MEMORANDUM FOR Commanders, Regional Health Commands

SUBJECT: U.S. Army Wounded Warrior Program Recovery Care Coordinator/Lead Coordinator/Advocate Support

1. References:


   b. Department of Defense Instruction (DODI) 1300.24, December 2009, Recovery Coordination Program.


   d. Army Regulation 40-58, Warrior Care and Transition Program, 23 March 2015.

   e. MEDCOM Operation Order (OPORD), 15-56 (Lead Coordinator Program), July 2015.

   f. WTC Operation Order (OPORD) 10-2 (AW2 and WTU/CBWTU Integration), Nov 2009.

2. Purpose: To provide the support required to conduct Army Wounded Warrior (AW2), Recovery Care Coordinator (RCC) and Lead Coordinator (LC) missions.

3. Proponent: The proponent for this policy is U.S. Army Warrior Care and Transition.

4. Background:

   a. The Recovery Coordination Program (RCP) was established in the National Defense Authorization Act of 2008, Title XVI– Wounded Warrior Matters, Subtitle A: Policy on Improving Care, Management, and Transition of Recovering Service Members, to include services for Families of recovering service members (RSMs).

* This policy memo supersedes OTSG/MEDCOM Policy Memo 16-043, 26 May 16, subject: U.S. Army Wounded Warrior Program Recovery Care Coordinator/Lead Coordinator/Advocate Support.
The intent was to streamline and improve the way non-medical support is delivered to wounded, ill and injured Service Members and their Families. The RCC facilitates and monitors the execution of services for the RSMs across the continuum of care as documented in the recovery plan.

b. In November 2012, the Secretary of Defense and Secretary of Veterans Affairs published guidance on the way ahead for Warrior Care and Coordination. The LC is the primary point of contact for the recovering Soldier and, if appropriate, the Soldier’s Family. The LC is not the sole entity with whom the Soldier and the Family speaks but will serve as a facilitator to address questions and concerns.

c. The AW2 Program executes the RCC, LC and AW2 missions for the Army as a part of the Army Warrior Care and Transition Program (WCTP). AW2 RCCs/LCs/Advocates assist and advocate for our severely wounded, ill and injured Soldiers, Veterans, and their Families/Caregivers wherever they are located as they progress along their path to independence; they support and advise during medical treatment, rehabilitation and beyond to facilitate a Soldier’s return-to-duty or their transition to a civilian community as a Veteran until a point where they are transitioned to the Department of Veterans Affairs and other local, state and federal support agencies.

5. Policy: The Regional Health Commands (RHCs) and their subordinate commands meet the logistic and operational needs of the AW2 RCCs/LCs/Advocates stationed in their respective regions. Support levels required will differ depending if they are based on or off an Army installation. AW2 RCCs/LCs/Advocates will be referred to as AW2 Advocates in this policy.

6. Responsibilities:

a. The RHCs will:

(1) Distribute and provide instruction to subordinate commands to implement this policy.

(2) Ensure the full integration of AW2 Advocates within the RHC footprint to ensure a collaborative and cooperative relationship exists to enhance the overall support and service provided to enrolled Soldiers and their Families/Caregivers. AW2 regional supervisors are available to assist RHCs, installations, Medical Treatment Facilities (MTFs) and Warrior Transition Unit (WTU)/Community Care Unit (CCU) Commanders to ensure the AW2 Advocate’s special skill sets are best utilized.

(3) Ensure AW2 Advocates attend facility-required training related to accessing the facility, proper use of facility and equipment, newcomer’s orientations and any other required training for non-clinical personnel in accordance with (IAW) the host facility’s
requirement.

(4) Direct MTFs to provide the same support and services as all tenant organizations and the most current command, control, communications, computers and information management (C4IM) services list.

(5) C4IM services (include, but are not limited to):

(a) Automated data processing and automation services.

(b) Computer hardware (laptops, printers, monitors and docking stations), information technology infrastructure and software.

(c) Local area network access.

(d) Peripherals and office supplies.

(e) Desktop and data communications support, to include troubleshooting of hardware and software problems on the same basis as for other tenants.

(f) Lifecycle management of computer hardware and software licenses and IAW OTSG/MEDCOM policy.

(g) Information assurance management security.

(h) Continuity of operations (COOP), disaster recovery, quality assurance, data standards management, program management, interface management, software development, personal computer purchases/upgrades, printer equipment and management.

(i) Information and information systems security and monitoring, PC security – user accounts/log-ins, passwords, network security, vulnerabilities analysis and assessments, anti-virus software and scans, safeguarding data, accreditation documentation, and PC security user training.

(6) Communication Services.

(a) Supply, maintenance and repair of telecommunication equipment and their components (deskside telephone equipment and services, voice mail and fax services).

(b) Mobile communication device (cell phone/blackberry).

(c) Access to video teleconference services.
(7) Location specific requirements of the RHCs:

(a) Provide office space, not less than 60 square feet that is accessible with room for a Soldier in a wheelchair and two Family Members simultaneously; space must provide for private counseling sessions. If workspace is not handicapped accessible, ensure that a handicapped accessible interview room is available when needed. WTU/CCUs housing multiple AW2 Advocates may provide a shared working area as long as a private area is available for counseling.

(b) Provide furniture, access to systems and facilities and technology/information management support equal to that provided other staff working in the WTU/CCUs.

(c) Provide copier/printer services and equipment to include multifunctional color capabilities. Supply, maintenance and repair of copier/printer equipment. Copier/printer services include hardware (copiers), accessories, all consumables (including paper, toner, and developer), labor (which is inclusive of all repairs and maintenance) during normal duty hours, periodic preventive maintenance and key operator/end user training.

(8) Location specific requirements off military installation (remote): information management/information technology equipment will be configured to allow for user connection to printers and other peripherals and connected to wireless internet.

b. AW2 Advocates will:

(1) Provide support IAW Army, RCP and LC regulations, policies, procedures and standard operating procedures.

(2) Coordinate with their respective regional points of contact to establish alignment relationships, receive and sign for equipment and comply with any other specific local requirements.

(3) Complete and/or attend facility-required training related to accessing facilities, proper use of facility and equipment, newcomer’s orientations and any other required training for non-clinical personnel IAW the host facility and/or supporting agency requirements.

(4) Keep AW2 supervisory chain advised of operational status and any additional support requirements.

(5) Complete and maintain mandatory training requirements for access to government owned equipment, systems and software IAW the host facility and/or supporting agency.
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(6) Participate in all COOP actions and reporting requirements as required by the RHC.

FOR THE COMMANDER:

[Signature]

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