

**Congress of the United States**  
**House of Representatives**

COMMITTEE ON OVERSIGHT AND REFORM

2157 RAYBURN HOUSE OFFICE BUILDING

WASHINGTON, DC 20515-6143

MAJORITY (202) 225-5051  
MINORITY (202) 225-5074  
<https://oversight.house.gov>

July 12, 2021

The Honorable Carolyn B. Maloney  
Chairwoman  
Committee on Oversight and Reform  
U.S. House of Representatives  
Washington, D.C. 20515

Dear Madam Chairwoman:

The Committee on Oversight and Reform must hold a hearing to address the records request backlog at the U.S. National Archives and Records Administration's (NARA) National Personnel Records Center (NPRC). Because of reductions in on-site personnel during the pandemic, a massive backlog of nearly 500,000 requests for records has been created to the detriment of veterans who desperately need access to these records to obtain the benefits to which they and their family members are entitled. As the Committee with legislative jurisdiction over NARA, we must not only conduct rigorous oversight to determine how the backlog arose but also consider legislative solutions to ensure that NARA maintains an adequate in-person workforce so veterans are never again unable to obtain timely benefits.

The NPRC is a "repository of millions of military personnel, health, and medical records of discharged and deceased veterans of all services."<sup>1</sup> Veterans and their family members need access to these records to provide evidence to substantiate a Department of Veterans Affairs (VA) claim for benefits or overturn a prior decision on VA benefits and services. Unfortunately, some veterans are waiting a year to receive a response from the NPRC. This is unacceptable.

On June 9, 2021, NARA provided the Committee with a bipartisan briefing. While helpful and appreciated, NARA informed us that the current backlog stands at nearly 500,000 requests for records. About half are related to requests for DD-214 separation forms, which veterans need to obtain benefits. The NPRC sent most of its employees home in March 2020 because of the COVID-19 pandemic, yet veterans records are not accessible remotely.<sup>2</sup> Unfortunately, at the time of the briefing on June 9, there was no timeline for getting the workforce back in-person to pre-pandemic levels.

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<sup>1</sup> The Nat'l Archives, Nat'l Personnel Records Center, *Military Personnel Records*, available at <https://www.archives.gov/personnel-records-center/military-personnel>.

<sup>2</sup> Noah Pransky, *Veterans Across U.S. Can't Access Benefits Because Key Agency Hasn't Returned to Work*, NBC1X, Mar. 16, 2021, available at [https://www.lx.com/politics/veterans-across-u-s-cant-access-benefits-becausekey-agency-hasnt-returned-to-work/32884/?\\_osource=sm\\_npd\\_nbc\\_lx\\_eml\\_gen](https://www.lx.com/politics/veterans-across-u-s-cant-access-benefits-becausekey-agency-hasnt-returned-to-work/32884/?_osource=sm_npd_nbc_lx_eml_gen).

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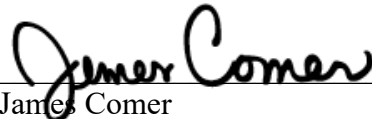
While it appears that NARA will increase the number of employees onsite by July 19, 2021, it is troubling that the workforce is still not back to work at full capacity even though the backlog stands at nearly 500,000. As such, we urge you to hold a hearing to conduct oversight on why there was not a plan to address records request effectively during the pandemic, how the agency plans to resolve the backlog, and why the workforce has taken so long to return to pre-pandemic levels. The Committee should also examine legislative solutions to ensure that there is a sufficient number of employees working in-person to process records requests, including Committee Member Keller's H.R. 3710, the RECORDS Act of 2021, a bill which would require a comprehensive plan to address adequate in-person staffing levels at the NPRC. We must ensure that veterans are never again unable to receive the records they need for benefits earned while serving the country. Veterans fought for our nation and it is times like these that we must fight for them.

Thank you for your attention to this important request.

Sincerely,



Fred Keller  
Member of Congress



James Comer  
Ranking Member  
Committee on Oversight and Reform



Jody Hice  
Ranking Member  
Subcommittee on Government  
Operations



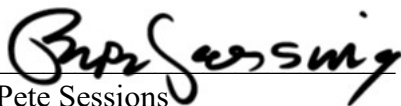
Glenn Grothman  
Ranking Member  
Subcommittee on National Security



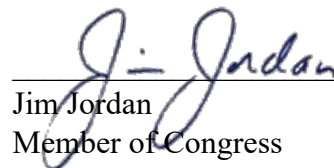
Michael Cloud  
Ranking Member  
Subcommittee on Economic and  
Consumer Policy



Ralph Norman  
Ranking Member  
Subcommittee on Environment



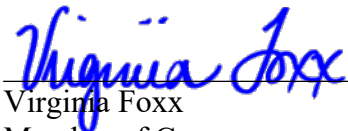
Pete Sessions  
Ranking Member  
Subcommittee on Civil Rights and  
Civil Liberties



Jim Jordan  
Member of Congress



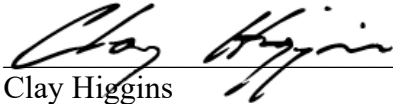
Paul A. Gosar, D.D.S.  
Member of Congress



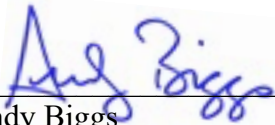
Virginia Foxx  
Member of Congress



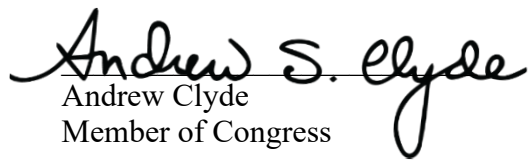
Bob Gibbs  
Member of Congress



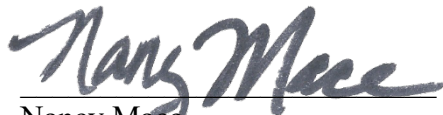
Clay Higgins  
Member of Congress



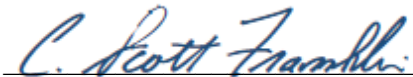
Andy Biggs  
Member of Congress



Andrew Clyde  
Member of Congress



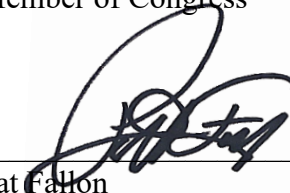
Nancy Mace  
Member of Congress



Scott Franklin  
Member of Congress



Jake LaTurner  
Member of Congress



Pat Fallon  
Member of Congress



Yvette Herrell  
Member of Congress



Byron Donalds  
Member of Congress

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cc: The Honorable Gerald E. Connolly, Chairman  
Subcommittee on Government Operations

The Honorable Stephen F. Lynch, Chairman  
Subcommittee on National Security

The Honorable Raja Krishnamoorthi, Chairman  
Subcommittee on Economic and Consumer Policy

The Honorable Ro Khanna  
Subcommittee on Environment

The Honorable Jamie Raskin, Chairman  
Subcommittee on Civil Rights and Civil Liberties