



WOUNDED WARRIOR CALL CENTER

FACT SHEET

THE SERGEANT MERLIN GERMAN WOUNDED WARRIOR CALL CENTER, inaugurated in December 2007, enables the Marine Corps to extend support to Marines through a variety of services to include advocacy, resource identification and referral, information distribution, and care coordination for Wounded, Ill, and Injured (WII) Marines and their family members.

Trained Call Center staff is primarily veteran and retired Marines or family members of Marines. These dedicated individuals are not only skilled at providing help, but they also share a common bond with those they serve.

In addition to receiving calls from active duty and veteran Marines, the Call Center also 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.

An additional Call Center outreach capability is the Rapid Action Poll (RAP). The Wounded Warrior Regiment leadership frequently needs to quickly, yet accurately, pulse WII Marines' and their families' opinions on specific issues to aid in their strategic planning, decision-making, and policy development. Feedback from Marines and their families, through the RAP capability, helps the Regiment to provide the best care possible by proactively identifying specific needs and challenges.

In addition to the WWR Call Center, both Wounded Warrior Battalion East and West have Call Cells. These Cells reach out to active duty WII Marines who remained with or returned to their parent commands. This proactive engagement enables the Regiment and Battalions to monitor their recovery and provide information on new programs and/or resources that would benefit the Marine and their family.

CALL CENTER BENEFITS

WII Marines and their families may contact the Call Center for advice and/or support for many issues, including:

- Benefits and Entitlement
- TSGLI
- Financial Planning
- GI Bill
- Employment/Education Support
- Psychological Health Concerns
- Counseling support on a variety of issues

For assistance or to receive additional information contact:

Sergeant Merlin German
Wounded Warrior Call Center
24/7 toll free at 877.487.6299

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 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, Virginia, coordinates the operations of two Wounded Warrior Battalions located at Camp Pendleton, California, and Camp Lejeune, North Carolina. 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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