



*Monitoring the  
Status of the Force*

# OSD Severely Injured Service Member Support

VSO/MSO Roundtable

24 Feb 05

*CDR Dave Julian*

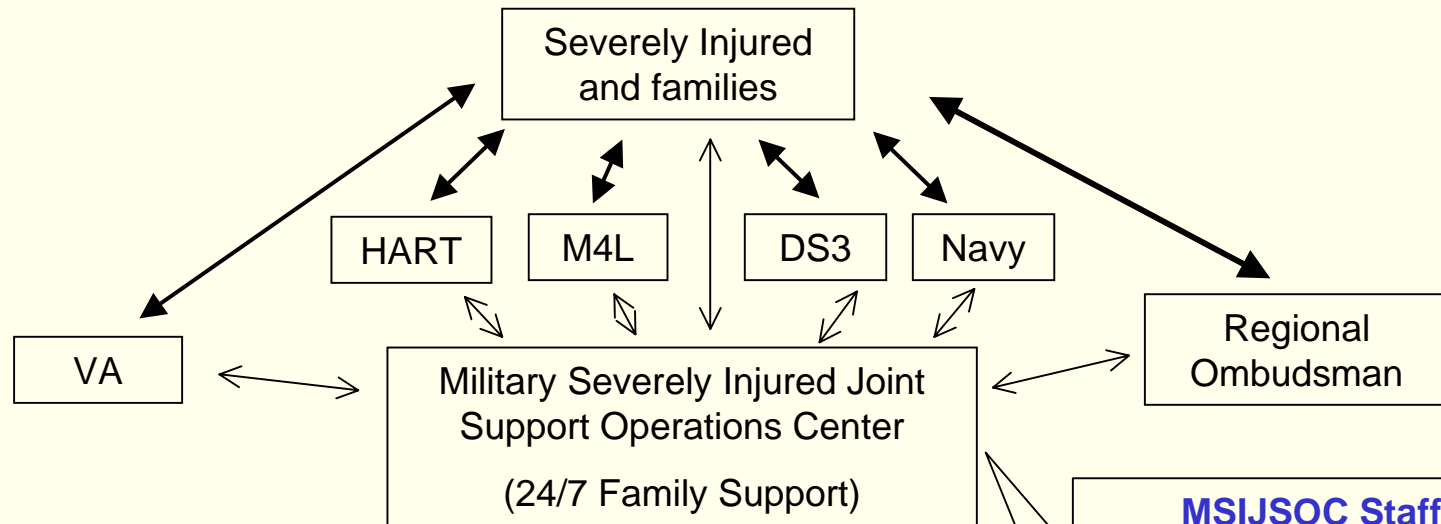
*Director of Operations*

# Severely Injured Service Member Support Desired Outcome



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Seamless support as long as it may take to assure that injured Service members and families achieve the highest level of functioning and quality of life.



- MSIJSOC Staff:**
- Service reps
  - Center caseworkers
  - HA rep, VA rep, RA rep
  - Ombudsman and counselor coordinators
  - TSA

**Supporting Cast:**

- |                            |                   |
|----------------------------|-------------------|
| DoL & OPM                  | Service QoL teams |
| DFAS                       | SSA               |
| Nonprofits                 | Private sector    |
| State and local government |                   |
| Local communities          |                   |

# *Severely Injured Service Member Support*

## **OSD and Service Roles**



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- Services will continue to reach out to severely injured service members with their respective programs (DS3, M4L, Palace HART and Navy Initiatives)
- OSD will *augment* services with a special emphasis on supporting families
- Working groups have been formed to address all particular areas of need
  - Coordinate the issues
  - Identify all pertinent resources
  - Ensure an integrated, “one-team” approach

# Severely Injured Service Member Support Chartered Working Groups



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## Immediate Financial Support

- Nonprofits (Cut Red Tape)
- Professional financial analysis & counseling
- Adapt homes and outfit vehicles
- Transportation and other costs
- Child care payment system

## Private Organizations, States, Communities, & Corporate America

- Develop a data base & contact capability
- Publicize opportunities for support
- Develop website

## Policies

- Legislative Issues
- Review & update policies
- Medical Evaluation Board/Physical Evaluation Board Process
- MOS/Medical Retention Board
- Reserve & Guard

## IT

- Tracking & reporting system
- Populate 24/7 Ops Center Databases

## VA Benefits

- Review
- Build Database for 24/7 Family Center
- FAQ

## Family Center Support

- Counseling support
- Family Centers
- Reserve & Guard Interface

**Military Severely Injured Joint Support  
Operations Center (24/7 Family Support)**

## Federal Government Hiring Policies

- Coordinate with OPM Military Services
- Database of opportunities for 24/7 call center
- Inform CPOs & 24/7 Operations Center
- Develop/define hiring policies

## Service Injured Support Programs

- Hire Advocates/Ombudsmen
- Joint/Regional Approach
- Integrate VA (Readjustment & Training)
- Cross Train with 24/7 Center

## Employment Opportunities American Corporate & Local Community

- Integrate Transition Support
- Integrate VA Training Resources
- Non-Profit Coalition
- Connect with DOL (One Stop) in local communities
- Develop Training with Industry (Intern/Apprenticeships)
- Monster/Military.com advertise

# Military Severely Injured Joint Support Operations Center



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- Grand Opening: 1 Feb 05
- Purpose: 24/7 hub for information, referral and tracking
  - Central resource for DS3, M4L, Palace HART, and Navy
  - Case management system
  - Advocacy: hospitalization, employment, education, retraining, rehabilitation, discharge, family support, CONUS air travel (TSA)
  - Interface with VA, Dept of Labor, OPM & Corporate America
- Service Reps: Army (2), Navy (1), Marine Corps (2), and Air Force (1)
  - Primary Liaison between Center and Service program
  - Work Service-specific issues
- Caseworker staff
  - 30 caseworkers (Registered Nurses with disability experience)
  - Provide Military OneSource experience, professionalism and expertise

# Military Severely Injured Joint Support Operations Center



- Coordination of military and VA hospital ombudsmen and counselors
  - Regional extensions of the family's care manager in DC
  - Identify needs; connect resources to families
- TSA
  - Coordinate air travel INCONUS for severely injured members and families
- Coordination with VA:
  - Direct phone line for hot issues
  - E-mail address for all others (24 hour turnaround)

# Case Management Good News



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- Good News
  - Case #1 – Marine CPL involved in MVA INCONUS
  - Case #2 – Army SGT travel for husband
  - Case #3 – Army CPL promotion
  - Case #4 – Congressional referral and resolution
  - Case #5 – Army SGT family stay in quarters
  - Case #6 – National Guard VA, medical care
- Three Wishes



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# *Military Severely Injured Joint Support Operations Center*

1-888-774-1361

Call Anytime!

- Financial Support
- Education and Employment Assistance
- Information on VA Benefits
- Family Counseling
- Resources in Local Communities
- Child Care Support





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