



# Quarterly Update

July– September 2016

## CO's SITREP

Col. Scott D. Campbell

At the Wounded Warrior Regiment (WWR), we embody the commandant's edict of keeping faith with Marines and Sailors— taking care of Marines and Sailors is our mission, and it offers our leaders unique opportunities to develop and implement creative solutions to the challenges facing recovering Service members (RSMs) and veterans. In the third quarter of 2016, WWR leaders & staff took time to review internal processes and external systems to ensure their efficacy in the care and support of wounded, ill or injured Marines & Sailors.



Following the July commander's training, leaders at our wounded warrior battalions developed robust risk assessment processes that enable their teams to more accurately provide support and resources to the RSMs in their care. This practice is essential at WWR due to the high incidence of post-traumatic stress disorder, traumatic brain injuries and other behavioral health conditions. Several RSMs and staff also participated in the annual City2Surf event hosted by the Australian Defence Force, allowing them to build relationships with WII service members from other nations and share best practices in warrior care.

Consistently seeking improved processes, the dedicated, solution-focused staff of the WWR continue their efforts to ensure recovering Service members receive a full spectrum of support.

## Keeping Faith

Marines & Sailors and their families may receive support from one or more WWR assets, highlighting our holistic approach to care. The numeric portion depicts the total number of Service members supported per program this quarter.

6951



Wounded Warrior Call Center (WWCC)

461



Medical Section

476



District Injured Support Coordinators (DISC) / Field Service Representatives (FSR)

1114



Recovery Care Coordinators (RCC)

605



Reserve Medical Entitlements (RMED)



**6,951 Total**  
**497 New Cases**

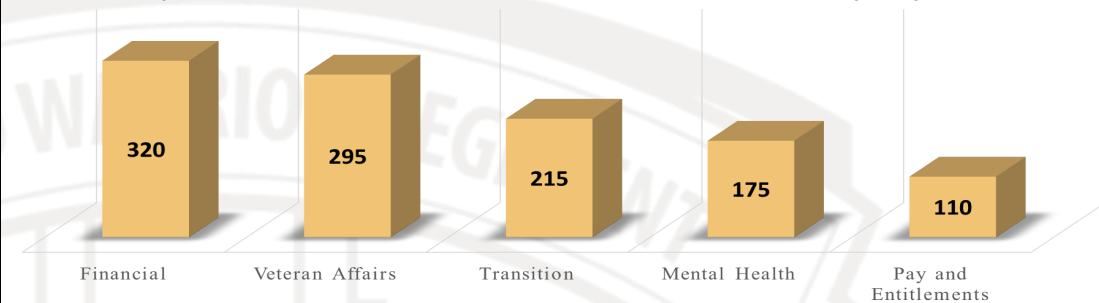
The **Sergeant Merlin German Wounded Warrior Call Center (WWCC)** conducts outreach calls to Purple Heart recipients, Temporary Disability Retired List Marines and veterans and receives calls for assistance on a 24/7 basis. **This quarter, the WWCC supported 6,951 Marines, Sailors, and families, including 497 new cases.** This support is available to anyone, regardless of whether they were previously a WWR member.

The two **Wounded Warrior Battalion Contact Centers (WWBCC)** conduct outreach calls to active duty Marines and Sailors who are recovering with their parent commands. The calls seek to ensure Marines' and Sailors' needs are being met. **This quarter, the WWBCCs supported 1,297 Marines, Sailors and families, including 191 new cases.** The call centers also offer support to commands and receive calls for assistance.



**1,297 Total**  
**191 New Cases**

Top 5 WWCC issues discussed with wounded warriors July- September 2016



**1,114 Total / 228 New Cases**

**Recovery Care Coordinators (RCCs)** work with WII Marines & Sailors and their families to develop and execute their comprehensive recovery plans. **This quarter, RCCs supported 1,114 Marines & Sailors, including 228 new cases.** RCCs are part of the Marine's or Sailor's recovery team, working closely with the command and medical team to optimize recovery.

## JS J-7 Wounded Warrior Intern Program

Wounded Warrior Regiment Career Transition Program Manager Vicki Mullen, Transition Coordinator Carlos Melendez and 12 RSMs attended the Joint Chiefs of Staff (JS), Joint Force Development (J7) Wounded Warrior Intern Program Awareness Day in Suffolk, Va., Aug. 25. The event encouraged wounded warriors to apply for JS J7 internships, which allow them to explore career options, learn relevant skills to build their resumes and set education & career goals. They also provided context for the JS J-7 program and educated the service transition coordinators about the program and its processes.



### Why Operation Warfighter?

Operation Warfighter (OWF) is a Department of Defense internship program for wounded, ill and injured Service members. During the JS J7 program, more than 10 employers were present, offering internship opportunities to many of the attendees.



