

# Information for Veteran Family Members

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This document provides family members of veterans with agencies and resources available that can assist in providing information related to: past conflicts, research of case files, request for military service records, veteran's benefits, burials, memorials, monuments and commemoration, identification procedures for past conflicts as well as National Cemeteries.

Additional assistance and related organizational links for services and information may be provided at the individual agency websites.

## Past Conflict Repatriations Branch (PCRB)

### CONTACT INFORMATION

For more PCRB information visit the [PCRB Web Page](#).

Hours: Monday through Friday from 8 a.m. to 4:30 p.m. EST

Toll-free number: 800-892-2490

E-mail: [usarmy.knox.hrc.mbx.tagd-tapcper@army.mil](mailto:usarmy.knox.hrc.mbx.tagd-tapcper@army.mil)

Mailing Address:

U.S. Army Human Resources Command

ATTN: AHRC-PDC-R

1600 Spearhead Div Ave

Fort Knox, KY 40122-5405

## PCRB MISSION STATEMENT

The Past Conflict Repatriations Branch is an organization under the Army Casualty and Mortuary Affairs Operation Center (CMAOC) at the Army Human Resources Command (HRC) in Fort Knox, Kentucky.

Our primary mission is to collect, assess, integrate and distribute to the next of kin, concerned citizens, and other government agencies information relating to Soldiers who remain "unaccounted-for" from World Wars I and II, the Korean, and the Vietnam War. We maintain contact with family members through phone calls, written and email correspondence, in person at Family Member Updates, and during Annual Government Briefings (Korea and Southeast Asia only). We are also responsible for implementing legislation and POW repatriation plans, maintaining case files for unaccounted-for Soldiers and for conducting Army POW/MIA awareness programs.

Family Member Updates and Annual Briefings are sponsored by the Defense Prisoner of War/Missing Personnel Office (DPMO). Experts present information on investigation and recovery efforts, and on the latest technologies used to identify remains, including DNA collections. Archival research and other topics are also presented to the families and at the end of the all-day Saturday sessions; families are invited to privately review details of their own cases.

Proactive outreach programs to seek out and locate new family members are a key component of establishing and maintaining contact. The most critical person we are seeking out is the family member most closely related to the missing service member. This individual is known as the Primary Next of Kin (PNOK). Once in touch with the PNOK, we request DNA family reference samples which are used as a main source to identifying remains and establishing a positive connection for identification.

Additionally, we assist the family by answering questions and referring them to other agencies that can assist in answering their inquiry. Personnel records are maintained at the National Personnel Records Center and Individual Deceased Personnel Files are maintained at the National Archives in Suitland, MD.

The Army Past Conflict Repatriations Branch is standing by to answer any questions or concerns regarding a still unaccounted for Soldier or Army Air Corps Airman from WWII at 1-800-892-2490 or send an [email](#).

## MORE INFORMATION

[PCRB Frequently Asked Questions](#)  
[Contact PCRB](#)  
[How You Can Help](#)  
[Affiliated Agencies](#)  
[Family Member Updates](#)  
[Mitochondrial DNA Identification](#)

Unaccounted for Soldiers by Conflict

[World War II](#)  
[Korea](#)  
[Vietnam](#)

## Affiliated Agencies

There are a number of agencies directly and indirectly involved in efforts to provide the fullest possible accounting of those lost in service to our nation. The following provides a brief description of the agencies and access to their websites.

### [Defense POW/MIA Accounting Agency \(DPAA\):](#) —

The core of DPAA's day-to-day operations involves researching case files, investigating leads, excavating sites and identifying Americans who were killed in action, but were never brought home. This process involves close coordination with U.S. agencies involved in the POW/MIA issue, including the Defense Prisoner of War/Missing Personnel Office, the Armed Forces mortuary affairs offices, U. S. Pacific Command, Department of State, the Joint Staff, Defense Intelligence Agency, the Armed Forces DNA Identification Laboratory and the U.S. Air Force's Life Sciences Equipment Laboratory.

