

Chapter 7

MILITARY AND VETERAN SUPPORT SYSTEMS

MICHELLE L. SPORNER, MS, CRC*^{*}; RORY A. COOPER, PhD[†]; AND WILLIAM LAKE[‡]

INTRODUCTION

MILITARY SEVERELY INJURED SUPPORT SYSTEMS

- Army Wounded Warrior Program
- Marine Wounded Warrior Regiment
- Navy Safe Harbor
- Air Force Wounded Warrior Program
- Military Severely Injured Center
- Operation Warfighter Program
- Defense Department Computer and Electronic Accommodation Program
- Labor Department Recovery and Employment Assistance Lifelines
- Life Insurance, Special Pay Programs, and Travel Benefits
- Heroes to Hometowns
- Services Offered by Military Support Systems

VETERAN SERVICE ORGANIZATIONS AND OTHER OPPORTUNITIES

- Paralyzed Veterans of America
- Disabled American Veterans
- Wounded Warrior Project
- Other Important Organizations

SUMMARY

ATTACHMENT: REGIONAL RESOURCES AND SUPPORT ORGANIZATIONS

*Research Assistant, Human Engineering Research Laboratories, VA Pittsburgh Healthcare System/University of Pittsburgh, 7180 Highland Drive, Building 4, 2nd Floor, 151R1-H, Pittsburgh, Pennsylvania 15206

[†]Senior Career Scientist, US Department of Veterans Affairs, and Distinguished Professor, Department of Rehabilitation Science and Technology, University of Pittsburgh, 5044 Forbes Tower, Pittsburgh, Pennsylvania 15260

[‡]Colonel (Retired), US Marine Corps; Associate, Department of IT Strategy, Booz Allen Hamilton Incorporated, 4040 North Fairfax Drive, Arlington, Virginia 22203

Warrior Ethos

- I will always place the mission first.
- I will never accept defeat.
- I will never quit.
- I will never leave a fallen comrade.

INTRODUCTION

To augment and facilitate a wounded service member's journey through the rehabilitation process, and to ensure a seamless transition from injury to civilian life or return to active duty, the US military has initiated several programs. Through the efforts of fellow military personnel and veterans, these programs offer support to injured service members and their families.

The programs embrace the military philosophy that all service members are brothers and sisters, as expressed in the Army's "we will never leave a fallen comrade" and the Marine Corps' "once a Marine, always a Marine." This chapter will examine the different programs available to injured service members and discuss their benefits.

MILITARY SEVERELY INJURED SUPPORT SYSTEMS

Army Wounded Warrior Program

On April 30, 2004, the Department of the Army established the Disabled Soldier Support System program, which became the US Army Wounded Warrior (AW2) program on November 10, 2005. Serving over 2,400 soldiers today, AW2 provides a system of advocacy and personal support for severely wounded soldiers and their families as they transition from military service to the civilian community,¹ in phased progression from initial casualty notification until after the soldiers' return home. AW2 works to facilitate contact and coordination between the soldier and external supporting agencies such as the Department of Veterans Affairs (VA), veteran service organizations, and vocational rehabilitation. The goal of AW2 is to help soldiers receive full Army and VA benefits, continued healthcare after retiring from the Army, financial counseling, and all the services awarded for as long as needed.^{1,2}

To be eligible to receive services from AW2, a soldier must have sustained injuries or illnesses after September 10, 2001, in support of the global war on terror (GWOT), or have received or be expected to receive a 30% rating for one or more injuries rated by the Physical Disability Evaluation System including, but not limited to, loss of limb, spinal cord injury/paralysis, severe burn, traumatic brain injury, or post-traumatic stress disorder. AW2 monitors and tracks these severely wounded soldiers for 5 years beyond their medical retirement, ensuring that they and their families have continued access to an array of non-medical support services through rehabilitation and return to duty or separation/retirement.¹ AW2 can be reached through its toll-free number: 1-800-237-1336. The attachment to this chapter provides a list of soldier

family management specialist locations by state, with contact numbers.

Marine Wounded Warrior Regiment

The Marine Wounded Warrior Regiment (MWWR) was created in 2007 from the Marine for Life (M4L) program (established in 2002 and expanded in 2005 to include the Injured Support System) to serve active duty or honorably discharged marines. The regiment's mission is "to provide and facilitate assistance to ill/injured Marines, sailors attached to or in direct support of Marine units, and their family members throughout the phases of recovery in order to assist in rehabilitation and transition." Transition refers to a return to active duty or separation from active duty with all possible benefits. The MWWR helps marines and sailors with disabilities remain on active duty or transition from military to civilian life. Marines and sailors who have sustained severe injuries (and their families) have support throughout all phases of recovery.³ The other military services modeled their support programs on M4L.

The Marine Corps had been providing similar support prior to the establishment of the regiment; however, despite a "unity of effort," no "unity of command" existed. Under the MWWR one command is accountable for tracking and meeting the needs of wounded, injured, or severely ill marines and their families. Under the regiment's unity of command and the unity of effort, procedures are standardized, resources are shared, and transitions from Department of Defense (DoD) care to VA care are as seamless as possible.

