

# Wounded Warrior Regiment



## Marines Taking Care of Marines

### Mission

The Wounded Warrior Regiment provides and facilitates assistance to all wounded, injured, and ill Marines and Sailors attached to/or in support of Marine units and their family members throughout the phases of recovery.

The Wounded Warrior Regiment provides services to all wounded or ill Marines, whether active duty, non-active or retired. The Wounded Warrior Regiment focuses on providing a continuity of care, including oversight of medical treatment, counseling, transition services, and efforts to match the needs of the Marines and families with that of non-profit organizations.

The Wounded Warrior Regiment is available 365 days a year to Marines and their families through the Wounded Warrior Call Center at (877) 487-6299. A growing number of calls are received each day, in addition to the proactive outreach calls made to more than 3,000 Marines each month.

### Some Functional Goals

Accountability and tracking of all wounded Marines

Proactive outreach to serve those in need

Job transition and continuing education assistance

Non-medical case management

Veteran's transition assistance

Benefits and non-profit organization support

Continuity of care at all phases of recovery

Advocacy for Marines, Sailors and their families

Offering a personal touch to Marines taking care of Marines



## Who Do We Serve

When it comes to defining who a Marine is, the Wounded Warrior Regiment truly lives out the motto *Semper Fidelis* – it is always faithful. In previous, more traditional models, retirees, medical retirees and Veterans were only able to work with the Veterans Administration to receive support for their needs. The Wounded Warrior Regiment breaks tradition by helping Marines of all types.

As part of the Total Force, **Reserve Marines** provide strength and depth to the Corps. The steadfast commitment of the Reserve Component in this post 9/11 world enables the Marine Corps to meet the demanding security needs of our nation. Reserve Marines are a force multiplier ready and relevant.

Numbering approximately 184,000, the **Active Component** is a lean force of highly trained professionals focused on mission accomplishment. Active Component Marines make up the heart and soul of our Corps today. As the aggressive tip of the spear, these warriors epitomize the core values of honor, courage and commitment and are capable of meeting the challenges of today's battlefields.

Our civilian workforce is comprised of some of the best and brightest professionals in federal service. As part of the Marine Corps team, "**Civilian Marines**" work to provide world-class support during all phases of a Marine's life. They form the backbone of our Marine Corps family and as such are committed to our core values of honor, courage and commitment.

"Once a Marine, always a Marine" is more than just a slogan. **Veteran Marines** are the embodiment of the Corps' proud history. Through their sweat and blood they built the foundation of honor and pride for the premier fighting force that is the United States Marine Corps today.

## Call Center

The Wounded Warrior Regiment's call center is one of the major resources that helps Marines navigate through the process of receiving the assistance that they deserve.

The call center's mission is to provide support through distribution of information, resources, advocacy and all aspects of caring for wounded warriors and their family members. The center is also tasked with receiving calls from families of Marines.

The Wounded Warrior Regiment call center is revolutionary because it addresses the needs of wounded warriors. Instead of relying on incoming calls and helping only those that contact them, the call center operators proactively reach out to wounded warriors – contacting everyone to ensure that their needs are being addressed and that they are being properly cared for.

Since becoming fully operational in November 2007, the call center had over 9,000 wounded Marines to contact, each with a different level of injury. The operators of the call center work to help each Marine on an individual basis to aid them in determining their needs and connecting them to the services or support available to address them.





## About the Regiment

Since 1775, the Marine Corps has been taking care of its own. The Wounded Warrior Regiment was established in 2007 to support the effort and to provide a comprehensive and integrated approach to the care of all wounded, ill, and injured Marines.

The Wounded Warrior Regiment provides a continuity of care by offering one, unified command enabling the WWR to fulfill its mission and provide and facilitate assistance to ill and injured warriors and their family members throughout all phases of their recovery.

The Wounded Warrior Regiment supports Marines and their families as they navigate through medical evaluation boards and assists in the rehabilitation of warriors back into active service and/or the transition to civilian life. The regiment also ensures accountability in the management of non-medical phases of transition.

Headquarters in Quantico, the Regiment has two battalions – Battalion East in Camp Lejeune, N.C., and Battalion West in Camp Pendleton, Calif. Serving all Marines and their families across a geographic span from Landstuhl, Germany to Okinawa, Japan, the Wounded Warrior Regiment is committed to its efforts to care for all wounded and ill Marines.

Both East and West battalions provide on-site barracks designed as healing centers for outpatient care, allowing wounded warriors to live out all phases of recovery in a supportive on-base environment.

In order to support the Marines on an individual basis, the Wounded Warrior Regiment has developed patient affairs teams that work with the Marines one-on-one. These teams are the life and blood of the Wounded Warrior Regiment, acting like troops on the ground for the Regiment. In addition, Tiger Teams are at work across the United States attending to the needs of injured or ill Marines and their families and provide services directly to individuals at their unique location.

As part of the military, the Wounded Warrior Regiment is unable to partner with agencies; however, they are able to cooperate with non-profit organizations and pair them with wounded Marines that need services beyond the reach and abilities of the regiment. The Wounded Warrior Regiment has also found great support in its sister services within other branches of service.





## More Than Just a Recovery



In addition to aiding in the healing process, the Wounded Warrior Regiment also works to improve the quality of life for wounded warriors by enabling them to participate in a multitude of unique opportunities. From regiment hunting trips to airsoft tournaments to prime sporting event experiences, the Wounded Warrior Regiment works to ensure that the warriors are living their lives to their fullest.

Furthermore, the Regiment sponsors Job Fairs to help the Wounded Warriors enter the work force. The Wounded Warrior Regiment is dedicated to helping wounded Marines make the transition from military to civilian life - a transition that can be difficult at times, especially when the injured or retired Marine has been in the service for a long time. Whether injured, retired or active duty, Marines are hard workers and sought after by many employers. The Wounded Warrior Regiment helps put these hard working Wounded Warriors in touch with dozens of companies.



### Timeline

#### 2002

While the support to our Marines and their families has always been exceptional, in 2002 it was recognized that the Marine Corps needed an organization that provides additional rigor to the phrase 'Marines take care of their own.'

At that point, Marine For Life was established to help Marines and their families as they retired transition to civilian life from active duty, a period that can be very difficult. Marine For Life works a transition assistance program that networks Marine-friendly business, organizations and individuals with Marines in need of assistance who honorably left active service.

#### 2005

Marine For Life extended their support and created a formal program to aid seriously injured Marines with the myriad of medical, financial and administrative issues.

#### 2007

In April 2007 the Wounded Warrior Regiment was created, evolving out of the Marine for Life programs.

The Wounded Warrior Regiment revolutionized the way that wounded warriors are tracked, aided and cared for. Not only are services provided to those transitioning out of the Marine Corps, but also to those hoping to rehabilitate back into active service.