

About the Command

The U.S. Army Human Resources Command (HRC), is located at Fort Knox, Kentucky.

HRC's history dates back to 1973 when several activities were centralized under the Army Personnel Center or MILPERCEN. In 1988 it was re-designated the Total U.S. Army Personnel Command or PERSCOM. On October 2, 2003, the command merged with the U.S. Army Reserve Personnel Command under the G-1 to become the Army Human Resources Command. As a result of the BRAC 2005 Commission, HRC uncased its colors at Fort Knox on June 24, 2010 as part of the U.S. Army Human Resource Center of Excellence.

The HRC mission is to execute the full spectrum of human resources programs, services and systems to support the readiness and well-being of Army personnel worldwide. Although we serve the active duty and reserve forces, we are also dedicated to assisting our nation's Veterans.

Please take a moment to review our programs to see if there are any that may help you, your family, or someone you know. The programs listed within this brochure are administered by HRC to support our Soldiers and Veterans.



For more information about other programs, please visit us on the web.

www.hrc.army.mil

Mission

Execute career management, sustainment, distribution, and transition of personnel in order to optimize Army personnel readiness, enable leader development, and strengthen an agile and versatile Army that can Prevent, Shape, and Win.

Vision

- **A *Team* of disciplined, dedicated, passionate and inspired professionals executing the mission with compassion, care and precision**
- **A team oriented on and engaged with commanders and Soldiers**
- **A transparent, flexible, innovative and agile command – focused on improving and transforming**
- **Focused on holistic “personnel readiness” to enable the Army to Prevent, Shape, and Win**
- **Committed to strengthening the all-volunteer Army**

The U.S. Army Human Resources Command (HRC) completed its Base Realignment and Closure (BRAC) move to Fort Knox, KY in 2010. HRC's new home in the Lt. Gen. Timothy J. Maude Complex employs about 4,000 military, civilian and contract workers. The nearly 900,000 square foot state-of-the-art facility is the largest office building in the Commonwealth of Kentucky.

For more information about U.S. Army Human Resources Command, visit: www.hrc.army.mil



www.facebook.com/ArmyHRC



www.youtube.com/ARMYHRC

June 2015

U.S. Army Human Resources Command

42 Years of Service



“...striving to be an organization that is transparent, flexible, agile, not entrenched, and that engages the United States Army as we go forward. One that sustains the current and future all-volunteer Army in a positive sense.”

Maj. Gen. Thomas C. Seamands

Commanding General
U.S. Army Human Resources Command

TOTAL ARMY, TOTAL VICTORY

“Getting the right Soldier with the right qualifications to the right place at the right time.”

(Human Resources Support, FM 1-0, para. 1-10)



OFFICER PERSONNEL MANAGEMENT DIRECTORATE (OPMD)

OPMD manages the execution of life cycle development of the Army Officer Corps. OPMD is specifically focused on the distribution of officers throughout the documented force and the career management of officers to developmental opportunities.

<https://www.hrc.army.mil/officer>

Phone: (502) 613-6008

ENLISTED PERSONNEL MANAGEMENT DIRECTORATE (EPMD)

EPMD manages the execution of life cycle development of the Army's enlisted personnel. EPMD executes distribution and career management in order to optimize Army personnel readiness, enable leader development and strengthen an agile and versatile Army.

<https://www.hrc.army.mil/enlisted>

Phone: (502) 613-5000

THE ADJUTANT GENERAL DIRECTORATE (TAGD)

TAGD develops, manages and executes human resources policies, programs, systems and services, in order to optimize Army personnel readiness and the well-being of our Army's Soldiers, civilians, retirees, Veterans and their families. TAGD divisions and programs are below.

<https://www.hrc.army.mil/TAGD>

Phone: (888) ARMY-HRC

The Adjutant General Directorate Division and Programs

Army Continuing Education Division (ACED)

ACED programs promotes lifelong learning opportunities and supports the Army Campaign Plan. ACED education programs and services are demand-driven operations that are delivered by Army Education Centers and supported by Multi-Use Learning Facilities (MLF) / Army Learning Centers (ALC) worldwide.

<https://www.armyeducation.army.mil>

Phone: (888) ARMY-HRC

Army Personnel Records Division (APRD)

Execute the Army's Soldier records management program in support of military human resource (HR) lifecycle management. Safeguards and preserves Soldier, Veteran and Retiree documents for eventual transfer to the National Archives. APRD is the primary entry point to track and resolve all military HRC inquiries within the Human Resources Command. Provides oversight and case management for benefits and congressionally-mandated VA insurance programs for injured and wounded Soldiers and Retirees.