## DISCs / FSRs



**476 Total / 106 New**

**District Injured Support Coordinators (DISCs)** are mobilized reserve Marines who provide assistance to Marines & Sailors recovering away from military bases, transitioning from active duty or reserve to veteran status, or medically retired to the Temporary Disability Retired List. **Field Support Representatives (FSRs)** function as DISCs but are contracted support. **This quarter, DISCs and FSRs supported 476 Marines, Sailors, and families, including 106 new cases.**

Both DISCs and FSRs are geographically dispersed throughout the US in order to reach a Marine or Sailor in need within 24 hours. DISCs and FSRs can provide care for just one instance or over a period of time.

### Support for Louisiana Flooding

During the August flooding that caused severe damage and loss to many in Louisiana, Wounded Warrior Regiment assets instinctively reached out to offer aid.

The Wounded Warrior Call Center researched which parishes were affected by the storm and made contact with a total of 21 Marines, 11 of whom were struggling with the impact of the flood waters. The call center connected nine of those Marines to their local DISC for one-on-one assistance, and two were assisted by WWR non-medical case managers.

One Marine's neighborhood received five to seven feet of water, which caused significant damage. Master Sgt. Rivero, the DISC in New Orleans, assisted this Marine with help from his church to move personal belongings and clean up his home. The call center and DISC connected Marines to local resources and charitable organizations that will support their ongoing recoveries.

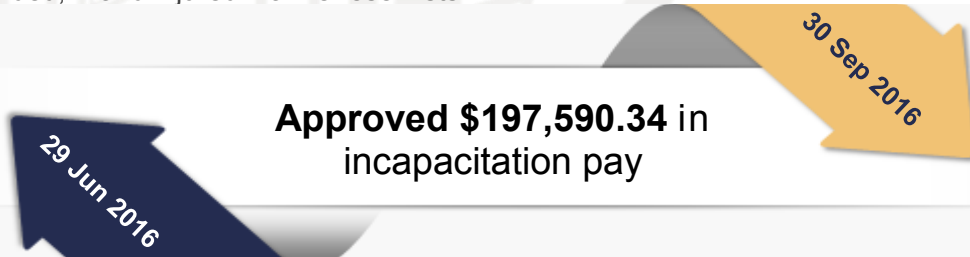


## RMED



**605 Total / 174 New Cases**

**The Reserve Medical Entitlements Determination Section (RMED)** manages all cases of Marine reservists in a medical hold status or a line of duty status. **This quarter, RMED supported 605 Marines, including 174 new cases.** As a Headquarters Marine Corps function, RMED processes initial applications and periodic certifications in support of Marine reservists around the world. Through a liaison at Marine Forces Reserve Command in New Orleans, WWR is able to ensure coordinated support for the unique needs of wounded, ill and injured Marine reservists.







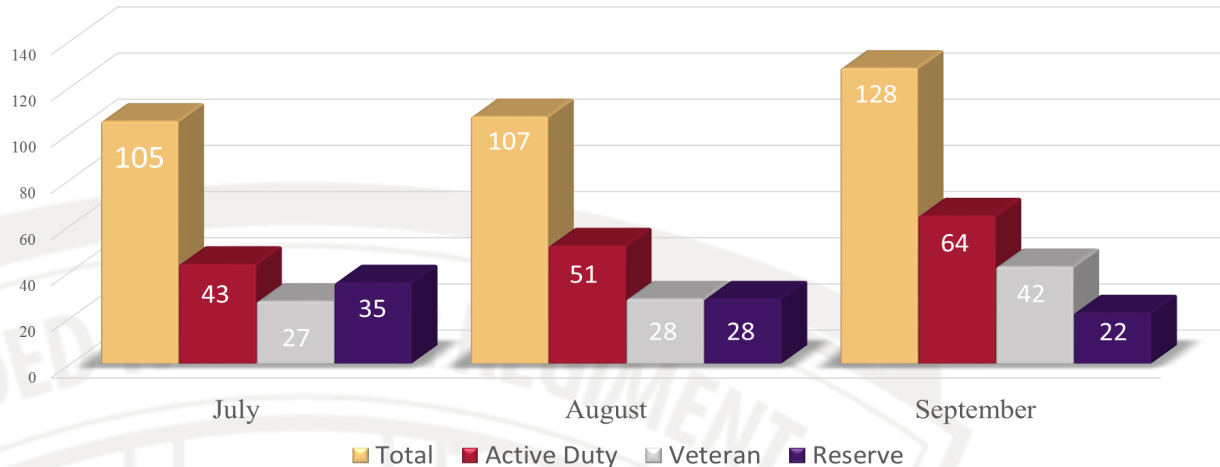
# MEDICAL SECTION



## 461 Total / 340 New

The Medical Section provides medical subject matter expertise, advocacy and liaison to the military and civilian medical community through a team of licensed clinical care advocates. The Medical Section reviews incoming cases to assess behavioral health needs and facilitate swift access to care. **This quarter, the Medical Section supported 461 Marines, including 340 new cases.**