The MWWR has two battalions, the Wounded Warrior Battalion East (WWBN-E), located at Marine

Corps Base Camp Lejeune, North Carolina, and the Wounded Warrior Battalion West (WWBN-W), at Marine Corps Base Camp Pendleton, California. WWBN-E was officially formed on July 1, 2007, and WWBN-W on August 1, 2007 (previously these units were the II Marine Expeditionary Force Injured Support Unit and the I Marine Expeditionary Force Injured Support Unit, respectively). The battalions are home to the wounded warrior barracks, where marines recuperate from their injuries with the support of fellow wounded marines in a cohesive unit that assembles for morning formations, performs tasks appropriate to capabilities, and provides transportation to medical appointments. Wounded warrior battalions are responsible for their respective geographical area: WWBN-E covers the area east of the Mississippi River and WWBN-W handles the area west of the Mississippi. Marines at Brooke Army Medical Center in Fort Sam Houston, Texas, are tracked by WWBN-W.

The MWWR also monitors marines at the VA's four polytrauma rehabilitation centers located in Richmond, Virginia; Tampa, Florida; Minneapolis, Minnesota; and Palo Alto, California. These facilities are designed to help veterans who have traumatic brain injury in addition to other severe injuries and require specialized intensive rehabilitation. When a marine is transferred to a VA facility, the Marine Corps facilitates the transfer via the VA Office of Seamless Transition, which includes a Marine colonel who monitors the marines leaving the care of the DoD system and entering the VA system. Through connections with both systems, the colonel can alert the VA of the movement timeline. The MWWR can request marines' orders to be adjusted if the VA is not ready to accept them.

The MWWR is aggressively reaching out to all injured marines to ensure that their needs are being met. Those identified as seriously ill, who require extensive treatment and therapy prior to returning to duty or processing through the disability evaluation system, are placed in a limited-duty status in excess of 30 days. The acute phase of recovery includes all critical care services provided in theater and in the level-IV treatment area in Landstuhl, Germany. Medical and rehabilitation services provided at the medical treatment facility (MTF) or a VA polytrauma center are typically a part of the rehabilitation phase.³ As injured marines enter the acute and rehabilitation phases, they receive support from MWWR headquarters, and during the separation or retention phase, they receive support from MWWR district injured support cells, located regionally throughout the United States, along with local hometown links. Many hometown links cover an area in excess of 100 miles to reach as many marines as possible; for those areas that do not have a hometown link, M4L has partnered with the Marine Corps League

and other veteran volunteers to provide support.⁴ The attachment to this chapter lists hometown link contacts by state.

As of April 2006, the US Marine Corps was averaging over 200 injuries a month,⁵ and the entire M4L program had served 5,500 marines who served in Operation Enduring Freedom or Operation Iraqi Freedom, with 30 to 40 active support cases at any time.⁵ Currently the Corps has more than 400 injured or ill marines and sailors on the regiment's rolls, with more expected as units transfer wounded personnel. The MWWR is expected to grow to 100 active duty, reserve, and civilian personnel, in addition to 150 individual mobilization augmentees. Marines take care of each other before, during, and after the battle. The MMWR is living its motto "taking care of our own" through unwavering support for wounded, injured, and ill marines.

Navy Safe Harbor

The mission of the Navy Safe Harbor program is to provide personalized support and assistance to wounded, ill, and injured sailors and their families. Sailors who incurred severe injuries after September 10, 2001, in support of GWOT are eligible for Safe Harbor benefits. The program establishes and maintains communication with the sailor's command and works to encourage active duty retention. Sailors with a disability rating of 30% or greater are provided continuing support for transitioning to civilian life as appropriate.⁶ For sailors assigned to Marine units, Safe Harbor partners with MWWR to provide support.

Air Force Wounded Warrior Program

Air Force Wounded Warrior Program (formerly Palace HART) is available to all injured airmen with a combat-related disability, including Purple Heart recipients.⁷ The program ensures that all ill and injured airmen receive appropriate services by providing a support system that includes a family liaison officer to assist them through all phases of the rehabilitation process and transition, including assistance with filing VA disability claims or potential temporary duty retirements listing. Airmen also receive case management for 5 years post injury, vocational counseling, and placement assistance.⁷

Military Severely Injured Center

In 2005 the DoD opened the Military Severely Injured Center to ensure that all severely injured men and women returning from Iraq and Afghanistan received a seamless transition back to military service or into

the civilian community. At the time, each branch of the military had its own injured support program, but the DoD saw a need to reach across all service branches to fill any gaps in the delivery and continuity of care as these programs developed. Since 2005 the service injured support programs have grown in staff and scope to the point where the level of augmentation support provided by the center has significantly decreased. Today, the center provides back-up support as requested by the services, and in most cases, acts as a referral agent for injured service members or their families to the appropriate service injured support program.⁸

Operation Warfighter Program

The DoD also sponsors the Operation Warfighter (OWF) program, which provides temporary assignments in participating federal agencies in the Washington, DC, area to volunteer service members in a medical hold status at an MTF.⁹ OWF's goal is to engage injured service members in outside activities to enhance their well-being. The number of hours worked per week and the duration of the assignment are determined by an individual treatment schedule on a strict, noninterference basis with the service member's military or medical obligations. Although not an employment program per se (many OWF "graduates" have gone on to continue military service or secure employment at their home or in another area), OWF exposes service members to an area within the federal government that interests them, where they can contribute and are valued for their experience and training. Although the program's primary purpose is to keep injured service members actively engaged in their recovery, many OWF participants have received mentoring at their federal agency, and some have received offers of permanent employment with the agency after completion of their military service.

