

Recovery Care Coordinator

In the aftermath of a wound, illness, or injury, a recovering service members (RSM) may require assistance with identifying resources available throughout recovery. The recovery care coordinator (RCC) is one of the first non-medical points of contact that RSMs and family members will meet. RCCs meet with the recovering RSM and family to conduct a comprehensive needs assessment. RCCs then coordinate the network of professionals who ensure those needs are addressed in support of a successful return to full duty or transition to the civilian community. RCCs are available to RSMs and their families whether they are assigned to the Wounded Warrior Regiment (WWR) or remain with their operational units.

RCCs serve as the RSM's primary point of contact—or lead coordinator—for a RSM's non-medical needs. RCCs help RSMs define and meet their individual goals to recovery, rehabilitation, and reintegration. The RCC identifies services and resources needed to help RSMs achieve these goals.

Recovery Coordination Program

The Recovery Coordination Program is a congressionally-mandated program that requires each service to provide recovery care coordination for RSMs.

The WWR operates the Marine Corps program, which began in 2008 and has expanded to serve RSMs and their families around the world.

Once a RSM is enrolled in the Recovery Coordination Program, they will receive support via a RCC until:

- They return to full duty status.
- Or they reach their end of active service (EAS) date and are transferred to follow-on support.

RCC Support

RCCs provide support for RSMs in various areas:

- Family and caregiver support
- Department of Defense (DoD)/Veteran Affairs (VA) coordination
- Disability Evaluation System (DES) advocacy
- Administrative support
- Transition support

Related Fact Sheets

- Comprehensive Recovery Plan
- Care Team
- Careers and Education
- Disability Evaluation System
- Recovery Care Coordinator Support to Caregivers
- Religious Ministry Team

Wounded Warrior Call Center 24/7—1.877.487.6299

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RCC Responsibilities

Primary responsibilities include:

- Serving as the primary point of contact (lead coordinator) for coordinating with RSMs' recovery team.
- Working with the RSM and family to develop a comprehensive recovery plan (CRP), which identifies needs and defines the goals for recovery, rehabilitation, and reintegration.
- Locating and educating RSMs about services and resources available to RSMs and their families / caregivers.
- Minimizing delays and gaps in treatment and services, to include when a RSM is processing through the DES.
- Providing information on benefits and compensation, legal resources, financial counseling, and support.
- Coordinating with section leaders to ensure recovery and transition goals are met.
- Participating in recovery team meetings to improve team coordination and delivery of care.
- Coordinating with the federal recovery coordinator when appropriate.
- Serving as the DoD / VA lead coordinator when designated.



Recovery Coordination

■ Step 1: Comprehensive Needs Assessment (CNA)

The RCC meets with the RSM within the first two weeks of assignment, explains the role of a RCC, and ensures the RSM has the necessary contact information. The RCC conducts a CNA with the RSM and their family to identify their needs and the goals they wish to accomplish.

■ Step 2: Comprehensive Recovery Plan

The CRP is the primary tool used to coordinate the care for RSMs and their families. The CRP is owned by the RSM and reflects his/her personally stated medical and non-medical goals and milestones for the recovery mission as identified during the CNA. The CRP is updated frequently to reflect changes in health, financial situation, or transition goals. The CRP is designed to:

- Address all immediate needs
- Establish long-term transition goals or a desired end-state
- Define action steps that encourage continued mental, physical, and emotional growth

■ Step 3: Coordinating with the Recovery Team

The complexity of medical and non-medical care requires a team of support personnel. The RCC is an important member of this team, which also includes a RSM's command, section leader, medical case manager, non-medical care manager, and other staff members as necessary. The RCC will use comments, concerns, and instruction from the recovery team to assist the RSM with the development of the CRP—evaluating and adjusting the CRP as necessary throughout the recovery process.