

ARServices Delivers Personal Effects Processing Services to the U.S. Army Human Resource Command (USAHRC) Joint Personal Effects Depot (JPED)

ARServices, currently a subcontractor to Capstone Corporation, enters its fifth year of successful performance, delivering personal effects processing services at the Joint Personal Effects Depot (JPED) located at Dover Air Force Base, Delaware.

The mission of the U.S. Army Human Resource Command is to provide career management, guidance and support to Army soldiers, veterans, retirees and families. The Joint Personal Effects Depot was initially stood up by USAHRC immediately following the events of the 9-11 terrorist attacks. The JPED is the facility where personal effects of killed, wounded, medically-evacuated, or missing members from all services, DOD civilians and contractors, as well as embedded media are sent. The mission of the JPED is to receive, safeguard, inventory, store, process and ensure that all personal items of the aforementioned personnel are thoroughly accounted for, returned to them, or presented to their families/next-of-kin in a respectable, honorable fashion.

JPED relocated from Fort Myer, VA in March, 2003 to Aberdeen Proving Ground (APG), MD. It was re-located to its current home at Dover AFB after construction of its state-of-the-art facility in March, 2011. Of significance during the course of this move is that the Team performed split operations between APG and Dover AFB, with final relocation completed in June, 2011. JPED's move to Dover AFB was strategic. It is located within ¼ mile of the mortuary and facilitates each organizations efforts to service our Nation's wounded, missing, and fallen service members.

The ARServices team is comprised of individuals that provide a variety of services, to include supervisory, technical, quality control, administration and clerical support. These individuals are dispersed throughout the JPED facility in different departments. The departments work closely together to form a cohesive team that optimizes productivity, efficiency and accuracy. The interconnectivity of the departments and personnel at JPED allows for fluid and immediate transition and response in the event of any operational contingency. The full integration of ARServices employees into the JPED staff ensures that all personal effects are processed with precision (100% accuracy and "zero" defect) and within prescribed timelines. Personal effects arrive in diverse bundles and containers; it is the employee's responsibility to inventory, sort, and photograph each item in its received condition. Every item of military equipment and personal belongings that are received at JPED are accounted for, down to each paper clip, pencil and penny. The integrity of individual effects is maintained to ensure accuracy in inventory and annotation. Valuables are inventoried and placed in safes for security purposes.

Once accurately accounted for, the effects and valuables are cleaned, neatly packaged, and secured, pending shipment to next-of-kin.

Next-of-kin are required to complete several transitional services once the remains of a fallen loved one are received. The efficiency and precision of the JPED ensures that the next of kin are able to complete their duties with greater ease. Additionally, next-of-kin and family members often contact JPED personnel with inquiries and concerns. Most times, our staff can provide answers at the time of receipt; when they cannot, the issue is immediately escalated to the appropriate point of contact for immediate resolution.

The value to the Government of ARServices' JPED personal effects processing services is that it enables the military to satisfy the casualty program objective to collect, safeguard, and promptly return or dispose of property and effects belonging to deceased military personnel and other eligible individuals and, to do it with the respect and dignity that these personnel so deserve!

The value to families cannot be put any better than that expressed by a former JPED Commander, "These items mean so much to these families, in different ways, because it's oftentimes the last tangible thing they might have". The services provided at JPED, ultimately, assist in lightening the heavy emotional burden being carried by families and friends of fallen soldiers.

"ARServices cannot be more proud of its opportunity to support our Fallen Warriors and other Government personnel by delivering these critical services at the Joint Personal Effects Depot; performing quality and zero defect services is the least we can do", says Bob Mortis, ARServices' Chief Operating Officer and 28-Year Army Veteran.