

New Service Announced for Wounded Warriors, Families and Caregivers

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WASHINGTON — DoD has announced that the Military OneSource service has established a Wounded Warrior Resource Center telephone number and e-mail address for service members and their families, if they have concerns or other difficulties during their recovery process.

Service members and their family members can now call (800) 342-9647 or e-mail wwrc@militaryonesource.com 24/7 to request support. Assistance provided by the resource center will not replace the specialized wounded warrior programs established by each of the military services, but it will offer another avenue of assistance for military facilities, health care services, and/or benefits information.

"The department is committed to aggressively addressing the needs of our service members and their families," said Secretary of Defense Robert M. Gates.

Specially trained consultants will ensure consistent, quality customer-centric support. The consultants will identify the appropriate "warm hand-off" to either a military service or federal agency with authority to resolve the matter. The resource center consultant will maintain communication with the caller until the issue or concern is resolved.

"The term 'wounded warrior' encompasses the entire population of wounded, ill and injured service members and veterans," said Principal Deputy Under Secretary of Defense for Personnel and Readiness Michael L. Dominguez.

The Wounded Warrior Resource Center meets the requirements of Section 1616 of the "National Defense Authorization Act Fiscal Year 2008" for a centralized number and ensures wounded families and caregivers have a number to call at any time.

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