Defense Department Computer and Electronic Accommodation Program

The federally funded Computer and Electronic Accommodation Program (CAP) was established in 1990 to provide assistive technology for DoD employees with disabilities. Currently 64 other federal agencies have adopted this program to provide appropriate accommodations to help injured service members and veterans return to the workplace. CAP representatives demonstrate assistive technology devices and capabilities to injured service members and introduce new career possibilities. CAP provides assistive technology to any federal employee who needs it. In fiscal 2005 CAP filled more than 3,000 requests for accommoda-

tions within the DoD and more than 2,000 in other federal agencies. Located at the Pentagon, the CAP center demonstrates assistive technology to visitors that allows individuals with loss of vision, hearing, or hand function to interface with a computer, telephone, and other aspects of their environment. CAP also provides equipment installation and training. In addition, CAP helps DoD agencies with workers' compensation processes, tele-work solutions, and equal employment opportunity complaints.

Labor Department Recovery and Employment Assistance Lifelines

Developed by the Department of Labor's Veterans' Employment and Training Service (VETS), the Recovery and Employment Assistance Lifelines (REALifelines) program provides information and access to one-on-one employment assistance and online resources to help wounded and injured transitioning service members and veterans reintegrate into the civilian workforce. VETS' mission is to provide veterans and transitioning service members with the resources and services to succeed in the 21st century workforce by maximizing their employment opportunities, protecting their employment rights, and helping them meet labor market demands. The REALifelines program provides veterans and transitioning service members wounded and injured as a result of GWOT, and their family members, with the resources they need to successfully transition to a rewarding career.

Life Insurance, Special Pay Programs, and Travel Benefits

Traumatic Servicemembers' Group Life Insurance (TSGLI) provides monetary support to individuals covered by Servicemembers' Group Life Insurance (SGLI) who have had an injury resulting in traumatic loss (eg, loss of limbs, sight, hearing, traumatic brain injury) and their families. This vital assistance, which enables family members to join injured service members during recovery, does not affect Army or VA disability compensation determinations. TSGLI coverage, available for a flat rate of \$1 per month for most service members, can pay between \$25,000 and \$100,000 depending upon the traumatic loss.¹⁰ TSGLI is intended to cover expenses that may not be compensated by other mechanisms, for example, loss of spouse or parent income, extended family travel, and equipment or services not available through the DoD or VA.

Combat-related injury and rehabilitation pay (CIP) is payable up to \$430 a month. Eligible members already receiving hazardous fire or imminent danger pay are paid \$205 month. Basic allowance for

subsistence (BAS) entitlements continue for service members during hospitalization (BAS-authorized service members not hospitalized must pay for their own meals). The 2007 monthly rates for BAS were \$279.88 for enlisted personnel and \$192.74 for officers. Service members who were medically evacuated from a combat zone and considered hospitalized are entitled to CIP. For the purposes of CIP entitlement, service members are considered hospitalized if they are admitted as an inpatient or receive extensive rehabilitation as an outpatient while living in quarters affiliated with the military healthcare system, such as the Fisher House at Walter Reed Army Medical Center. CIP is nontaxable, and no forms must be filled out to receive it. The hospitalized service member is eligible for CIP starting the month after medical evacuation, and it terminates at the end of the first month during which any of the following apply:

- the member is paid a TSGLI benefit;
- 30 days have passed since the member received notification of eligibility for a TSGLI benefit; or
- the service member is no longer “hospitalized” (no longer an MTF inpatient or receiving extensive outpatient rehabilitation or other medical care while living in quarters affiliated with the military healthcare system).

Combat zone tax exclusion allows military members to exclude all or a portion of pay and entitlements earned while serving in designated combat areas from tax liabilities. The exclusion is also authorized for each month of inpatient hospitalization as a result of wounds, disease, or injury incurred while serving in a combat zone. Wounded, injured, or ill service members may qualify for the exclusion for up to 2 years if rehospitalized for the same injury.

Invitational travel authorizations are government orders authorizing travel for family members to an MTF where a wounded, injured, or ill service member is receiving care. Travel to and from the hospital, hotel costs, meals, and incidental expenses are reimbursed by the government. Family members are paid a daily rate (per diem) for meals and incidental expenses, which differ depending on the location of the MTF. The local wounded warrior pay support team, located at the installation’s finance office, provides information on per diem and maximum lodging rates for various locations and assists family members in completing and submitting vouchers.

The Transportation Security Administration (TSA) has partnered with the Military Severely Injured Center to help ensure that severely injured military personnel and their families have a smooth and uneventful

airport screening experience. Once flight arrangements are made with the airline, the service member, family members, or staff of service programs, MTFs, and VA hospitals can call the TSA operations center with details of the itinerary. The TSA liaison will then notify the appropriate federal security directors at the involved airports to ensure that required security screenings are conducted respectfully by TSA experts to make the overall experience as expeditious and pleasant for the service member as possible.

