

Guidance for Commissioned Corps Officers  
Completion of the New 2010 Commissioned Officers Effectiveness Report (COER)  
From the Chief Professional Officers (CPO's)

## BACKGROUND

The new 2010 COER is currently in use by the United States Public Health Service. There has been some confusion and questions regarding the new COER, how it should be used and what the new scoring system will mean for officers in line for promotion during FY2011. In an effort to provide guidance to officers in all categories the Chief Professional Officers have completed a review of the document and are providing the following guidance for all officers. The information included in this document is not intended to supersede any other guidance or policy issued from the Office of Commissioned Corps Personnel. This guidance and information is based on our assessment of the new COER as well as our experience with promotion boards. The CPO's have the opportunity to advise or brief each categorical promotion board prior to their deliberations for promotions. We will be working on our collective guidance or advice to promotion boards this year to ensure that we are as consistent as possible in how promotion boards will use the new COER in their evaluation and ranking of officers for promotion.

## INSTRUCTION

As part of the annual review process, Officers are instructed to complete Section 1, Part 1 Officer Administrative Information. Remember to include all information required in this section.

Officers must also complete Section 2, Officers Comments. In this section Officers should address the following items:

- ❖ Describe your main duties, responsibilities, goals and accomplishments in your job during the performance period.
- ❖ Describe activities and accomplishments that provide evidence of officership, leadership, and force readiness.
- ❖ Describe your job activities and how they impact public health and the mission of your agency/program.

Section 2 is completed by the Officer and used by the Rater during the review and rating process. Promotion boards often refer to this Attachment to give them a better understanding and appreciation of what an Officer does related to daily work. A more expanded version of this information should be part of the curriculum vitae.

## **Description, Goals, and Accomplishments**

The Officer's description of duties, goals and accomplishments should be written so the Rater can easily use them as reference in scoring and commenting on the COER. Officers are urged to be clear and concise in these sections and to use bulleted lists. List your duties and accomplishments, not those of your department, office or work unit. It is recommended that you *do not* copy and paste from your billet or position description. Officers may choose to match accomplishments with duties and should quantify accomplishments when possible. Goals should reflect both personal career goals and goals that address the Agency/Program mission.

An example of a duty/accomplishment is:

Conducted 12 health education classes. Provided training to 350 individuals on topics ranging from maternal and child health to diabetes management. Sixty percent (60%) of women attending prenatal classes choose to breastfeed after attending these classes.

An example of a goal statement is:

Increase my knowledge of health literacy by attending seminars and through professional reading. (Personal goal)

Develop patient education material for diabetes education that is accurate and reflects cultural diversity. Develop objective criteria for measuring effectiveness of diabetes education material. (Goal to address Agency mission)

## **Officership**

Officership should focus on the contributions the Officer has made to the Commissioned Corps and the professionalism of being a Commissioned Corps officer in the U.S.P.H.S. Activities should be objective when possible.

Examples of officership include:

Mentoring Program or informal mentoring. Designate number of officers mentored. Indicate if you are a formal or informal mentor. Example: Informally mentor 3 junior officers in my office. Assisted these officers with proper uniform wear and in the development of their presentations for professional conferences. Example: Formal mentor to LT Jane Doe, PHS #12345.

Recruitment activities. Indicate the number of school site visits or recruitment booths staffed. Identify the number of individuals you spoke with and the number (if any) of applicants to the Corps or hires to active duty as a result of your recruitment activities.

Example: Staffed two recruitment booths at professional conferences and spoke personally to over 30 potential applicants. Made a recruitment presentation at the Harvard School of Public Health to 50 students.

Participation on PAC's, JOAG, COA branches, professional organizations, community service organizations. Indicate the specific nature of your participation and contribution.

Example: Served as the Social Committee Chair for the Local COA branch. Coordinated quarterly gatherings for officer to network and provided training at each of these events on commissioned corps related topics (uniform wear, deployment, retirement)

Teaching and preceptor for students, fellows and JRCOSTEP's, adjunct professor, BLS Instructor, local brown bag lectures, guest lecturer.

Example: Organized and led the journal club for the XX category which included 20 XX.

Indicate how often the uniform is worn and in what situations.

Example: Wear the uniform daily with pride. Presented at the Annual State Educational Conference in uniform along with peers from Air Force and Navy.

## **Leadership**

Officers should list the leadership position they hold, whether those positions are formal or informal. Qualify and quantify to the best extent possible. Officer may be a designated supervisor (formal) or a designated team leader (informal).

Formal or informal leadership positions. Example: Chief of the Information Branch and directly supervise and manage 12 professional and 3 administrative staff. Manage a program budget of \$5.2 million. Example: Led a team of 2 medical officers and 3 epidemiologists on an investigation of a food-borne illness outbreak impacting 100 customers at a local food service operation.

Formal or informal leadership roles on committees, PAC's or professional organizations. Example: EHO PAC Chair for 2010. Example: Led the ad-hoc committee to redesign the Nurse PAC website.

Leadership Training you have completed. Example: Completed the agency sponsored Executive Leadership Institute training program. Implemented leadership strategies learned within my division to improve customer service and team building.

Leadership roles you have been assigned during deployments or TDY assignments. Example: Served as the Executive Officer at Camp Phoenix during Hurricane Katrina deployment 10/1/2005 – 10/15/2005. Supervised 10 officers and directed activities of 100 volunteers. Example: Served on TDY assignment in the Office of the Director, led the development of a white paper on recruitment and retention issues and activities, 10/1/2009 – 10/10/2009.

### **Force Readiness**

In addressing Force Readiness officers should include the following items as applicable:

Current readiness status. Example: Have met Basic Readiness Standards since January, 2008.

Special skills or training related to readiness. Example: Member of KY-DMAT- 1 since 2002. Example: Standardized in Food Safety through FDA since 2002.

Recognition for Readiness. Example: Earned the FMRB in 2006.

### **Performance Management Plan**

This is no longer included on the COER.

### **Important Tips for Completing the COER**

- ❖ The main purpose of the Officer's Comments section is to communicate with your rater and reviewer about your work accomplishments during the rating period. Remember to focus on Agency mission and public health impact.
- ❖ Be clear, concise and honest. Do not mis-represent yourself or take credit for work you did not perform or was performed by others.
- ❖ Use short, bulleted sentences.
- ❖ Use Spell Check.
- ❖ Your comments must fit into the character space allowed. There is limited space so use it wisely.
- ❖ Check your OPF to make sure your current COER is in the file.