



# Quarterly Update

January– March 2017

## Attention on Deck

**Col. Scott D. Campbell**

The first quarter of 2017 is also my last quarter as commander of the Wounded Warrior Regiment and my final assignment as a Marine. Words fail to express the honor and pride I have felt as a member of this elite force, especially serving my last tour dedicated to the Marine Corps principle that we will always keep faith with our Marines.

Thank you to every member of the WWR staff, all of whom shared their hearts and minds in the pursuit of the best possible support for wounded, ill and injured Marines and Sailors. Thank you to the recovering Service members and families who taught me again and again about perseverance and courage when facing unexpected challenges.

I wish each of you continued strength and renewed energy; you are truly honoring our nation's sons and daughters with your service and support. Semper Fidelis.

**Col. Lawrence F. Miller**

I am honored to assume command of this esteemed organization from Col. Campbell as he goes ashore after 30 years of faithful service. He has lead the staff superbly and the Wounded Warrior Regiment continues to be the gold standard for care in the warrior care community. I look forward to this position and continuing our legacy of excellence as we keep faith with our Marines & Sailors and provide a spectrum of care to the total force.



### Keeping Faith

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

**4,273**



Wounded Warrior Call Center and Battalion Contact Centers

**1,090**



Recovery Care Coordinators (RCC)

**407**



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

**558**



Reserve Medical Entitlements (RMED)

**368**



Medical Section

# WWWR SERVICES AND SUPPORT



WWCC



**3,482 Total**  
**454 New Cases**



WWBCC

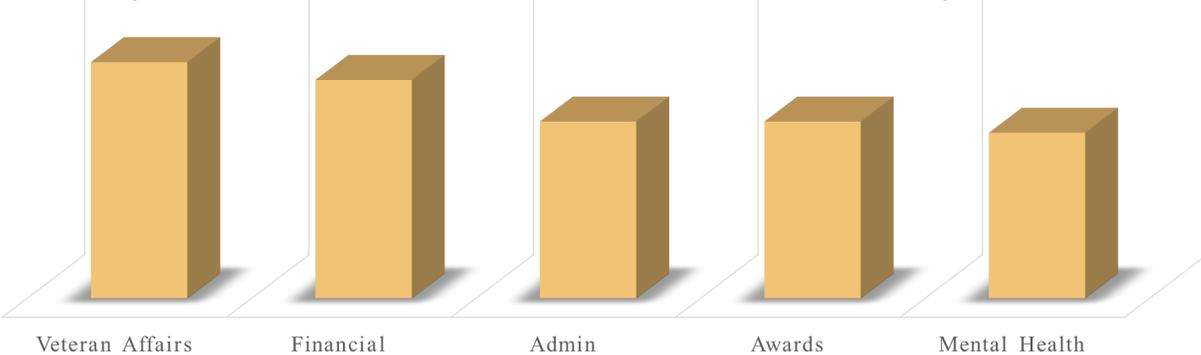


**791 Total**  
**333 New Cases**

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 3,482 Marines, Sailors, and families, including 454 new cases.** This support is available to anyone, regardless of whether they were previously assigned to the WWR.

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 791 Marines, Sailors and families, including 333 new cases.** The call centers also offer support to commands and receive calls for assistance.

Top 5 WWCC issues discussed with wounded warriors January-March 2017



## IDES Outreach

In February 2017, WWR began contacting each Marine that was referred into the DoD/VA joint Integrated Disability Evaluation System (IDES) process, regardless of whether they are assigned to a Wounded Warrior Battalion or not. DoD uses the IDES to determine a Service member's fitness for duty. If the Service member is found medically unfit for duty, the IDES gives them a proposed VA disability rating before they leave the service. Currently, there are 2,271 Marines enrolled in the IDES process and nearly 40 Marines are referred into the IDES each month.

WWR outreach is initiated through the Sergeant Merlin German Wounded Warrior Call Center and our Battalion Contact Centers. Marines are contacted multiple times upon reaching certain milestones within the IDES process. Of the 149 Marines contacted in February and March, 136 were in the initial stages of the IDES process and will be contacted two more times before potentially transitioning out of the Marine Corps.

Marines contacted are advised of the services and support available to them, including access to an independent medical reviewer, IDES attorney and VA representatives. They are also informed of the spectrum of care that the WWR provides to the Marine Corps and are encouraged to utilize the resources and information available in the [IDES Toolkit](#) located on the homepage of the WWR website.



