



Quarterly Update

July—September 2019



CO's SITREP

Col. Lawrence F. Miller

Col. Miller gives an address at a Hiring Expo Sept. 12, 2019, in Woodbridge, Virginia.

This quarter was saturated with opportunities for advancement and transition readiness for Recovering Service Members, on top of another busy summer of moving, family vacations, and planning for the next year to come.

We kicked off the quarter with a community engagement event in San Antonio to demonstrate our partnership with the city in hosting the Warrior Games next September. July continued with a day of fun and festivities with our WWR families in celebration of their endless support. The quarter came to a close with our very first hiring and education exposition to propel transitioning RSMs into successful civilian careers

and ventures; Many Marines were offered jobs on the spot —proving its success.

In the upcoming months, WWR will concentrate efforts on training and readiness for our staff, section leaders, and recovery care coordinators in order to sustain and improve our comprehensive care practices for wounded, ill or injured Marines and veterans. No matter how busy we become with supplemental tasks, our priority is and always will be readiness and taking care of Marines and their families.

The WWR Marine Corps Birthday Ball is scheduled for November 1, and we look forward to honoring our rich history and traditions with you. Enjoy the forthcoming holiday season.

Semper Fidelis.

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.

224



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

521



Reserve Medical Entitlements (RMED)

15,997



Wounded Warrior Call Center and Battalion Contact Centers

570



Medical Section

1,021



Recovery Care Coordinators (RCC)



MEDICAL SECTION



570 Total / 445 New Cases

The **Medical Section** provides medical subject matter expertise, advocacy, and liaison to the military and civilian medical communities through a team of licensed clinical care advocates. The Medical Section reviews incoming cases to assess behavioral health needs, capture statistical information on diagnoses, and facilitate swift access to care. **This quarter, the Medical Section supported 570 Marines, including 445 new cases**

The Wounded Warrior Regiment Commanding Officer and Sergeant Major made command visits to Portsmouth NMC, Balboa USNH, and Camp Pendleton USNH to discuss practices and foster positive working relationships with leadership. These enduring relationships support the groundwork for providing RSMs with the best network of care, no matter what part of the country they may be in.



RCC



1,021 Total / 216 New Cases

Recovery Care Coordinators (RCCs) work with Marines and Sailors and their families to develop and execute their comprehensive recovery plans. **This quarter, RCCs supported 1,021 Marines and Sailors, including 216 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.

RCC Training: WWR is committed to ensuring RCCs are trained to provide the right resources to meet the needs of Recovering Service Members. Consistent training provides RCCs with the skills and knowledge they need in order to provide streamlined support even the most complex cases. Annual RCC Training will take place October 21-23 in Camp Pendleton, California.



DISCs/FSRs



224 Total / 96 New Cases

District Injured Support Coordinators (DISCs) are mobilized reserve Marines who provide assistance to Marines and Sailors recovering away from military bases, transitioning to veteran status, or medically retired to the Temporary Disability Retired List. **Field Support Representatives (FSRs)** are contracted support that function as DISCs.

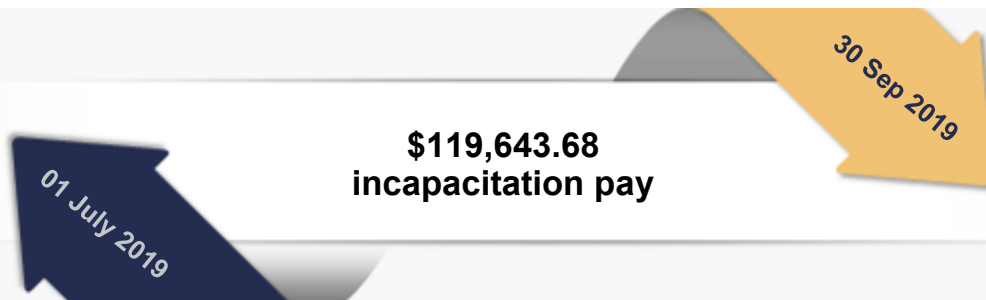
This quarter, DISCs and FSRs supported 224 Marines, Sailors, and families, including 96 new cases. DISCs and FSRs are geographically dispersed throughout the US to be able to reach a Marine or Sailor in need within 24 hours. They provide support for just one instance or over a period of time. Additionally, some DISCs currently serve the Wounded Warrior Call Center, providing critical 24/7 support by phone.