Heroes to Hometowns

The Military Severely Injured Center also sponsors Heroes to Hometowns (H2H), a program designed to engage local community and state support groups to organize and welcome home an injured service member and his or her family to the community. Through an official memorandum of understanding, the American Legion has partnered with the DoD to mobilize its nearly 20,000 legion posts worldwide to act as facilitators in local communities to connect returning service members with needed resources. States have formed H2H committees consisting of the state American Legion adjutants, state VA directors, and the National Guard state family program directors to help mobilize local community support.

The purpose of H2H is to help returning service members become active and contributing members of the community and help them understand their local, state, and federal benefits. Ways in which the community can be involved include organizing a welcome home celebration, helping secure temporary or permanent housing, assisting in adapting a home or vehicle to the injury, finding jobs and educational opportunities, and creating a carpool for hospital visits. A community can also provide childcare, financial support, entertainment options, counseling, spiritual support, and family support. More information about H2H can be found at: www.militaryhomefront.dod.mil.

Services Offered by Military Support Systems

All of the military support systems offer the following services to assist injured service members throughout their rehabilitation and for many years afterward:

- medical care and rehabilitation;
- case management;
- education, job training, and employment assistance;
- personal mobility and functioning;
- home, transportation, and workplace accommodations;

TABLE 7-1
MILITARY SUPPORT SYSTEMS INTERNET ADDRESSES

Program	Internet Address
US Army Wounded Warrior Program	https://www.aw2.army.mil/index.html
Marine For Life	https://www.m4l.usmc.mil/
Navy Safe Harbor	http://www.npc.navy.mil/CommandSupport/SafeHarbor/
Air Force PALACE HART	http://www.socom.mil/care_coalition/docs/Palace_Hearts.pdf
Military HOMEFRONT/Military Severely Injured Center	http://www.militaryhomefront.dod.mil
Traumatic Servicemembers' Group Life Insurance	http://www.insurance.va.gov/sgliSite/TSGLI/TSGLI.htm

- personal, couple, and family counseling;
- financial resources;
- TSGLI claims submissions;
- military liaisons;
- return to active duty transitioning;
- VA transitioning;
- child care;
- information on and resources for major injuries;
- injured support processes; and

- communication with veteran service and charitable organizations.

Table 7-1 provides a list of military support organizations and their Internet contact information. DisabilityInfo.gov is a user-friendly Web site that contains links to information for people with disabilities, their families, employers, service providers, and other community members.

VETERAN SERVICE ORGANIZATIONS AND OTHER OPPORTUNITIES

Paralyzed Veterans of America

Paralyzed Veterans of America (PVA) is a congressionally chartered service organization founded in 1946 to provide support and assistance to veterans with spinal cord injuries and dysfunction.¹¹ PVA advocates for all veterans with spinal cord injuries or dysfunctions for quality healthcare, performs research and provides education on spinal cord injury and dysfunction, protects civil rights, and provides opportunities to maintain independence and increase the quality of life of all PVA members.¹¹

Helping veterans, especially those who served in Operation Iraqi Freedom and Operation Enduring Freedom, secure the benefits and healthcare they are entitled to is central to PVA's mission. Through its congressional charter as a veteran service organization, PVA members can be accredited to represent claimants before the VA. PVA has 34 chapters and many more service offices, including 24 offices in VA medical centers that provide spinal cord injury care. Service offices help veterans file claims for benefits, monitor their healthcare and the progress of their claims, and serve as advocates for veterans with the VA. PVA national service officers, available regionally across the United States and in Puerto Rico, provide no-cost representation to veterans with spinal cord

injury and their dependents to the VA, DoD, and other local agencies.

PVA has a number of programs to help veterans receive benefits and live healthy and productive lives. When necessary, the PVA appellate services program provides legal representation at the VA Board of Veterans Appeals in Washington, DC. Appellate services also prepares and presents cases before various military boards to ensure that PVA members receive maximum benefits from the military. Research and education supports investigations into the cure of spinal cord injury and dysfunction as well as the development of innovative treatments and critical new technologies. A key function of the research and education division is support for Clinical Practice Guidelines.

Formed to fight for the rights of paralyzed veterans, PVA remains involved in the creation of nearly every piece of influential disability legislation and federal regulation through the work of its legislative division. PVA is also involved in broader issues such as military retirement benefits. PVA maintains an office of the general counsel, which works closely with the PVA veterans' benefits department and also monitors overall trends in the VA's administration of benefits and healthcare. General counsel works to provide internal legal counsel for issues within PVA and its member chapters, but also provides critical legal in-

terpretations of changes in legislation or regulations affecting veterans.

