Dear President Biden and Mr. Ferriero,

We respectfully request for your administration to take immediate action to eliminate the records request backlog at the National Personnel Records Center (NPRC). As of March 8, 2021, the NPRC had an approximate backlog of 480,000 record requests from veterans and their families. Without these records, veterans cannot access the essential services they have earned while defending our country. Records at the NPRC are required for veterans to receive COVID-19 vaccinations from the VA, GI Bill education benefits, VA loans, medical benefits, burial benefits, disability compensation, life insurance, and other services. We ask that your administration use every available resource to ensure our nation’s veterans retain access to these vital services while waiting for their records.

Hospitals around the country have continuously operated throughout the pandemic because they provide essential services. The NPRC is equally important. Without the records it provides, veterans are deprived of Veterans Health Administration services, from routine preventative care to cancer treatment or mental health services. The administration must confront the reality that the NPRC’s operation is essential and must ensure that it reopens immediately and operates at its maximum capacity—just as hospitals, drug manufacturers, and grocery stores have done throughout the pandemic.

COVID-19 has created unprecedented issues for our federal agencies. We understand the challenges the National Archives and Records Administration (NARA) has faced to ensure its employees’ safety while continuing the operation of its services. In Mr. Ferriero’s December 10, 2020 letter to Congress, he outlined the NPRC’s COVID-19 response measures:

“We have expanded the work week at the NPRC to include Saturdays and, beginning November 30, we implemented a second shift on weekdays, allowing us to double the on-site workforce without exceeding maximum safe occupancy limits. We have partnered with the Department of Veterans Affairs (VA), which has detailed VA employees to the NPRC, to expedite the processing of VA requests for records.”

Despite these measures, the NPRC backlog has only continued to grow. Overall, NARA’s response has been insufficient to solve the problem.

On December 27, 2020, President Trump signed H.R.133, the Consolidated Appropriations Act of 2021, which included $50 million in emergency appropriations for the NARA Revolving Fund. The NPRC received $15 million from this funding source to reduce the records request backlog, deploy resources for staff to work remotely, and hire temporary employees. These funds prevented NARA from furloughing employees at record centers, including the NPRC, yet the backlog has only grown. Additionally, the NPRC is not operating its call center. Attempts to call the emergency contact number have resulted in a busy signal, and the NPRC’s customer service line is simply unstaffed.

While we are pleased that NARA has announced an expansion of on-site workers at NPRC by March 18, we would still like to see a full commitment to reopening at 100% capacity and a plan to reduce the records backlog. The backlog at the NPRC and its response to COVID-19 are an unacceptable disservice to those who bravely served our country. To ensure that we are fulfilling our obligations to our nation’s veterans, we ask the following:

1. We ask that the Biden Administration take every available action to reopen the NPRC, including:
   a. Coordinate with the Department of Health and Human Services (HHS) and NARA to prioritize employees at the NPRC for vaccinations and to report to Congress on NPRC’s plans to reopen based on staff vaccinations.
   b. Evaluate the feasibility of the NPRC’s staff working overtime and in continuous shifts until the backlog is eliminated. We ask that the shifts consist of the maximum number of employees as is consistent with the appropriate safety guidelines.
   c. We ask that the NPRC implement this work schedule or send a report to Congress outlining the resources it will need to implement such a schedule by April 30, 2021.
   d. We ask that the NPRC work with the Department of Veterans Affairs, the Department of Defense, and other agencies to increase the number of workers at the NPRC.
   e. We ask that NARA explore the option to work with government contractors to increase the number of workers at the NPRC.

2. The Department of Homeland Security’s “Guidance on the Essential Critical Infrastructure Workforce” identifies workers required for administrative operations for direct patient care as essential healthcare workers.\(^3\) We ask that NARA similarly treat the NPRC employees as essential healthcare workers for the purposes of COVID-19 vaccinations, testing, and access to personal protective equipment.

3. We ask that the administration reevaluate or establish safety guidelines specific to the NPRC’s circumstances and provide Congress with the exact reopening guidelines.

4. We ask that the NPRC staff its call center or provide Congress with a report outlining the resources it will need to staff its call center.

5. For the purposes of granting VA burial services, we ask that the VA accept materials that can reasonably be used to verify a veteran’s service record including service awards, VHA service cards, or a signed affidavit from fellow soldiers or the veteran’s family to verify their service.

We cannot allow our nation’s veterans to die while waiting for a piece of paper to prove they are entitled to medical services. We cannot continue to abandon military families arranging burial services for their family members. The United States government must correct this injustice.

We look forward to seeing a swift, effective, and permanent solution to this problem.

