



# WOUNDED WARRIOR REGIMENT

UNITED STATES MARINE CORPS

## SERGEANT MERLIN GERMAN WOUNDED WARRIOR CALL CENTER

### Who was Sergeant Merlin German?

Sergeant Merlin German was severely injured in a roadside blast in Iraq in February 2005. With burns over 97% of his body, medical personnel gave little hope for his survival. However, months later, the "Miracle Man", as he had come to be known, walked out of the hospital under his own power. Sergeant German met his challenges head on and for three years fought through countless surgeries and ongoing therapy.

Not content with merely surviving, he mentored and encouraged other Wounded Warriors receiving treatment at Brooke Army Medical Center (now the San Antonio Military Medical Center). His good cheer and inspiring determination drew the attention of many, including President Bush and actor Chuck Norris. In 2008, Sergeant German established "Merlin's Miracles", a foundation to help burned children and their families. On 11 April 2008, Sergeant German passed away at the age of 22 from complications after one of his many surgeries. In December 2008, the Call Center was dedicated to Sergeant Merlin German.



Through the Wounded Warrior Regiment (WWR), the Marine Corps will continue to honor its commitment to keep faith with those Marines who have sacrificed so much. As a global command with strategic reach, WWR must help wounded, ill and injured (WII) Marines and their families any time of the day or night, wherever they are located. The Sergeant Merlin German Wounded Warrior Call Center (WWCC) was established in 2007 to render assistance to WII Marines and Marine veterans with obtaining benefits and referrals and providing information on community reintegration services and a multitude of other resources.

The WWCC provides assistance on a variety of issues including:

- Benefits and Entitlements
- Traumatic Servicemembers' Group Life Insurance
- Pay and Entitlements
- Social Security Disability Insurance
- Awards (Purple Hearts)
- Veterans Administration
- GI Bill
- Employment/Education
- Traumatic Brain Injury
- Post Traumatic Stress Disorder
- Counseling on a variety of issues

The trained call center staff includes retired Marines and Marine veterans or family members of Marines augmented by a small staff of psychological health professionals. These dedicated individuals are skilled at providing help and share a common bond with those they serve.


### Communicating with Marines


Since it opened, the WWCC has focused on traditional means for communicating with WII Marines and their families: Phone, fax, and mail. In addition to receiving calls from WII Marines and their families / caregivers, the Call Center primarily conducts outreach calls. Outreach calls offer assistance on a wide variety of issues, such as service disability ratings, medical care, employment, counseling, and benevolent organizations. At a WII Marine's request, the WWCC will also text information to their mobile phone. Most outreach calls are to WII Marines on the Temporary Disability Retired List to ensure they receive appropriate support during this time period.


# Other Services of the Call Center


## Online / Mobile Contact

Utilizing emerging technologies, WWCC, in conjunction with the WWR Public Affairs Office distributes information about services available to support WII Marines' recoveries, news related to the WWR and stories of Marines focusing on their abilities.

 **Facebook** – interactive website allowing for direct messaging and requests for support as well as information sharing

 **Twitter** – direct messaging in a short format viewable in multiple formats

 **Flickr** – sharing inspiring photos of WII Marines, their families and caregivers as they navigate the road to recovery and focus on their abilities

 **YouTube** – sharing videos of WII Marines focusing on their abilities and accomplishments

**WWRnews** – electronic newsletter providing relevant and timely information

**Smartphone Apps** – iPhone, iPad and Android applications provide information about the WWR, benefits and services on your mobile device

## Battalion Contact Centers

WWR Battalion contact cells reach out to active duty WII Marines who remained with or returned to their parent commands within each Area of Responsibility (AOR) to monitor their recovery and provide information on new programs and/or resources that would benefit them. The contact cells receive calls for assistance and perform follow-on monitoring to ensure issue resolution. This proactive engagement enables the Battalions to monitor their recovery and provide information on new programs and/or resources that would benefit WII Marines and their families.

**Battalion-East Contact Center**  
(AOR – East of the Mississippi River, including Europe)  
Mon - Fri, 0800-1600 (Eastern Time)  
910-451-1202  
910-451-2253  
910-449-9573





**Battalion West Contact Center**  
(AOR – West of the Mississippi River, including Japan, Guam and Hawaii)  
Mon - Fri, 0800-1600 (Pacific Time)  
1.888.738.7044

## THE WOUNDED WARRIOR REGIMENT

The Wounded Warrior Regiment (WWR) stood up in April 2007 and immediately began to assume responsibilities for non-medical Wounded Warrior care. **The mission of the WWR is to provide and facilitate assistance to Wounded, Ill and Injured (WII) Marines, Sailors attached to or in direct support of Marine units, and their family members, throughout the phases of recovery.** The Regimental Headquarters element, located in Quantico, Va., coordinates the operations of two Wounded Warrior Battalions located at Camp Pendleton, Calif., and Camp Lejeune, N.C. The Regimental Headquarters provides unity of command and unity of effort through a single Commander who provides guidance, direction, and oversight to the Marine Corps WII non-medical care process and ensures continuous improvements to care management and the seamless transition of recovering Marines.



**UNITED STATES MARINE CORPS WOUNDED WARRIOR REGIMENT**  
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www.woundedwarriorregiment.org • 877.487.6299 •    

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