

## Navy Wounded Warrior – Safe Harbor Questions & Answers

### **What is Navy Wounded Warrior (NWW) – Safe Harbor?**

NWW provides Sailors and Coast Guardsmen, as well as their families, with non-medical care while they are recovering from serious illness or injury. Regional non-medical care management teams tailor support to each enrolled service member's recovery, rehabilitation and reintegration needs. The program allows service members and their families to focus on healing without distractions.

### **What do you mean by non-medical care? What does that include?**

Non-medical support can include assisting with pay and personnel issues; Invitational Travel Orders; lodging and housing adaptation; child and youth care; transportation needs; legal and guardianship issues; education and training benefits; commissary and exchange access; respite care; traumatic brain injury/post-traumatic stress support services; and more.

Regional non-medical care management teams work with a wounded warrior and his or her medical team to develop a Comprehensive Recovery Plan, which is designed to address the individual's specific recovery, rehabilitation and reintegration goals.

NWW provides lifetime support. Enrollment does not conclude when a service member is discharged from a medical treatment facility.

### **Who is eligible for enrollment in NWW?**

Any wounded warrior is eligible. The Navy defines a "wounded warrior" as a Sailor or Coast Guardsman that has a serious illness or injury requiring long-term care that may result in a Medical Evaluation Board/Physical Evaluation Board (MEB/PEB) to determine fitness for duty.

Support is not limited to combat injuries. NWW also assists those battling serious illnesses or who are injured in accidents.

### **How does a service member become enrolled in NWW?**

Sailors and Coast Guardsmen may self-refer to the program or be referred by a family member, their command leadership or their medical team. For questions on enrollment eligibility, call NWW's toll-free line, 855-NAVY WWP (628-9997) or e-mail [navywoundedwarrior@navy.mil](mailto:navywoundedwarrior@navy.mil).

### **How many service members are enrolled in NWW?**

Currently, more than 4,000 Sailors and Coast Guardsmen are enrolled in NWW.

*\*Enrollment numbers change frequently.*



**Where is NWW located?**

The program is headquartered in Washington, D.C. Regional non-medical care management teams are located at major Military Treatment Facilities throughout the U.S., as well as at several VA Polytrauma Centers.

**What are some of NWW's key initiatives?**

NWW has several initiatives designed to provide world-class assistance to seriously wounded, ill and injured Sailors and Coast Guardsmen.

- **Call Center:** NWW operates a 24-hour call center, which addresses telephone inquiries about the program and also reaches out to transitioned enrollees to ensure they are receiving support and taking advantage of various benefits.
- **Benefits:** NWW operates the Navy's Pay and Allowance Continuation program for wounded warriors, and it also administers the Department of Defense's Special Compensation for Assistance with Activities of Daily Living benefit for Sailors.
- **Family Assistance:** NWW tackles the varied needs of enrollee families, including securing Invitational Travel Orders, arranging installation access, handling lodging concerns and arranging child care.
- **Anchor Program:** NWW matches Sailors and Coast Guardsmen transitioning out of military service with sponsors who offer a wide range of support, including serving as social contacts, providing personal referrals and establishing connections with local employers.
- **Adaptive Athletic Reconditioning:** NWW hosts a series of adaptive athletic reconditioning camps that focus on track and field, basketball, archery, swimming and other sports.
- **Employment and Education Support:** NWW connects its enrollees and their caregivers to a host of education benefits and career counseling services, from assisting with job applications, to identifying vocational training opportunities, to sharing direct employer contacts.