## RCC



**1,090 Total / 207 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 1,090 Marines & Sailors, including 207 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.

## Pay & Allowances Continuation

The Marine Corps recently announced Marine Corps Order (MCO) 1771.2 formalizing the Pay and Allowance Continuation (PAC) Program, which allows Service members to continue to receive certain pays in the event they are medically evacuated from a combat zone prior to the end of the scheduled deployment and meet certain other requirements. In order to qualify for PAC, a Service member must incur a wound, illness or injury in a combat operation, combat zone, hostile fire area or while exposed to a hostile event and be hospitalized (medically evacuated) for treatment. The MCO is available at <https://go.usa.gov/xXQWx>.



## DISCs / FSRs



**407 Total / 113 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 407 Marines, Sailors, and families, including 113 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.

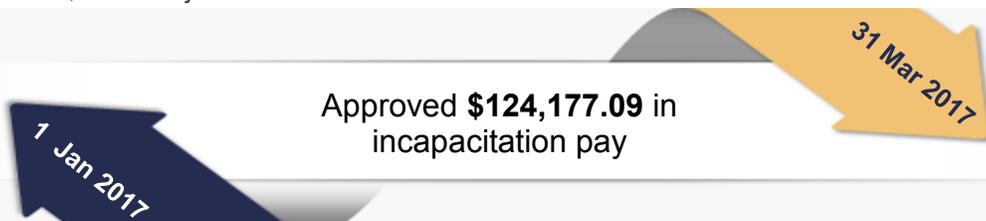


## RMED



**558 Total / 84 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 558 Marines, including 84 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.





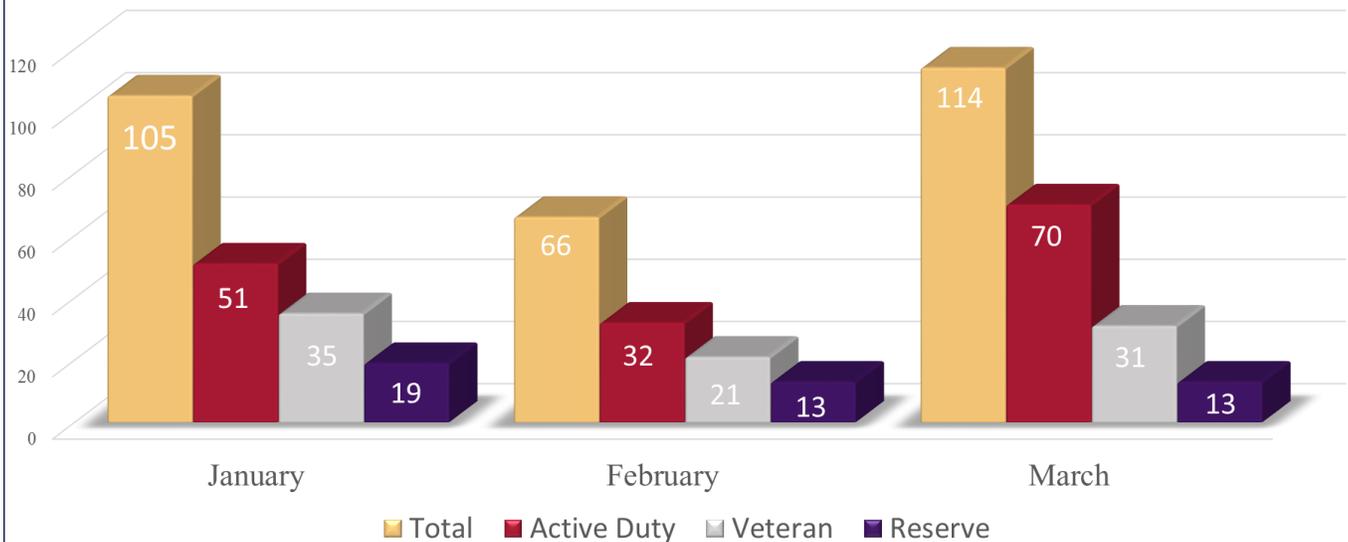
# MEDICAL SECTION



## 368 Total / 285 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 368 Marines, including 285 new cases.**

### New Medical Section Cases



## Medical Section Highlights

Family Nurse Practitioner Sheila Galvin developed and taught a three-day training program for new Medical Section clinical care advocates and staff that included case studies and side-by-side mentoring. This training will ensure the new members understand roles and processes as they integrate and support all aspects of the Wounded Warrior Regiment, from section leaders to district injured support coordinators.