Keeping the Faith — Behind the scenes, DISCs and FSRs are geographically dispersed, working from home offices or Veteran Affairs centers, receiving phone calls every hour of the day and night—and these individuals are making a quiet and critical difference in the lives of veterans. Here is one highlight from this quarter: GySgt Moore and Staff. Sgt Trankle attended Focus Marines Foundations Cohort Sept. 7—14, a program discovered through the DISC network. The FOCUS Program provides wounded warriors with tools and practical skills to meet goals at various stages of recovery. Participants learn how to build and maintain positive habits, and the program fosters bonds and a network on which graduates can call upon for support at any time.



521 Total / 153 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 521 Marines, including 153 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.



WWCC

| WWBCC



15,195 Total / 90 New | 802 Total / 501 New

The Sergeant Merlin German Wounded Warrior Call Center (WWCC) conducts outreach calls to WWII Marines and veterans, and receives calls for assistance on a 24/7 basis. **This quarter, the WWCC supported 15,195 Marines, Sailors, and families, including 90 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. **This quarter, the WWBCCs supported 802 Marines, Sailors and families, including 501 new cases.** The centers also offer support to commands and receive calls for assistance. The WWBCs execute outreach calls to every Marine referred into the Disability Evaluation System to bring awareness about available services.

In July, WWCC initiated first-time support for the Marine 4 Life call center, merging capabilities to provide Marines and veterans a single point of contact for call center support. The Marine For Life Network connects transitioning Marines and their family members to education resources, employment opportunities, and other Veterans services that aid in their career and life goals outside of military service.

Highlighting their unique capabilities, the WWCC conducted outreach to those impacted by Tropical Storm Barry and Hurricane Dorian by sending out 1,568 emails with location specific resource information and then conducted over 825 follow up calls to ensure the well being of those impacted.

The Impact of WWR Outreach: In August, Non-Medical Case Manager (NMCM) Heidi Harting received a case for a young Marine that was struggling with mental health issues prior to retiring. During weekly outreaches, the young Marine was unresponsive. The NMCM felt additional resources were needed based on past issues and consulted with a District Injured Support Coordinator (DISC) to do a health and welfare check on the young Marine. The DISC was able to locate the Marine, who had checked themselves in to a hospital due to struggles they were still experiencing. The DISC is now engaged with Marine and assisting with transition. This story is a testament to the WWCC and DISC program working collaboratively to ensure our Marines and veterans do not fall through the cracks when they are most vulnerable.

Transition Readiness

Hiring and Education Expo *Woodbridge, Virginia*

Wounded Warrior Regiment hosted its first-ever Hiring and Education Exposition, bringing together employers, educators, administrators, advisors and nearly 100 job-seeking RSMs in an open environment to learn and grow together toward productive futures for both organizations and individuals. Active duty, reserve, and veteran service members attended the expo to gain valuable advice and growth opportunities in to the benefit of their transition. The expo was a great success, with some RSMs receiving on-the-spot job offers. The expo is a demonstration of WWR's commitment for preparing RSMs for a productive, successful transition from service member to civilian.



Operation Warfighter *Camp Lejeune, North Carolina*



Torland Wingfield, Jr., IC Outreach and Recruitment Program Manager, Community Talent Manager Division, Office of DNI for Human Capital lead Recovering Service Members at Wounded Warrior Battalion-East in a presentation and discussion on the best practices for navigating USA Jobs, writing federal resumes, clarifying federal agency resume expectations, highlighting how-to's, and sharing pitfalls. Mr. Wingfield provided practical strategies focusing on federal employment for 28 RSMs. He illuminated the layers within the USA Jobs platform and explained the criteria and perimeters separating service members seeking federal employment need to know. He also highlighted IntelligenceCareers.gov, a hiring clearinghouse for 17 federal agencies. The result was a two-fold resource for federal employment in concert with valuable job search and resume writing schemas.

