

Delays in Obtaining Military Documents may cause a delay in VA benefits

The government's primary repository for military personnel records, the National Personnel Records Center (NPRC), has been closed to the public since March 2020 due to the COVID-19 pandemic. Due to numerous COVID-19 exposures occurring with increasing frequency, the NPRC has shut down most of their remaining operations indefinitely. This decision negatively impacts the ability to obtain discharge, (DD 214's), medical and other personal documents.

This office will continue to make every attempt to assist Veterans and their families, but if a service member's records cannot be obtained through any source other than NPRC, a timely response will not be possible, thus delaying any VA benefits.

Don't wait until the need arises, it is very important that you as a veteran or family member, search for any and all military documents that may be in your possession. These documents may be the only documents available to verify eligibility for VA benefits.

The following may be a good source to also check:

- Veteran Service Organizations (VSOs) such as the Veterans of Foreign Wars (VFW) or the American Legion. These organizations may have discharge documents on file for members.
- County clerk of the county where the service member would have returned from service. The service member may have filed their documents with the county upon discharge from military service.