

## **TDVS Fact Sheet National Personnel Records Center Delays December 2021**

TDVS has been closely monitoring delays at the National Personnel Records Center (NPRC) because of the negative impact it may have on a veteran's ability to receive the benefits to which they are entitled. The Congressional Research Service published a [recent report](#), dated October 20, 2021, that outlines both the problem and provides a good summary of the federal legislative and administrative actions to address it to date.

### **Tools and Resources**

This fact sheet outlines the tools and resources available to accredited service officers across the state to support military record requests including DD214s. In many cases, these tools and resources can be used to serve Tennessee Veterans and limit the negative impact caused by delays at the NPRC.

- Tennessee's Department of the Military, War Records Division – TDVS and County Veteran Service Officers frequently utilize Tennessee's Department of the Military, War Records Division to assist clients in obtaining a DD214 or its equivalent. Here's a [TDVS Fact Sheet](#) with information on War Records Modernization and how to submit requests for documents.

If you have questions about accessing or using War Records please contact your [Regional Director](#) or [TDVS's Appeals Division](#).

- Defense Personnel Records Information Retrieval System or DPRIS – TDVS has a Memorandum of Agreement with the Defense Manpower Data Center that allows access to the Defense Personnel Records Information Retrieval System or [DPRIS](#). DPRIS is an electronic gateway that allows users to access the Services' Official Military Personnel File, which includes DD214 or its equivalent. This online repository contains records of servicemembers who separated from service beginning in the mid-1990s. This access is made available to all accredited service officers including county partners.

If you have questions about accessing or using DPRIS please contact your [Regional Director](#) or [TDVS's Appeals Division](#).

- Other Resources –
  - Other states frequently have an entity like Tennessee’s War Records Division that can be utilized when assisting clients in obtaining DD214 or its equivalent.
  - Tennessee’s Register of Deeds in each county are required by [state law](#) to register separation documents and often hold copies of DD214s on behalf of veterans.
  - Veterans may be able to access records, without involvement from NPRC through VA or DoD.
    - Department of Veterans Affairs (VA) eBenefits application at <https://www.ebenefits.va.gov/ebenefits/homepage> or the Department of Defense milConnect application at <https://milconnect.dmdc.osd.mil/milconnect/>. Modern military medical records may be accessed through the VA’s Blue Button application at <https://www.va.gov/health-care/get-medical-records/>. For more information regarding the online availability of VA and military records, please visit <https://www.va.gov/records/>.
- National Personnel Records Center or NPRC – Despite the delays, NPRC can still be used as a resource to obtain military records including DD214s. NPRC has a variety of resources for [Veterans Service Officers](#) including an opportunity to make an [emergency request](#).

If you have questions or need assistance obtaining military records including discharge documents, TDVS can help. Please feel free to contact your [Regional Director](#), [TDVS’s Training Officer](#) or [TDVS’s Appeals Division](#) for assistance and support.