



**Navy Wounded Warrior (NWW) coordinates the non-medical care of seriously wounded, ill and injured Sailors and Coast Guardsmen, and provides resources and support to their families. Through proactive leadership, NWW offers individually-tailored assistance to ensure enrollees’ successful recovery, rehabilitation and reintegration. The program allows service members to focus on their recovery goals while its team of experts resolves non-medical hurdles.**

## **Family Support**

The term “family” can mean many things: a spouse, a parent, a relative, a significant other, or a friend. However they are defined, the families of wounded, ill and injured Sailors and Coast Guardsmen are critically important. Without their selfless dedication, NWW enrollees would not likely be as successful in their recovery, rehabilitation and reintegration activities.

NWW provides enrollee families with a variety of support services to help make their jobs as caregivers more manageable and alleviate the stress that accompanies a major life change.

## **How Does the NWW Family Programs Coordinator Assist Enrollee Families?**

The Family Programs coordinator is part of the NWW headquarters team and provides regular support to non-medical care managers addressing issues on behalf of enrollee families. The Family Programs coordinator establishes productive working relationships with a diverse range of government and non-governmental agencies and identifies new family assistance resources.

Throughout the year, the Family Programs coordinator looks for opportunities to bring family members and caregivers together to deliver tools and resources directly to them. The goal of these events is to provide some respite for caregivers, explore new strategies to cope and manage through a difficult time, make new acquaintances, and share stories and ideas with others who share similar challenges of caring for a wounded warrior on a daily basis. The Family Programs coordinator also produces the quarterly Wounded Warrior Family Newsletter, which is designed to ensure the families and caregivers of Navy Wounded Warrior enrollees are aware of the many helpful opportunities and resources available to them, regardless of the status of their wounded warriors’ recovery. Enrollee families are welcome to contact the Family Programs coordinator at <http://www.navywoundedwarrior.com/> to sign up for the newsletter, ask questions, discuss challenges, or share suggestions.



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## How do NWW Non-Medical Care Managers Assist Enrollee Families?

When NWW receives word that a recovering service member is inbound, a non-medical care manager is assigned to the case. The non-medical care manager takes immediate action addressing the family's most pressing needs, including Invitational Travel Orders, installation access, lodging, and child care. Whenever possible, they ensure those needs are met before the service member's arrival at a medical treatment facility.

When working with the recovering service member to develop a Recovery Care Plan, the non-medical care manager makes certain his or her family and caregiver is included. Critical family needs – such as loss of income, benefits and emotional well-being – are focal points of the plan and tracked throughout the recovery process.

The non-medical care manager communicates frequently with enrollee families, ensuring their quality of life does not suffer while providing care for a loved one. As needed, families are connected with services such as personal financial management, spouse employment assistance, respite care information, and child and youth programs.

## What Additional Resources are Available to Enrollee Families?

A sampling of resources available to enrollee families is below. The non-medical care manager may be able to identify additional resources that pertain to specific needs.

- **The Fleet and Family Support Program** offers a full array of resources to help Navy families become resilient, well informed and adaptable to the Navy environment.
- **Families Overcoming Under Stress (FOCUS)** is a resiliency-building program that provides family-centered support for military service members and their families.
- **Military OneSource** provides service members and families help with various concerns, including money management, spouse employment, child care, deployment and more.
- **The National Resource Directory** provides access to services and resources at the national, state and local levels that support recovery, rehabilitation and reintegration.
- **The Caregiver Resource Directory** includes the most commonly referenced resources, organizations, agencies and programs that provide support to the caregivers of wounded, ill and injured service members.
- **Military Families Learning Network** provides a caregiver support curriculum consisting of monthly webinars on topics critical to caregivers.
- **Navy Child and Youth Programs (CYP)** offers child care through Child Development Centers, as well as before- and after-school care for school-aged children. CYP offers combat wounded NWW enrollees certain discounts while they are in treatment.
- **Military Caregiver PEER Forums** meet, in person, on various military installations across the United States that serve RSMs, their families and caregivers. In addition to the in-person meetings, virtual PEER Forums, webinars and other online tools are available to caregivers in remote locations.