The PVA accessible design division works to ensure that veterans with disabilities have access to public facilities and housing for independent living, providing example home layouts for wheelchair accessibility and consulting on major public venues to ensure maximum usage by veterans with a wide range of disabilities. The sports and recreation division provides a wide variety of opportunities for veterans with disabilities to learn and participate in activities that promote a healthy lifestyle, including the annual National Veterans Wheelchair Games.¹²

Disabled American Veterans

After World War I, Disabled American Veterans (DAV) was formed to help wounded veterans receive the care and benefits they deserved. With over 1.2 million members, 52 state departments, and almost 2,000 chapters located throughout the United States today, DAV continues helping veterans receive benefits, and its active legislative department ensures that privileges earned by veterans are protected and relevant to the current environment.¹³ DAV helps service members with disabilities acquired during military conflict to transition from active duty to veteran status, and cosponsors the National Veterans Winter Sports Clinic with VA.¹⁴

Wounded Warrior Project

“Putting veterans first in America” is the motto of the Wounded Warrior Project, a 501c(3) organization, originally partnered with the United Spinal Association, that provides free assistance to veterans in the process of applying for benefits from VA and other agencies. Goals of the organization are to give a new generation of veterans a voice as they enter the rehabilitation process, promote mutual assistance among service members as they reintegrate into communities, and let them know they are not forgotten.¹⁵ Like the military support systems, the Wounded Warrior Project assists with housing, daycare, identifying services, vocational support, and peer counseling, but also offers funding and sponsorship for adaptive sports and recreation, ranging from skiing in Colorado in partnership with Disabled Sports USA to deep-sea fishing in Alaska. The organization has delivered “wounded warrior packs” containing items such as telephone calling cards, magazines, clothing, and personal CD players to over 2,500 service members at MTFs. In addition to support for newly injured service members, the Wounded Warrior Project offers continued services and events to alumni long after their service to establish and maintain camaraderie among current and former service members.¹⁶

Other Important Organizations

There are many veteran service organizations and similar groups available to help veterans with disabilities successfully reintegrate into society, such as Veterans of Foreign Wars, the American Legion, and the Marine Corps League. The National Veterans Foundation is a not-for-profit organization that helps all veterans and their families and children. Its mission is to continue the process of rehabilitating and integrating American veterans into productive roles in society, and to facilitate, maintain, and operate a toll-free crisis management, referral, and information hotline for veterans and their families. The Armed Forces Relief Trust is a nonprofit fund created by the National Association of Broadcasters and the military aid societies to collect and distribute donations and loans in support of troops and families in need.

Newer organizations such as the Semper Fi Fund and Iraq War Veterans were created during Operation Iraqi Freedom / Operation Enduring Freedom to assist veterans and their families. Iraq War Veterans supports veterans of the war and their families, and its Web site links to other assistance and support organizations. The Coalition to Salute America’s Heroes was created to provide a way for individuals, corporations, and others to help severely wounded and disabled veterans and their families rebuild their lives.

The VA, in cooperation with the National Association of State Directors of Veterans Affairs, initiated the State Benefits Seamless Transition Program, which placed VA staff at 10 DoD medical facilities. VA staff identify injured military members who will be transferred to VA facilities and contact state veterans affairs offices on the patients’ behalf. The state offices, in turn, contact the veterans to inform them about state benefits for them and dependent family members. Most states and territories offer a range of benefits to veterans.

The Red Cross offers assistance to military members on active duty and their families, as well as veterans. The Fisher House program is a private-public partnership that supports America’s military in times of need, recognizing the special sacrifices of US men and women in uniform and the hardships of military service by offering humanitarian services beyond those normally provided by DoD and VA. Fisher Houses provide homelike settings where injured service members, veterans, and their families can stay while undergoing medical treatment and rehabilitation. Operation First Response provides sweatshirts, socks, underwear, toothbrushes, razors, and other essentials in backpacks, as well as assisting families of wounded service members with travel expenses and financial burdens incurred during rehabilitation or medical treatment.

SUMMARY

Many organizations are currently working to ensure wounded service members the support and assistance they need and deserve. These organizations have been established to give injured service members a voice

and show them their sacrifice has not been forgotten. The attachment to this chapter lists several charitable organizations and useful resources for service members and their families.

REFERENCES

1. US Army Human Resources Command. US Army Wounded Warrior Program. Army Wounded Warrior Web site. Available at: <https://www.aw2.army.mil/index.html> /. Accessed December 12, 2007.
2. US Army Human Resources Command. Wounded Warrior Lifecycle of Care and AW2. Army Wounded Warrior Web site. Available at: <https://www.aw2.army.mil/about/lifecycle.html>. Accessed December 10, 2008.
3. US Marine Corps. Wounded Warrior Regiment Web site. Available at: <http://www.woundedwarriorregiment.org/WWR.aspx>. Accessed December 1, 2008.
4. US Marine Corps. Marine for Life. US Marine Corps Web site. Available at: <https://www.m4l.usmc.mil/>. Accessed December 14, 2007.
5. Shafer JR. Marine for Life injured support: hometown link conference. Paper presented at: Annual Marine For Life Hometown Link Conference; May 2, 2006; San Diego, Calif.
6. US Navy. Safe Harbor—severely injured support. US Navy Web site. Available at: www.npc.navy.mil/CommandSupport/SafeHarbor/. Accessed December 14, 2007.
7. US Air Force. *PALACE HART (Helping Airmen Recover Together)*. Washington, DC: USAF; 2006. Available at: www.socom.mil/care_coalition/docs/Palace_Hearts.pdf. Accessed December 14, 2007.
8. US Department of Defense. Military severely injured support. Military HOMEFRONT Web site. Available at: www.militaryhomefront.dod.mil/portal/page/mhf/MHF/MHF_HOME_1?section_id=20.40.500.393.0.0.0.0.0. Accessed December 14, 2007.
9. US Department of Defense. Be a part of Operation Warfighter. Military HOMEFRONT Web site. Available at: www.militaryhomefront.dod.mil/dav/lsn/LSN/BINARY_RESOURCE/BINARY_CONTENT/1952741.pdf. Accessed December 15, 2007.
10. US Department of Veterans Affairs. Traumatic injury protection under Servicemembers' Group Life Insurance (TSGLI). Department of Veterans Affairs Web site. Available at: www.insurance.va.gov/sgliSite/TSGLI/TSGLI.htm. Accessed December 14, 2007.
11. Paralyzed Veterans of America Web site. Available at: www.pva.org/. Accessed December 21, 2007.
12. US Department of Veterans Affairs. National Veterans Wheelchair Games. Department of Veterans Affairs Web site. Available at: www1.va.gov/vetevent/nvwg/2008/default.cfm. Accessed December 21, 2007.
13. Disabled Veterans of America Web site. Available at: www.dav.org/. Accessed December 21, 2007.
14. US Department of Veterans Affairs. National Veterans Winter Sports Clinic. Department of Veterans Affairs Web site. Available at: www1.va.gov/vetevent/wsc/2007/default.cfm. Accessed December 21, 2007.
15. Walter Reed Army Medical Center. *Our Hero Handbook*. Washington, DC: WRAMC; 2004. Available at: www.wramc.army.mil/WarriorsInTransition/handbooks/WalterReedHeroHandbook.pdf. Accessed December 14, 2007.
16. Wounded Warrior Project Web site. Available at: <https://www.woundedwarriorproject.org/>. Accessed December 14, 2007.

