

## CPAC FREQUENTLY ASKED QUESTIONS

As of 7/8/15

Fort Hood Civilian Employees~

### ***Civilian Personnel Advisory Center (CPAC) location, contact information and hours of operation:***

The Fort Hood CPAC is located at 4819/4820 Washington Street in Kuoma Village across from the Clear Creek Elementary School. Take Clear Creek south (off post), cross Central Texas Expressway overpass, left (east) onto frontage road, ½ mile past Kuoma Village Shoppette to Washington Street, turn right, first parking lot on left.

Customer Service: (254) 288-2002

Our hours of operation are: Monday, Tuesday, Thursday, Friday, 0800-1600; Wednesday 0800 – 1200, closed Federal Holidays. NAF Office: Monday through Friday, 0800-1200

### ***I have a question regarding my paycheck/need to update my address.***

The payroll office is not located within CPAC. If you are a MEDCOM employee please call 287-3408 or visit Bldg. 36001, Room 209. If you work under FORSCOM or IMCOM please call 287-0395. If you work for 407<sup>th</sup> AFSB or OTC please speak with your G1 office. NAF employees please call 287-0240. You can also update your address, direct deposit, tax withholding and many more things by logging into your MyPay account.

<https://mypay.dfas.mil/mypay.aspx>

### ***Where can I find information regarding my benefits (health insurance, life insurance, TSP, vision/dental)?***

[www.opm.gov](http://www.opm.gov) (information pertaining to your employment as a government employee)

[www.abc.army.mil](http://www.abc.army.mil) (health insurance, life insurance, and vision/dental)

[www.tsp.gov](http://www.tsp.gov) (information regarding your Thrift Savings Plan)

<https://compo.dcpds.cpmis.osd.mil/> (DCPDS Portal to MyBiz - Personal data, Pay, Leave and Benefits, Professional Development (Education, Training and Certifications/Licenses), Notification of Personnel Actions (SF50), employment verification and more)

### ***I have retirement questions.***

Call or log onto the Army Benefits Center Website.

Phone: (877) 276-9287

Website: [www.abc.army.mil](http://www.abc.army.mil)

### ***Civil Service Retirees:***

OPM Retirement Services

Phone: (888)-767-6738

Email: [retire@opm.gov](mailto:retire@opm.gov)

Website: <https://www.servicesonline.opm.gov/>

***Does CPAC accept resumes or have jobs posted on a bulletin board?***

No, we do not accept resumes or have jobs posted at CPAC. All of our jobs are posted online at [www.usajobs.gov](http://www.usajobs.gov) for viewing. All applicants must access vacancies online through USAJOBS and apply online using posted instructions, which will include creating an online profile through this website. All applications for open Fort Hood jobs will be pulled from this website.

***I have been to the USAJOBS website, but I do not see a job that I am qualified for or interested in. Does CPAC have jobs that are not on the USAJOBS website?***

No, we post all of the Fort Hood civilian (GS and NAF) positions on the USAJOBS website. If you do not see anything that you want to apply for, please check back a few times a week for updates to the website.

***I have a question about my application or how do I check the status of a job for which I have applied?***

Send an email inquiry to: [usarmy.apg.chra-ne.mbx.applicanthelp@mail.mil](mailto:usarmy.apg.chra-ne.mbx.applicanthelp@mail.mil) . Be sure to put the Announcement Number and Job Title in the subject line of your email.

***Does CPAC post jobs for contracting positions?***

No, if you are interested in a contracting position on Fort Hood, please contact that respective contractor or Texas Workforce Commission <http://www.twc.state.tx.us/> regarding employment.

***I would like to contact the Management Employee Relations Staff; how do I do that?***

The Management and Employee Relations (MER) Specialists at CPAC can answer employee and supervisor questions. However, appointments are required. This is to help reduce wait time for customers and to protect the privacy of all cases. Please call the Customer Service desk at (254) 288-2002.