### [Armed Forces Medical Examiner System's-Armed Forces DNA Identification Laboratory \(AFMES-AFDIL\)](#) —

The Armed Forces Department of Defense's (DoD's) only human remains DNA testing laboratory, which under 10 U.S.C. 1471 and 10 U.S.C. 1509 is charged with providing human remains DNA testing in support of current day operations (AFMES), past accounting operations (Defense POW/MIA Accounting Agency; DPAA) and other DoD Agency missions. Additionally, through other memorandums of agreement, AFMES-AFDIL will provide DNA testing for identifying human remains or to determine the probable contributor of biological samples of human origin in criminal investigations for other Bureaus of the Federal Government and civilian medical institutions. AFMES-AFDIL's Past accounting mission is comprised of the Past Accounting Casework section and the Family Reference Specimen section which are dedicated to processing all of the DPAA and Family Reference specimens.

## Helpful Article

# IDing the Fallen, Past & Present: Here's How DOD's Only DNA Lab Works

Jan. 10, 2024 | By Katie Lange, DOD News



Over the past several decades, most people have come to understand what DNA is – generally, it's defined as the carrier of a person's distinct genetic information. Since DNA was first used in forensic science in the late 1980s, it has opened doors for criminal investigators and genealogists to solve cases that have been cold for decades. For the U.S. military, it's been essential in carrying out the age-old motto, "no one left behind."

[continue reading article](#)

## Useful Links

[Department of Veterans Affairs \(DVA\)](#): The Department of Veterans Affairs Headquarters is located in Washington, D.C. The DVA serves as the advocate for America's veterans and their Families in ensuring they receive medical care, benefits, social support, and lasting memorials promoting the health, welfare, and dignity of all veterans in recognition of their service to our Nation. DVA administers the laws providing benefits and other services to veterans, their family members, and the beneficiaries of veterans.

[Library of Congress \(LOC\) Federal Research Division](#): The Library of Congress is housed in several buildings on Capitol Hill in Washington, D.C. Among other things, the library contains declassified documents and photographs relating to the Vietnam War-era POW/MIA issues. The term "Vietnam War-era" is defined as the period during which the United States was engaged in military operations in Southeast Asia. The LOC established a database to assist researchers interested in investigating the U.S. Government documents pertaining to U.S. military personnel listed as unaccounted for from the Vietnam War as of December 1991.

[National Personnel Records Center \(NPRC\)](#): The NPRC, Military Personnel Records (MPR), located in St. Louis, Missouri, is the repository of millions of health and medical records of discharged and deceased veterans of all services during the 20th century. NPRC (MPR) also stores medical treatment records of retirees from all services, as well as records for dependent and other persons treated at Naval medical facilities.

The [American Battle Monuments Commission \(ABMC\)](#): The American Battle Monuments Commission is a small independent organization of the Executive Branch of the federal government located in Arlington, Virginia. ABMC is responsible for commemorating the services of the American Armed Forces where they have served since April 6, 1917 (the date of U.S. entry into World War I) through the establishment of suitable memorial shrines; designing, constructing, operating and maintaining permanent American military burial grounds in foreign countries; controlling the design and construction of U.S. military monuments and markers in foreign countries by other U.S. citizens and organizations, both public and private; and encouraging the maintenance of such monuments and markers by their sponsors.

[Arlington National Cemetery](#): Arlington National Cemetery is located in Arlington, Virginia. Arlington Mansion and 200 acres of ground immediately surrounding it were officially designated as a military cemetery, June 15, 1864 by Secretary of War Edwin M. Stanton. More than 260,000 people are buried at Arlington National Cemetery. Veterans from all the nation's wars are buried in the cemetery, from the American Revolution through the Persian Gulf War and Somalia. Pre Civil War dead were re-interred after 1900. Arlington National Cemetery and Soldiers Home National Cemetery are administered by the Department of the Army. All other National Cemeteries are administered by the Department of Veterans Affairs or the National Park Service.