ATTACHMENT: REGIONAL RESOURCES AND SUPPORT ORGANIZATIONS

Army Wounded Warrior Soldier Family Management Specialist Locations

State	Telephone Number	State	Telephone Number
Alabama	205-382-3353	Minnesota	612-467-3578 ext 64810 (Minneapolis VAPTC)
Alaska	703-325-9976	Mississippi	703-325-9957
Arizona	703-325-9976	Missouri	314-652-4100 ext 64810 (St Louis VAMC)
Arkansas	703-325-9959	Montana	703-325-9976
California	703-325-9980	Nebraska	703-325-9982
	703-325-9958	Nevada	703-325-9976
	619-476-0226 (San Diego VAPTC)	New Hampshire	NA
	310-478-3711 ext. 40935 (Los Angeles VAMC)	New Jersey	703-325-8452
	650-387-2435 (Palo Alto VAPTC)	New Mexico	703-325-9982
Colorado	719-238-0777 (Fort Carson)	New York	718-772-2332 (Bronx VA)
	719-338-5284 (Denver VAMC)	North Carolina	703-325-8452
Connecticut	NA		703-325-9966
Delaware	617-314-5104 (Boston VAMC)		910-907-7165 (Fort Bragg-Womack AMC)
District of Columbia	202-356-1012 ext 40380 (WRAMC Outpatient)		910-864-8768 (Fayetteville VAMC)
	202-782-9713 (WRAMC Inpatient)	North Dakota	703-325-9982
	202-341-0044 (Washington VAMC)	Ohio	216-791-3800 ext. 6227 (Cleveland VAMC)
Florida	813-979-3638 (Tampa VAPTC)	Oklahoma	703-325-9971
Georgia	706-631-0411 (Augusta VAMC)	Oregon	703-325-9958
	912-435-5750 (Fort Stewart MTF)	Pennsylvania	703-325-9993
Guam	703-325-9980	Rhode Island	NA
Hawaii	703-325-9980	South Carolina	703-325-9957
Idaho	703-325-9976	South Dakota	703-325-9982
Illinois	703-325-9070	Tennessee	703-325-9966
	708-408-2708 (Hines VAMC)	Texas	703-325-9987
Indiana	703-325-9070		210-275-5966 (BAMC Outpatient)
	708-408-2708 (Hines VAMC)		210-916-6417 (BAMC Inpatient)
Iowa	703-325-9982		214-797-4921 (Dallas VAMC)
Kansas	785-223-1297 (Fort Riley MTF)		713-857-5823 (Houston VAMC)
Kentucky	270-562-1780 (Fort Campbell MTF)		254-288-8139 (Fort Hood-Darnall AMC)
	270-985-8509 (Fort Campbell MTF)	Utah	703-325-9976
Louisiana	703-325-9959	Vermont	NA
Maine	NA	Virginia	703-325-9992 (AW2 Headquarters)
Maryland	703-325-9993		804-399-8048 (Richmond VAPTC)
	202-330-1281 (National Naval Medical Center)	Washington	703-325-9958
Massachusetts	617-314-5104 (Boston VAMC)		206-764-2945 ext. 62945 (Fort Lewis-Madigan AMC and Seattle VAMC)
Michigan	703-325-9070	West Virginia	703-325-9993
Micronesia	703-325-9980	Wisconsin	703-325-9070
		Wyoming	703-325-9976

