COER early if you have a permanent rater change (transfer, separation, or retirement of the officer or rater) or incur special circumstances.

- **How can I complete a COER if I am temporarily unable to contact my rater or reviewing official, and the COER won't be completed until after the deadline?**
  Make every effort to complete the COER before the deadline. If it is not possible, please contact your liaison for their situational awareness.

- **How can I complete a COER if I am permanently unable to contact my rater or reviewing official because they are incapacitated or refuse to complete it?**
  Your acting supervisor or whomever is next in your chain of command may complete your COER. Please work with your Liaison and allow them to oversee this process.

- **I am taking leave in conjunction with my PCS, so the last day at my duty station is weeks before my actual transfer date. May I initiate my COER before the period of evaluation is over in order to discuss my COER with my rater while we are at the same duty station?**
  Yes, you may initiate your COER up to one month before the rater change occurs. For example, if your first day at your new agency is 1 June, you may initiate your COER on 1 May or later.

- **Does my Reviewing Official need to complete the Reviewing Official's Statement (ROS) section of the online COER?**

If you are up for promotion, the ROS is required. If you are not up for promotion, the ROS is optional. This section will only appear in annual COERs – not interim COERs. The Reviewing Official is the only one who can complete a Reviewing Official's Statement.

- **Can I have more than one ROS per evaluation year?**
  Officers should only have one ROS per evaluation year, and it should be completed with the officer's annual COER. The ROS section will not appear on an interim COER.

- **I submitted my annual COER without an ROS, but now I need to submit an ROS. How can I submit my ROS outside of the annual COER process?**
  Please see the step-by-step process on page 20.

- **What do I select for purpose of COER?**
  - <u>End of Evaluation Year</u> – Select this option if the end date of your COER is 30 September. Annual and Interim COERs can both have the purpose of "End of Evaluation Year"
  - <u>Transfer (Officer)</u> – Select this option if you (the officer) are transferring and you're completing a COER to cover the period with your previous rater until your transfer.
  - <u>Transfer (Rater)</u> – Select this option if your rater is transferring and you're completing a COER to cover the period with that rater until their transfer.
  - <u>Separation (Officer)</u> – Select this option if you (the officer) are separating from the Corps and you're completing a COER to cover the period until separation.
  - <u>Separation (Rater)</u> – Select this option if your rater is separating and you're completing a COER to cover the period until their separation.
  - <u>Retirement (Officer)</u> – Select this option if you (the officer) are retiring and you're completing a COER to cover the period with your previous rater until your retirement.
  - <u>Retirement (Rater)</u> – Select this option if your rater is retiring and you're completing a COER to cover the period with that rater until their retirement.
  - <u>TDY</u> – Select this option if you would like to cover the period on a Temporary Duty Assignment (TDY) with a COER. When selecting this option, the period of evaluation may overlap with your annual COER.
  - <u>Performance Issues</u> – Select this option if you (the officer or rater) are completing a COER due to performance issues. Officers may select this option if they're completing a COER to document improved performance after adverse performance issues. When selecting this option, the period of evaluation may overlap with your annual COER.
  - <u>Other</u> – Select this option if you are completing a COER for any other reason than those listed above. When selecting this option, the period of evaluation may overlap with your annual COER.

- **I will take leave and use travel days in conjunction with my transfer/PCS, so my rater will not actually supervise me on those days. Which date do I use as the end date on my COER?**

For officers who transfer, the end date for the period of evaluation with their previous rater should be the day before "DATE ASSIGNED NEW ORGANIZATION" on their personal orders. For example, if an officer's "DATE ASSIGNED NEW ORGANIZATION" was 15 June, the officer's COER for the period with their previous rater should cover the period from 1 October to 14 June.

▪ **The system is incorrectly designating my COER as interim instead of annual or vice versa. How can I fix this?**
Contact PHSCOERs@hhs.gov to correct this issue.

▪ **How do I make a COER "Narrative" (no scores)?**
Click the narrative checkbox to remove the section labeled "Section 3: Performance Evaluation". This will allow raters to complete a COER without rating officers in the eight performance attributes. This option is only available on COERs that cover a period of <6 months.

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

Annual COER

| 1 October 2020 | 1 January 2021 | 1 April 2021 | 1 July 2021 | 30 September 2021 |
| Start of COER Evaluation Year | | | | End of COER Evaluation Year |

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)

Annual COER   Interim COER

| 1 October 2020 | 1 January 2021 | 1 April 2021 | 1 July 2021 | 30 September 2021 |
| Start of COER Evaluation Year | | | | End of COER Evaluation Year |

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)

Interim COER

Annual COER

1 October 2020
Start of COER Evaluation Year

1 January 2021

1 April 2021

1 July 2021

30 September 2021
End of COER Evaluation Year

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

Interim COER

Annual COER

1 October 2020
Start of COER Evaluation Year

1 January 2021

1 April 2021

1 July 2021

30 September 2021
End of COER Evaluation Year

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)

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

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)

Annual COER   Interim COER

| 1 October 2020 | 1 January 2021 | 1 April 2021 | 1 July 2021 | 30 September 2021 |
| Start of COER Evaluation Year | | | | End of COER Evaluation Year |
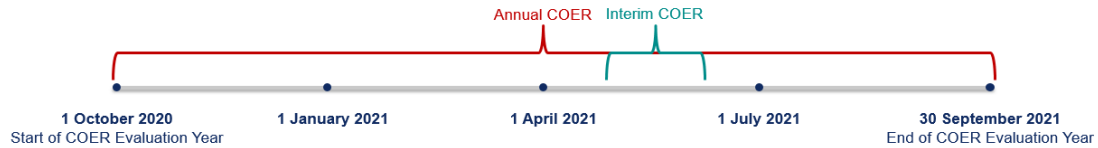
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Scenario 8: An officer or the officer's rater did not transfer, separate, or retire during the 2021 COER evaluation year, but the officer's rater chooses to complete a COER for performance issues for all of May 2021

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)

Annual COER   Interim COER

| 1 October 2020 | 1 January 2021 | 1 April 2021 | 1 July 2021 | 30 September 2021 |
| Start of COER Evaluation Year | | | | End of COER Evaluation Year |

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Character and Line Limits

Officer Tab

- Description – 400 character limit, 9 line limit
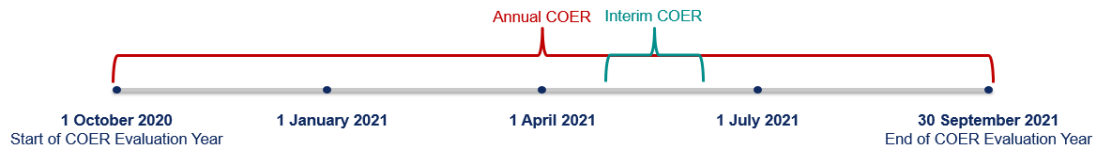- Goals – 400 character limit, 9 line limit
- Accomplishments – 1680 character limit, 38 line limit

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 processer (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