Career Development *Norcross, Georgia*

Our Career Development Activity opportunities given to our wounded, ill and injured play a significant role when it comes to their transition plans. With the help of his Transition Coordinator, 1stSgt Guffey was chosen and received the Ray Asbery Auto Glass Technician Scholarship. This scholarship is awarded for full tuition to Auto Glass Academy training class in Norcross, GA and the scholarship provided the necessities for attending the course. McGuffey earned his certification as a technician during the courses and is in the process of purchasing a company as part of his transition plan.



Around the Regiment

Kid Wayne Day

MCAS New River, North Carolina

Wounded Warrior Battalion –East (WWBn-E) held “Kid Wayne Day” on August 23, 2019. The family readiness event was designed to build focus on increasing resiliency and camaraderie. Activities included a “kid fitness test,” an aviation static display, and a working dog demonstration. WWBn-E staff, RSMs, and families enjoyed the day!



Modern Day Marine

Quantico, Virginia

Wounded Warrior Regiment presented information and resources to patrons at Modern Day Marine Sept. 17-19. More than 380 exhibitors presented some form of resource, science, technology, or equipment that supports the needs of modern armed forces. Wounded Warrior Regiment DISCs and other subject matter experts promoted resources for wounded, ill or injured service members, including the call center contact and referral processes, during the expo to demonstrate our utility to preserving the force.



Family Day

Fort Belvoir, Virginia

Wounded Warrior Regiment held its annual Family Day at Fort Belvoir on July 19, 2019, for WWR staff, local Detachments, and recovering service members. Family Day brought us all together to celebrate the great work we do and to recognize the support we receive from our WWR families. Families enjoyed a catered barbeque, games, and a bounce house. WWR recognizes the importance of pausing to come together for bonding and camaraderie. Thanks to all who attended and made it a great day!



WAR-P Training and Coordination Conference

Camp Lejeune, North Carolina

The Warrior Athlete Reconditioning Program (WAR-P) held a training and coordination meeting at Camp Lejeune in August 2019. For the first time, all WAR-P staff assembled at one location to discuss best practices regarding WAR-P program implementation for recovering service members. Representatives attended from Camp Lejeune, Camp Pendleton, Walter Reed Military Medical Center, San Antonio Military Medical Center, Portsmouth National Medical Center and the Wounded Warrior Regiment from Marine Corps Base Quantico. Best practices were presented from each location, prompting discussion amongst staff to identify strengths and areas of improvement within WAR-P in an effort to ensure optimal delivery of services for RSMs.



Congratulations Leadership Award Recipients

Marine Corps Association and Foundation held the Wounded Warrior Leadership Awards at the National Museum of the Marine Corps on Sept. 16 to recognize the outstanding character and accomplishments of leaders within the USMC Warrior Care community. (MCA&F Photo by Andrew Noh)

Congratulations to the following recipients:

Section Leader of the Year

GySgt Nicole M. Shimp (WWBn-E)

Civilian Staff Member of the Year

GS Yvonne M. Jones (WWR HQ)

Wounded Warrior of the Year

GySgt Steven T. McKay (WWBn-W)

Enlisted Leader of the Year

SSgt Carlos Chavez Jr. (WWBn-W)

Family Caregiver of the Year:

Mrs. Alison Kuhns (WWBn-W)

Officer Leader of the Year

Capt Samuel M. McGrury (WWBn-E)



Calendar

This Quarter

- ◆ WWR Family Fun day, Fort Belvoir, July 19
- ◆ Section leader training working group, Marine Corps Base Quantico, Aug. 12-16
- ◆ 2019 Wounded Warrior Hiring and Education Expo, Woodbridge, Va., Sept. 10-12
- ◆ Modern Day Marine Expo, Marine Corps Base Quantico, Sept. 17-19
- ◆ WWCC initiated support to Marine 4 Life call center , July

Next Quarter

- ◆ WWR USMC Birthday Ball, Alexandria, Va., Nov. 1
- ◆ Warrior Care Month, November
- ◆ Warrior Care Week, National Capital Region, Nov. 18-22
- ◆ RCC Training, Camp Pendleton, Oct. 21-23
- ◆ Section Leader Training, Camp Pendleton, Oct. 5-9
- ◆ Section Leader Training, Camp Lejeune, Dec. 9-13
- ◆ WWR Holiday Party, MCB Quantico, Dec. 19