Marine for Life Hometown Link Locations

State	City	Phone	E-mail
Alabama	Birmingham	334-826-6460	birmingham@m4l.usmc.mil
	Mobile	205-965-1927	mobile@m4l.usmc.mil
Alaska	Anchorage	206-793-9800	anchorage@m4l.usmc.mil
Arizona	Phoenix	NA	Phoenix@m4l.usmc.mil
	Tucson	480-226-6921	Tucson@m4l.usmc.mil
Arkansas	Little Rock	703-499-4118	LittleRock@m4l.usmc.mil
California	Bakersfield	661-326-3672	Bakersfield@m4l.usmc.mil
	Camp Pendleton	619-520-3836	CampPendleton@m4l.usmc.mil
	Fresno	559-213-8538	Fresno@m4l.usmc.mil
	Los Angeles	310-261-8538	LosAngeles@m4l.usmc.mil
	Sacramento	916-416-5994	Sacramento@m4l.usmc.mil
	San Bernardino	310-420-3306	SanBernardino@m4l.usmc.mil
	San Diego	310-420-3338	SanDiego@m4l.usmc.mil
	San Diego	619-250-7268	SanDiego@m4l.usmc.mil
	San Francisco	415-850-8385	sanfrancisco@m4l.usmc.mil
Colorado	Colorado Springs	719-491-1080	ColoradoSprings@m4l.usmc.mil
	Denver	719-491-1080	Denver@m4l.usmc.mil
Connecticut	New Haven	619-293-4102	NewHaven@m4l.usmc.mil
Delaware	NA	NA	NA
Florida	Jacksonville	904-338-5385	JacksonvilleFL@m4l.usmc.mil
	Miami	786-229-6442	miami@m4l.usmc.mil
	Orlando	NA	orlando@m4l.usmc.mil
	Pensacola	703-499-4168	Pensacola@m4l.usmc.mil
	Tampa	813-241-7201	tampa@m4l.usmc.mil
Georgia	Albany	703-296-0577	Albany@m4l.usmc.mil
	Atlanta	770-294-0677	Atlanta@m4l.usmc.mil
Hawaii	NA	NA	NA
Idaho	Boise	208-627-0053	Boise@m4l.usmc.mil
	Couer d'Alene	NA	CouerdAlene@m4l.usmc.mil
Illinois	Chicago	773-617-2228	chicago@m4l.usmc.mil
Indiana	Indianapolis	317-223-8899	Indianapolis@m4l.usmc.mil
Iowa	NA	NA	NA
Kansas	NA	NA	NA
Kentucky	Bowling Green	703-296-0405	bowlinggreen@m4l.usmc.mil
	Lexington	703-843-6060	Lexington@m4l.usmc.mil
	Louisville	502-432-7996	Louisville@m4l.usmc.mil
Louisiana	Shreveport	318-771-1512	Shreveport@m4l.usmc.mil
	New Orleans	504-915-1062	NewOrleans@m4l.usmc.mil
Maine	Augusta	617-892-5269	Augusta@m4l.usmc.mil
Maryland	Andrews Air Force Base	410-212-5608	andrewsafb@m4l.usmc.mil
	Baltimore	301-573-3018	Baltimore@m4l.usmc.mil
Massachusetts	Boston	508-326-3988	Boston@m4l.usmc.mil
Michigan	Detroit	586-630-7357	Detroit@m4l.usmc.mil
	Lansing	616-293-0527	Lansing@m4l.usmc.mil
Minnesota	Minneapolis	651-497-0066	Minneapolis@m4l.usmc.mil
		651-497-0105	
Mississippi	Gulf Port	703-843-5830	gulfport@m4l.usmc.mil
	Jackson	703-499-4109	JacksonMS@m4l.usmc.mil
Missouri	Kansas City	913-927-4042	KansasCity@m4l.usmc.mil
	St Louis	314-226-6120	stlouis@m4l.usmc.mil