Sincerely,

Warren Davidson
Member of Congress

Deborah K. Ross
Member of Congress

Mike Bost
Ranking Member
House Committee on Veterans’ Affairs

\(^3\)https://www.cisa.gov/sites/default/files/publications/ECIW_4.0_Guidance_on_Essential_Critical_Infrastructur...508_0.pdf
Rick Allen
Member of Congress

Kelly Armstrong
Member of Congress

Jodey Arrington
Member of Congress

Cindy Axne
Member of Congress

Don Bacon
Member of Congress

James. R. Baird
Member of Congress

Troy Balderson
Member of Congress

Andy Barr
Member of Congress

Joyce Beatty
Member of Congress

Jack Bergman
Member of Congress

Donald S. Beyer Jr.
Member of Congress

Stephanie L. Bice
Member of Congress

Andy Biggs
Member of Congress

Gus Bilirakis
Member of Congress

Sanford Bishop
Member of Congress

Dan Bishop
Member of Congress

Lauren Boebert
Member of Congress

Mo Brooks
Member of Congress

Julia Brownley
Member of Congress

Ted Budd
Member of Congress

Tim Burchett
Member of Congress

Michael C. Burgess, M.D.
Member of Congress

Cheri Bustos
Member of Congress

David N. Cicilline
Member of Congress
Ken Calvert  
Member of Congress

Kat Cammack  
Member of Congress

André Carsen  
Member of Congress

Earl "Buddy" Carter  
Member of Congress

Ed Case  
Member of Congress

Madison Cawthorn  
Member of Congress

Steve Chabot  
Member of Congress

Ben Cline  
Member of Congress

Andrew Clyde  
Member of Congress

Steve Cohen  
Member of Congress

Tom Cole  
Member of Congress

James Comer  
Member of Congress

Joe Courtney  
Member of Congress

Rick Crawford  
Member of Congress

Charlie Crist  
Member of Congress

Jason Crow  
Member of Congress

Henry Cuellar  
Member of Congress

Sharice L. Davids  
Member of Congress

Rodney Davis  
Member of Congress

Peter A. DeFazio  
Member of Congress

Scott DesJarlais  
Member of Congress

Ted Deutch  
Member of Congress

Debbie Dingell  
Member of Congress

Neal P. Dunn, M.D.  
Member of Congress
Maria Elvira Salazar  
Member of Congress

Veronica Escobar  
Member of Congress

Dwight Evans  
Member of Congress

Randy Feenstra  
Member of Congress

Scott Fitzgerald  
Member of Congress

Brian Fitzpatrick  
Member of Congress

Lizzie Fletcher  
Member of Congress

Bill Foster  
Member of Congress

Virginia Foxx  
Member of Congress

Scott Franklin  
Member of Congress

Russ Fulcher  
Member of Congress

Matt Gaetz  
Member of Congress

Mike Gallagher  
Member of Congress

Andrew Garbarino  
Member of Congress

Mike Garcia  
Member of Congress

Bob Gibbs  
Member of Congress

Carlos Gimenez  

Louie Gohmert  

Jared Golden  
Member of Congress

Paul Gosar  
Member of Congress

Sam Graves  
Member of Congress

Marjorie Greene  
Member of Congress

Jim Hagedorn  
Member of Congress
Andy Harris  
Member of Congress

Disana Harshbarger  
Member of Congress

Kevin Hern  
Member of Congress

Jody Hice  
Member of Congress

Brian Higgins  
Member of Congress

Clay Higgins  
Member of Congress

French Hill  
Member of Congress

Ashley Hinson  
Member of Congress

Trey Hollingsworth  
Member of Congress

Richard Hudson  
Member of Congress

Darrell Issa  
Member of Congress

Ronny L. Jackson  
Member of Congress

Sara Jacobs  
Member of Congress

Eddie Bernice Johnson  
Member of Congress

Bill Johnson  
Member of Congress

Henry C. "Hank" Johnson, Jr.  
Member of Congress

Jim Jordan  
Member of Congress

David P. Joyce  
Member of Congress

John Joyce  
Member of Congress

Kai Kahele  
Member of Congress

John Katko  
Member of Congress

Fred Keller  
Member of Congress

Andy Kim  
Member of Congress

Young Kim  
Member of Congress
Adam Kinzinger
Member of Congress

Darin LaHood
Member of Congress

Raja Krishnamoorthi
Member of Congress

Doug LaMalfa
Member of Congress

David Kustoff
Member of Congress

Rick Larsen
Member of Congress

Robert E. Latta
Member of Congress

Brenda L. Lawerence
Member of Congress

Susie Lee
Member of Congress

Billy Long
Member of Congress

Barbara Lee
Member of Congress

Frank Lucas
Member of Congress

Elaine Luria
Member of Congress

Barry Loudermilk
Member of Congress

Nicole Malliotakis
Member of Congress

Kathy Manning
Member of Congress

Stephen F. Lynch
Member of Congress

Brian Mast
Member of Congress

Lucy McBath
Member of Congress

Thomas Massie
Member of Congress

Michael McCaul
Member of Congress

Tom McClintock
Member of Congress

James P. McGovern
Member of Congress

Patrick McHenry
Member of Congress