

**INSTRUCTIONS FOR COMPLETING PHS-838
COMMISSIONED OFFICERS' EFFECTIVENESS REPORT (COER)
Revised 12/2009**

Privacy Provisions

Personnel records are subject to the provisions of the Privacy Act of 1974. The applicable system of record is 09-40-0001, "PHS Commissioned Corps General Personnel Records," HHS/PSC/HRS.

General Instructions

- Please see Commissioned Corps Instruction 351.01 (CC25.1.1) of the Commissioned Corps Issuance System (CCIS), which can be located on the Commissioned Corps Management Information System (CCMIS) at <http://dcp.psc.gov>, for additional information. Consult CCMIS and the Personnel Operations Memorandum (POM) for up-to-date deadlines and announcements.
- Raters and Reviewing Officials: The rated officer (Officer) is responsible for ensuring that you have all of the information you need to complete the evaluation in a timely manner. If you require additional assistance, contact the Commissioned Corps Liaison assigned to your organization. You may also contact the COER Administrator. The email address for the COER administrator is pshscoers@hhs.gov and the mailing address is Office of Commissioned Corps Operations (OCCO), ATTN: COER Administrator, 1101 Wootton Parkway, PL - 100, Rockville MD 20852.
- Indicate the Officer's PHS Serial Number (SERNO) in the space provided at the top of each page.
- Use only the space available as additional pages will be discarded. Each comment box includes the line and character limit for the text in the box. Note: spaces count as characters; returns count as lines.

Specific Instructions for Officer

1. Complete Section 1, Part I: Officer Administrative Information. All information is required. Section 1, Part I.g, include all time in billet including time before any modifications to billet grade or description.
2. Complete Section 2: Officer's Comments. All comments are optional but strongly recommended. In the spaces provided, describe your duties, goals and accomplishments during the period covered by the report (Section 1, Part I.b). Provide a concise listing of your accomplishments in relation to performance elements that you will be rated on in Section 3. Describe in specific terms what you did and why it was important to your job duties, career goals or both.
3. Provide this form, including your completed sections, to your Rater by the deadline given in the applicable policy reference. Your Rater MUST have your Officer Administrative Information and Officer Comments to complete the evaluation. If you need assistance identifying a Rater, consult policy references above or contact your Commissioned Corps Liaison.
4. After your Rater shares his/her evaluation with you, you may make changes to Section 2: Officers Comments. Any changes must be presented to the Rater for consideration. The Rater may change his/her evaluation during this phase as well but must present the revised evaluation to you prior to your concurrence/non-concurrence. Please consult policy references for additional details.
5. Complete Section 1, Part III. Indicate if you concur or non-concur with the evaluation. Sign and date the form in the space provided.
6. Provide the completed form to your Reviewing Official. If you need assistance, contact your Rater or your Commissioned Corps Liaison.

Additional instructions on next page

Specific Instructions for Rater

1. Review Section 1, Part I: Officer Administrative Data. Please contact the officer to correct any inaccuracies.
2. Review Section 2: Officer's Comments.
3. Complete Section 3: Performance Evaluation. Optional if period of supervision is less than 6 months. Rate the officer in relation to the needs of the position as follows: 1 = Marginal range, 2 to 3 = Adequate range, 4 to 5 = Effective range, 6 to 7 = Exceptional range. Fill in only one circle per element. To assist you, guidance for adequate, effective and exceptional performance is presented. Numbered ratings without narrative guidance are to be used when the officer is performing either above or below the level specified by the numbered comments. For example, a score of 5 is appropriate when an officer performs above the level 4 descriptions but not as high as all level 6 descriptions. Rater's Comments are required unless period of supervision is less than 6 months. Describe the action(s) upon which you based your ratings. Be specific so that there is a clear connection between the officer's actions and your rating. Use the space provided at the end of the section to comment.
4. Complete Section 1, Part II: Rater's Comments and Signature. Completion of all boxes is required unless otherwise indicated.
 - a. Provide your name and job title.
 - b. Provide your phone number including the Area Code. Outside of U.S., include country code.
 - c. Enter time supervising the Officer in years and months.
 - d. Rate the Officer's overall job performance during the report period.
 - e. List Strengths. Optional, but strongly encouraged.
 - f. List Areas for Improvement. Optional, but strongly encouraged.
5. Provide all completed sections of the evaluation, including the Officer's sections, to the Reviewing Official for initial review. The Reviewing Official will assess the clarity and fairness of the evaluation and may have comments to strengthen it. You are not required to change your evaluation in response to the Reviewing Official but are urged to consider any feedback provided.
6. Share your evaluation with the Officer and discuss performance. You may change the performance evaluation if you judge it necessary to do so following your discussion with the Officer.
7. Once the evaluation is in final form, sign and date it in the space provided in Section 1, Part II.g. Provide the completed form to the officer.

Specific Instructions for Reviewing Official

1. Initial Review. The Rater will forward the evaluation including officer's descriptions of duties, goals and accomplishments. The Reviewing Official must review all completed sections. Assess the Rater's narrative comments for fairness and clarity. Whether they are high or low, numerical ratings in Section 3 should be clearly supported by written comments on performance elements, strengths and/or areas for improvement. If you are not satisfied that the ratings are well-justified, you may inform the Rater of your concerns. The Rater is not required to make changes based on your comments but is urged to consider them. You are not required to comment on the form. Provide any comments to the Rater by the deadlines provided in the POM. Please consider the following when reviewing the evaluation:
 - Are the assigned scores for each competency supported by the Officer's comments?
 - Do the Rater's comments give an accurate description of the Officer and clearly support the assigned score?
 - Was the Rater sensitive to the Officer's grade and to unique and significant differences in the assignment?
2. Final Review and Concurrence. The Officer will forward his/her signed evaluation to you. Review all sections. Note that Officer self-assessment and Rater performance evaluation may have changed since the initial review. Complete Part IV, Reviewing Official's Comments, Signature, and Concurrence/Non-Concurrence.
 - a. Provide your name and job title.
 - b. Provide your phone number including the Area Code. Outside of U.S., include country code.
 - c. Select one option.
 - d. If you disagree with the evaluation, enter comments; otherwise optional.
 - e. Sign and date the evaluation.

After completing all sections of this form, please mail to the Commissioned Corps Liaison assigned to your organization (contact information available on CCMIS at <http://dcp.psc.gov>).