Montana	NA	NA	NA
Nebraska	Omaha	703-499-4167	omaha@m4l.usmc.mil
Nevada	Las Vegas	702-349-9608	LasVegas@m4l.usmc.mil
New Hampshire	Manchester	703-296-6730	Manchester@m4l.usmc.mil
New Jersey	Newark	862-849-9683	Newark@m4l.usmc.mil
	Trenton	609-209-0843	trenton@m4l.usmc.mil
	Albuquerque	505-975-6512	Albuquerque@m4l.usmc.mil
New Mexico	Albuquerque	505-975-6512	Albuquerque@m4l.usmc.mil
New York	Buffalo	585-356-9582	Buffalo@m4l.usmc.mil
	New York City	NA	M4l.nyc@gmail.com
	Rochester	703-296-6561	Rochester@m4l.usmc.mil
	Camp Lejeune	910-237-5618	CampLejeune@m4l.usmc.mil
North Carolina	Charlotte	803-389-7067	Charlotte@m4l.usmc.mil
	Raleigh	919-644-2296	Raleigh@m4l.usmc.mil
	Central HTL	719-380-6731	CentralHTL@m4l.usmc.mil
North Dakota	Grand Forks	NA	GrandForks@m4l.usmc.mil
	Cincinnati	513-200-8103	Cincinnati@m4l.usmc.mil
Ohio	Cleveland	216-214-6248	Cleveland@m4l.usmc.mil
	Columbus	614-402-7322	Columbus@m4l.usmc.mil
	Dayton	937-605-4506	Dayton@m4l.usmc.mil
	Toledo	419-574-2641	Toledo@m4l.usmc.mil
	Oklahoma City	405-409-7971	OklahomaCity@m4l.usmc.mil
	Portland	503-209-4613	Portland@m4l.usmc.mil
Oklahoma	Allentown	347-234-3856	Allentown@m4l.usmc.mil
	Philadelphia	610-476-1609	Philadelphia@m4l.usmc.mil
	Pittsburgh	NA	Pittsburgh@m4l.usmc.mil
Rhode Island	Providence	508-326-3988	Providence@m4l.usmc.mil
South Carolina	Charleston	803-317-4933	CharlestonSC@m4l.usmc.mil
	Columbia	803-317-4933	NA
	Greenville	864-844-4433	greenville@m4l.usmc.mil
	NA	NA	NA
South Dakota	NA	NA	NA
Tennessee	Knoxville	615-414-4171	Knoxville@m4l.usmc.mil
	Memphis	901-301-4839	Memphis@m4l.usmc.mil
	Nashville	347-623-3408	Nashville@m4l.usmc.mil
	Austin	512-748-2372	Austin@m4l.usmc.mil
Texas	Dallas Ft. Worth	972-880-0779	DFW@m4l.usmc.mil
	El Paso	915-726-4250	ElPaso@m4l.usmc.mil
	Houston	281-802-8107	Houston@m4l.usmc.mil
	Houston	281-642-5696	Houston@m4l.usmc.mil
	San Antonio	210-389-7630	rudyleos22@aol.com
	Salt Lake City	NA	SaltLakeCity@m4l.usmc.mil
	NA	NA	NA
	Charlottesville	540-295-9267	Charlottesville@m4l.usmc.mil
Virginia	Richmond	804-400-0871	Richmond@m4l.usmc.mil
	Roanoke	540-295-9267	Roanoke@m4l.usmc.mil
	Virginia Beach	757-435-9524	VirginiaBeach@m4l.usmc.mil
	Williamsburg	804-400-0871	Williamsburg@m4l.usmc.mil
	Woodbridge	703-296-6727	Woodbridge@m4l.usmc.mil
	Seattle	206-281-7917	Seattle@m4l.usmc.mil
	Spokane	509-370-0109	Spokane@m4l.usmc.mil
	Washington, DC	Washington, DC	202-207-7837
West Virginia	NA	NA	NA
Wisconsin	Green Bay	920-392-1005	GreenBay@m4l.usmc.mil
	Milwaukee	414-236-1968	Milwaukee@m4l.usmc.mil
Wyoming	NA	NA	NA

Useful Resources and Organizations for Veterans

American Legion	www.legion.org
American Red Cross	www.redcross.org
America Supports You	www.americasupportsyou.mil
Fisher House	www.fisherhouse.org
Disabled American Veterans	www.dav.org
Fallen Patriot Fund	www.fallenpatriotfund.org
Helping Our Heroes Foundation	www.hohf.org
Homes for Our Troops	www.homesforourtroops.org
Injured Marine Corps Semper Fi Fund	www.semperfund.org
Intrepid Museum/Intrepid Fallen Heroes Fund	www.intrepidmuseum.org/pages/intrepidfoundation
Iraq and Afghanistan Veterans of America	www.iava.org
Marine Corps Law Enforcement Foundation	www.mc-lef.org
Military OneSource	www.militaryonesource.com
National Veterans Wheelchair Games	www1.va.gov/vetevent/nvwcg/2008/default.cfm
National Veterans Winter Sports Clinic	www1.va.gov/vetevent/wsc/2007/default.cfm
Navy-Marine Corps Relief Society	www.nmcrs.org
Operation Comfort	www.operationcomfort.com
Operation Hero Miles through Fisher House Foundation	www.fisherhouse.org/programs/heroMiles.shtml
Paralyzed Veterans of America	www.pva.org
Veterans and Families Homecoming Initiative	www.veteransandfamilies.org
Veterans of Foreign Wars Unmet Needs	www.unmetneeds.com
Wounded Warrior Fund	www.woundedwarriors.org

Resources at Walter Reed Army Medical Center

Soldier Family Assistance Center

The SFAC is a team consisting of enlisted soldiers and civilian employees appointed by the Garrison Commander to coordinate resources and act as a point of contact for patients and their family members.

The SFAC is open to assist patients who have been evacuated to Walter Reed Army Medical Center from Operation Iraqi Freedom (OIF) and Operation Enduring Freedom (OEF). The SFAC also assists the family members of those patients. The SFAC encourages family members to come to the SFAC after arriving at WRAMC. SFAC staff will attempt to answer any questions you may have during your stay.

Warrior Transition Brigade

The Warrior Transition Brigade provides command and control, primary care, and case management for service members receiving treatment for wounds suffered deployed in the war on terror. The unit works to “promote their timely return to the force or transition to civilian life.”

Army Wounded Soldier and Family Hotline: 1 (800) 984-8523

The Army Wounded Soldier and Family Hotline provides wounded and injured soldiers and their family members another way to resolve medical issues. The hotline provides an information channel for soldiers’ medical-related issues to go directly to senior Army leadership and is staffed 24 hours a day, 7 days a week.

Reproduced from: Walter Reed Army Medical Center Web site. Available at: www.wramc.amedd.army.mil/WarriorsIn-Transition/Pages/default.aspx. Accessed June 5, 2008.