Cmdr. Bui, Lt. Cmdr. Porter and Chief Petty Officer Jones provided medical services to more than 250 athletes participating in the Marine Corps Trials at Camp Pendleton. The Trials were attended by several nations and offered numerous opportunities for international sharing of best practices.

## Events

### This Quarter

- ◆ Marine Corps Trials Main Planning Conference at Camp Pendleton, Calif., Jan. 9- 13
- ◆ Marine Corps Trials at Camp Pendleton, Calif., March 8- 15
- ◆ WWR Commander's Training at Quantico, Va., March 27- 29
- ◆ WWR Change of Command at Quantico, Va., March 30

### Next Quarter

- ◆ Section Leader Training at Camp Pendleton, Calif., April 10- 14
- ◆ WWR 10 Year Anniversary at Quantico, Va., April 21
- ◆ Warrior Games Training Camp at Camp Pendleton, Calif., May 1- 8
- ◆ DISC Program Training at Quantico, Va., May 16- 18
- ◆ Warrior Games in Chicago, Ill., June 30- July 8

## 2017 Marine Corps Trials

The 2017 Marine Corps Trials took place at Camp Pendleton, Calif., March 4-15, 2017. This annual adaptive sports event brought more than 250 wounded, ill and injured Marines, Sailors, veterans and international wounded warriors together for competition and camaraderie. WWR hosted international wounded warriors from Australia, Colombia, France, Netherlands and the United Kingdom. Participants competed in archery, cycling, field, shooting, sitting volleyball, swimming, track and wheelchair basketball.

Warrior Athlete Reconditioning Program activities happen everyday. Events such as the Marine Corps Trials allow us to reinforce physical activity as part of the recovery process while encouraging exposure to new activities and fellow Marines & Sailors. This year we invited 25 veterans to compete, as well as six veterans to coach, allowing us to keep faith with our Marines. Veteran participants and coaches bring more than camaraderie and athletic skill to this event, they also provide knowledge and insight into how they progressed through their recovery and rehabilitation.

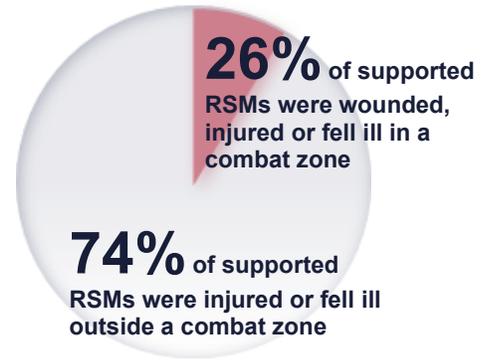
Athletes also participated in a transition fair and interacted with district injured support coordinators, one of our primary resources available to veterans. Early exposure to the District Injured Support Coordinator Program will assist as our Marines and Sailors as they prepare for their potential transition to civilian life.

The Marine Corps Trials is as an opportunity for recovering Service members and veterans to demonstrate their achievements and serves as the primary venue to select participants to represent Team Marine Corps at the DoD Warrior Games, which will take place June 30 – July 8 in Chicago, Ill.

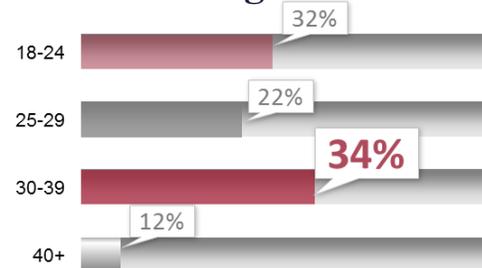


## Population Details

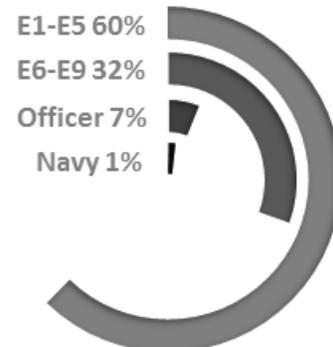
The below information is a snapshot of the RSM population at the end of March and is not a cumulative summary of the RSMs supported January– March 2017.



### Age



### Rank



### Top Four Medical Issues

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