<https://www.hrc.army.mil/records>

Phone: (502) 613-8982/8983/8984

Casualty and Mortuary Affairs Operations Center (CMAOC)

CMAOC is responsible for coordinating and providing oversight of casualty and mortuary services, benefits, and entitlements for survivors following the loss of loved one. CMAOC also assists with prisoner of war and missing in action matters from past conflicts. In addition, the center provides support via a liaison team at the Dover Port Mortuary, Dover Air Force Base and operates the Joint Personnel Effects Depot, Aberdeen Proving Grounds, Md.

<https://www.hrc.army.mil/TAGD/CMAOC>

Phone: (800) 325-4988

Evaluations, Selections & Promotions Division (ESPD)

Provide the Army with a system of Soldier advancement that ensures continuous fill of valid vacancies at the next higher grade. Ensure a fair and equitable system that centers efforts on a consistent merit based program that allows those with the most potential for increased responsibility to advance.

<https://www.hrc.army.mil/evaluations>

Phone: (888) ARMY-HRC

Field Services Division (FSD)

FSD assesses the effectiveness and efficiency of Army Human Resource (HR) units, policies, programs, processes, and systems to facilitate the sustainment of Army HR support. It is the functional proponent for the electronic Military Personnel Office (eMILPO), the Deployed Theater Accountability System (DTAS), and the Tactical Personnel System (TPS). FSD sustains the Army's legacy HR field systems while setting conditions for the Army's future integrated personnel and pay system.

<https://www.hrc.army.mil/TAGD>

Phone: (800) 325-4980

Military Postal Service Agency (MPSA)

The MPSA provides Department of Defense personnel, their family members and other authorized users mail services around the world. Our customers receive the same level of service as though they were in the United States. Differences are based on the country in which they are stationed and the type of military operation in which they are involved.

<http://hqdainet.army.mil/mpsa>

Phone: (888) ARMY-HRC

Soldier Programs & Services Division (SPSD)

The SPSPD provides operational oversight and execution of the Army Transition Program, manage and execute the Army Awards and Decorations Program. Manage the Army Identification Program, Voting Program Policy, Guidance, and Information Dissemination, process reserve component Soldiers for Reserve Retirement upon reaching a qualifying age and manage and implement the Army's Incentive Pay Programs.

Phone: (502) 613-8392

<https://www.hrc.army.mil/TAGD/SoldierProgramsandServicesDivision>

TAGD Collective Special Programs

Soldier for Life Transition Assistance Program (SFL-TAP)

SFL-TAP delivers a world-class transition program for America's Army that ensures all eligible transitioners have the knowledge, skills and self-confidence necessary to be competitive and successful in the global workforce. SFL-TAP helps transitioners to make informed career decisions through benefits counseling and employment assistance.

Phone: 1-800-325-4712

<https://www.hrc.army.mil/TAGD/SoldierProgramsandServicesDivision>

TAGD Collective Special Programs – continued

Transition Strategic Outreach (TSO)

TSO is the primary conduit for employers and industry to access the Army talent pipeline. Our staff of strategically-focused professionals serves as the Army's preferred point-of-contact for businesses and hiring managers – thereby facilitating the connection between transitioning Soldiers and potential job opportunities.

<https://www.hrc.army.mil/TAGD/ArmyTalentPipeline>

Retirement Services Office (RSO)

The Retirement Services Office that was recently aligned with TAGD, provides information on benefits and entitlements to active duty Soldiers and Families preparing for retirement and to Retired Soldiers and Families through Army installation Retirement Services Offices (RSO). The Army Retirement Services Office develops Army policy and procedures for the Survivor Benefit Plan (SBP) program; publishes the HQDA bulletin for the Retired Soldier; develops policy for the operation of the Army Retirement Services Program.

<https://www.hrc.army.mil/TAGD/ReserveComponentRetirements>

Voting Assistance Program

The voting assistance program provides the guidance necessary to fulfill Army requirements based upon the Uniformed and Overseas Citizens Absentee Voting Act (UOCAVA) and the Help America Vote Act of 2002. Additionally, the program complies with the provisions of the DoD Directive (DoDD) 1000.04, Federal Voting Assistance Program (FVAP), and AR 608-20, Army Voting Assistance Program (AVAP) to disseminate information, guidance and to coordinate tasks related to the program.

<https://www.hrc.army.mil/TAGD/Voting>

DEERS and RAPIDS

The Defense Enrollment Eligibility Reporting System (DEERS) and the Real-Time Automated Personnel Identification System (RAPIDS) are operational programs in support of resources / benefits management, critical defense missions, the Uniformed Services Identification Card program, and awareness regarding benefits to which Uniformed Services personnel and their family members are entitled.

<https://www.hrc.army.mil/TAGD/DEERSRAPIDSCACSupportOffice>