New Medical Section Cases



## Medical Section Support

Wounded Warrior Regiment Nurse Case Manager Lorri Ward and Traumatic Brain Injury Program (TBI) Advisor Dr. Aaron Brodsky visited three TBI and post-traumatic stress disorder (PTSD) treatment facilities in Atlanta, Ga., August 24-25. The visit allowed them to gain a better understanding of treatment opportunities for TBI and PTSD, such as psychiatric and psychological interventions, yoga, acupuncture and sleep therapy.

The onsite experience gave Ms. Ward and Dr. Brodsky a better means of determining if one of our RSMs or veterans would be appropriate to receive treatment at one of the facilities, enabling the Medical Section outreach to include these facilities as options for our wounded, ill and injured Marines and veterans.



## Events

This Quarter

- ◆ WWR Commanders' Training– 20– 22 July
- ◆ WWBn- East Charitable Organizations Symposium– 9 Sept.
- ◆ Section leader instructor training at MCB Camp Lejeune– 19– 23 Sept.
- ◆ Air rifle and air pistol shooting camp in Anniston, Ala.– 19– 23 Sept.

Next Quarter

- ◆ Warrior Care in the 21st Century roundtable discussion in Atlanta, Ga.– 24– 27 Oct.
- ◆ Multi-Sport Camp at WWBn- West– 24– 28 Oct.
- ◆ November is Warrior Care Month (WCM)
- ◆ WCM Art Expo & Community Care Fair at the Gaylord National Harbor Hotel– 16 Nov.
- ◆ WCM Joint Services Sitting Volleyball Tournament at the Pentagon Athletic Center– 17 Nov.

## Semper Fi Fund 2/7 Reunion



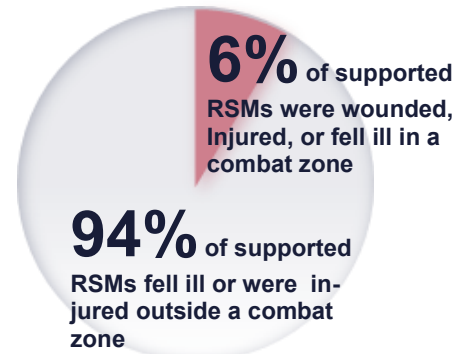
Five members of the Wounded Warrior Regiment staff attended the 2nd Battalion, 7th Marine Regiment, 1st Marine Division reunion at Pali Retreat in Running Springs, Calif., from 2- 4 Sept. WWR Medical Section staff, the local DISC and the Wounded Warrior Battalion- West chaplain and transition coordinator each provided information on the support they provide on behalf of the WWR and Marine Corps.

Approximately 200 veteran and active duty Marines who served with the unit between 2004 and 2008, which included two Operation Iraqi Freedom and one Operation Enduring Freedom deployments, participated in the reunion. The reunion was organized by two noncommissioned officers, with financial support from the Semper Fi Fund.

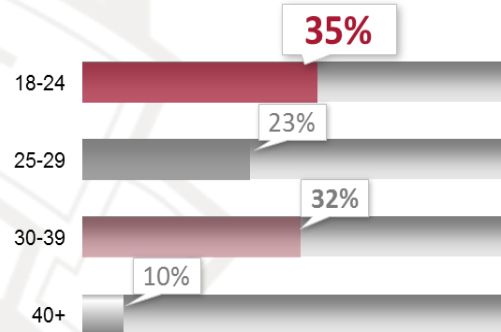
The event offered Marines a place to gather with their fellow Marines to re-connect, remember the departed, renew friendships and learn about resources. WWR staff identified 17 Marines in need of support from the Medical Section and approximately 40 veterans who requested further assistance through the DISC.

## Population Details

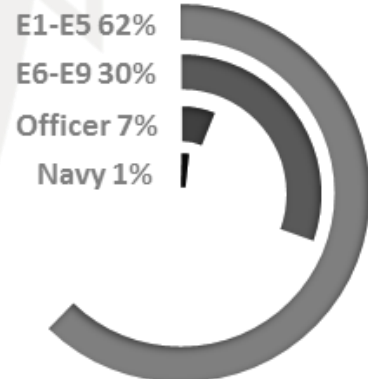
The below information is a snapshot of the RSM population at the end of September and is not a cumulative summary of the RSMs supported July– September.



### Age



### Rank



### Top Four Medical Issues

1. Ortho
2. Mental Health
3. TBI
4. PTSD