

# Navy Family Ombudsman Program – Wounded Warrior Support



## BACKGROUND

Ombudsmen are official volunteers serving as the liaison between the command and command families. Their key role is to provide information and resources to spouses and family members. Ombudsmen are encouraged to build a library of resources, and CNIC is committed to providing updated information for existing programs, and introductory information for new programs. Although the ombudsman does not currently have a direct role in working with wounded, ill and injured service members, they should understand and recognize the potential issues of the seriously wounded, ill or injured service members and their families, and be able to refer spouses and family members to the entities available to assist these individuals.

## GOALS

To ensure that ombudsmen have a clear understanding of the support, both medical and non-medical, available to seriously wounded, ill and injured service members and their families.

## KEY MESSAGES

Seriously wounded, ill, or injured members are designated as “Wounded Warriors”, regardless of whether the medical incident occurs during the performance of their duties or on their off-time.

- Wounded Warriors receive medical and non-medical care support from the time of injury through transition and beyond.
- **Navy Medicine Medical Care Case Managers** work with members of the health care team to ensure specific **healthcare needs** of wounded, ill or injured Sailors and their families are met.
- **Navy Safe Harbor Non-medical Care Managers** work collaboratively with Medical Care Case Managers but their focus is on providing assistance to address **non-medical care** needs, e.g. Navy pay issues, pay and benefit information and application support, housing adaptation services, child care support, identification of legal support resources, access to special education and training opportunities, etc.
- The Disability Evaluation System (DES) combines the requirements of the DoD and Veterans Affairs (VA) disability systems. DES removes redundancy and creates a simple transparent process that allows for delivery of VA benefits as soon as the member separates from the service.

## COMMAND STATEMENT



Supporting Sailors and Families  
through Preparedness and Resiliency



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**Navy Safe Harbor** is the focal point for the non-medical care management of seriously wounded, ill, or injured Sailors and their families. Providing a lifetime of care, Navy Safe Harbor brings resources together to assist and support Sailors through recovery, rehabilitation, and reintegration. Navy Safe Non-medical Care Managers are located at major Navy treatment facilities throughout the US, VA Polytrauma Centers, and Brooke Army Medical. Non-medical care management support is individually tailored to meet the unique needs of each Sailor and family encompassing pay/personnel issues, invitational travel orders, lodging and housing adaptation, child and youth programs, 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 much more. Navy Safe Harbor's goal is to return Sailors to duty and, when not possible, work collaboratively with federal agencies including the VA, state, and local organizations to ensure successful reintegration of Sailors back into their communities. Navy Safe Harbor extends support beyond separation or retirement from Service through the Anchor Program, a partnership with the Navy Reserve and Retired members to provide mentor support to a member and family during reintegration to the community.

Although ombudsmen don't have a direct role with the on-going treatment of Sailors and their family members who may be receiving services from Safe Harbor, CNIC believes that it is important for ombudsmen to have a comprehensive understanding of Safe Harbor and services for wounded, ill and injured service members. In keeping with that belief, an Advanced Training is being developed that will ensure ombudsmen:

- Are familiar with the services and support available to wounded, ill and injured Sailors and their family members
- Understand the identification and assignment process for those eligible for enrollment
- Know the resources to pass on to those with questions about this program
- Understand the subtle differences between each military service's programs and the different names of each

### **ACTION**

Ombudsmen should review the Resources listed below and become familiar with the services offered to seriously wounded, ill and injured service members. Due to privacy act policies, the ombudsmen may not necessarily have a direct role in providing support to these families. However, by understanding the services available, they can refer potentially eligible families to Safe Harbor for evaluation.



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### RESOURCES

- Safe Harbor - <http://safeharbor.navy.mil> Information, toll-free at 1-877-746-8563, or email at [safeharbor@navy.mil](mailto:safeharbor@navy.mil)
- National Resource Directory – <http://www.nationalresourcedirectory.org>
- Wounded, Ill and Injured Compensation & Benefits Handbook - <http://turbotap.org> or <https://www.nko.navy.mil>
- The Wounded Warrior Resource Center Website ((WWRC) - [wwrc@militaryonesource.com](mailto:wwrc@militaryonesource.com) or [www.battlemind.org](http://www.battlemind.org)
- Rhumb Lines (November 10, 2008) – [www.navy.mil](http://www.navy.mil)
- Tricare Wounded, Ill and Injured Toolkit – <http://www.tricare.mil/wii/>
- Fleet and Family Support Programs (FFSP) – [www.ffsp.navy.mil](http://www.ffsp.navy.mil)
- Military OneSource – [www.militaryonesource.com](http://www.militaryonesource.com)
- National Military Family Association (NMFA) – [www.nmfa.org](http://www.nmfa.org)
- USFF - <http://www.cffc.navy.mil/augmentees>



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