



OCT 1 2014

Dear Officers, Raters, and Reviewing Officials,

The purpose of this message is to reinforce the importance and responsibilities of all parties in the Annual Commissioned Officers Effectiveness Report (COER) process. Commissioned Officers are evaluated annually on their performance and effectiveness using the COER, which provides a continual documented record of an officer's assignments, duties, accomplishments, proficiencies, and areas in need of development. Among other things, the COER is used in the promotion process, as a criterion for qualification for special pays, and as documentation to support any administrative actions. The COER is a critical part of the officer's Official Personnel Folder (OPF) and is the performance rating-of-record for every officer.

True and accurate scoring on the COER must be the primary focus of all parties. Officers should expect to be rated based upon an objective review of their performance during the specified rating period using the full scale of the COER instrument. Raters and Reviewing Officials should recognize the annual COER process as one of their most important activities of the year in the performance of their supervisory responsibilities. Additional guidance is provided below.

Officer Responsibilities:

- Engage the Rater early in the performance year to ensure an understanding of expectations.
- Accurately list the duties, goals, and accomplishments.
- Ensure completion of the COER in the eOPF within established deadlines.

Rater Responsibilities:

- Communicate and document performance issues with the officer throughout the year.
- Objectively rate the officer using the full scale of the COER instrument. (To assist in accurate scoring, examples of adequate, effective and exceptional performance are listed for each performance element on the COER rating form):
 - 1 = Unsatisfactory range
 - 2 to 3 = Adequate range
 - 4 to 5 = Effective range
 - 6 to 7 = Exceptional range
- Provide written comments that support the numerical rating.
- Ensure all elements of the COER (duties, accomplishments, ratings, and comments) accurately reflect the officer's performance.

Reviewing Official Responsibilities:

- Ensure all officers and Raters submit the COER within the specified time frame.
- Communicate with the Rater and to the extent possible, ensure concurrence with the Rater's scoring prior to his/her completion of the COER.
- Provide concurrence or non-concurrence with the Rater's assessment (scores and comments).
- Enter additional comments
- Ensure all elements of the COER (duties, accomplishments, ratings, and comments) accurately reflect the officer's performance.

Where to Find Help

Guidance for Raters and Reviewing officials can be found in Commissioned Corps policy and personnel operations memorandum (POM).

Commissioned Corps Instruction CC 25.1.1 “Commissioned Officer Effectiveness Reports” http://dcp.psc.gov/eccis/documents/CCPM25_1_1.pdf

“2014 Annual COER” Personnel Operations Memorandum:
http://dcp.psc.gov/eccis/documents/POM14_004.pdf

COER Information website:
http://dcp.psc.gov/CCMIS/COER/COER_Index.aspx

For more information and guidance, please contact your Agency CC Liaison.

A listing of Liaisons may be found at http://ccmis.usphs.gov/ccmis/PDF_docs/sgpac.pdf.

Still have questions?

Questions not answered by the COER POM or your Agency CC Liaison may be directed to the COER Coordinator via the COER Information mailbox at phscoers@hhs.gov.

Thank you for your time and attention to this important Commissioned Corps activity.



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