



## U.S. Army Wounded Warrior Program (AW2) Veterans Affairs (VA) Liaison and Resources

### What is the Department of Veterans Affairs?

The [Department of Veterans Affairs \(VA\)](#) is comprised of three main organizations—the [Veterans Benefit Administration](#), [Veterans Health Administration](#) and [National Cemetery Administration](#). There are numerous resources available to Veterans across these organizations, with many targeted specifically to wounded, ill and injured Veterans. AW2 connects AW2 Veterans and their Families to VA benefits and resources that are available across a number of areas, such as education, Vocational Rehabilitation, adaptive housing and vehicle grants, behavioral health counseling, sports clinics, insurance and Family and Caregiver benefits, if eligible.

### How do AW2 Liaisons assist with VA resources?

Each AW2 Soldier and Veteran has an AW2 Advocate, who guides them through the recovery and transition process. AW2 Advocates are backed by a team of experts, such as AW2 VA Liaisons, who specialize in a number of areas. Like many large government organizations, the VA system can seem overwhelming to many Soldiers and Families using it for the first time. AW2 VA Liaisons are skilled at navigating this system and directly provide insight and guidance to the AW2 Advocates.

AW2 can assist with connecting AW2 Soldiers and Veterans to these VA benefits and more:

- [eBenefits](#)
- [VA Small Business \(Entrepreneur Portal\)](#)
- [Health Care Benefits](#)
- [Vocational Rehabilitation and Employment](#)
- [VA Pensions](#)
- [Education and Training \(Chapter 31 VocRehab and GI Bill coordination\)](#)
- [Home Loan Guaranty information](#)
- [VA Life Insurance transfer from Servicemembers Group Life Insurance \(SGLI\) to Veterans Group Life Insurance \(VGLI\)](#)
- [Reserve and National Guard](#)
- [Special Groups of Veterans](#)
- [Transition Assistance](#)
- [Dependents and Survivors Health Care](#)
- [Dependents and Survivors Benefits](#)
- [Appeals of VA Claims Decisions](#)
- [Benefits Provided by Other Federal Agencies](#)

**Warrior Care and Transition (WCT) AW2 Contact Center**

**Email:** [usarmy.pentagon.medcom-WCT.mbx.contact-center@mail.mil](mailto:usarmy.pentagon.medcom-WCT.mbx.contact-center@mail.mil)

**Website:** <http://www.WCT.army.mil/modules/soldier/s2-aw2EligibilityEnrollment.html>

AW2 VA Liaisons, with direct support from their colleagues at the VA, train AW2 Advocates on how to best work with their Soldiers and Veterans as they transition to the VA system. AW2 VA Liaisons also train AW2 Advocates on how to help AW2 Soldiers evaluate and anticipate VA benefits they may qualify for after retirement and plan accordingly. AW2 VA Liaisons provide AW2 Advocates details about specific services and resources that Veterans may not know about. For example, many Soldiers are not aware of many of the federal and state benefits that may be available to them as they transition from the service. Education and housing benefits are a few of the top areas where transitioning AW2 Soldiers request information.

AW2 VA Liaisons also conduct outreach to provide AW2 representation at events such as Veterans' hiring fairs. The goal is to connect the transitioning AW2 Soldiers with the VA at the earliest possible stage in their transition. AW2 Liaisons coordinate with the Federal Recovery Coordinator Program, a joint program of the Department of Defense and the VA that helps coordinate and access federal, state and local programs, benefits and services for very seriously wounded, ill, and injured service members and their Families through recovery, rehabilitation and reintegration into the community.

### **What is eBenefits?**

One of the most widely used systems in the VA is [eBenefits](#). This self-service online portal is a tool that Veterans can use to access many of the

services and documentation that they need for employment purposes, and to apply for and obtain other state and federal benefits.

**Status checks:** Veterans can view the [status](#) on a number of benefits, including payment history. AW2 VA Liaisons and AW2 Advocates walk Veterans through this process if needed so that they can perform an independent review of some of their VA information.

**Employment Center:** One area in the eBenefits portal is the [Employment Center](#), which helps Veterans translate their Army Military Occupational Specialty (MOS) skills into civilian job skills. This allows Veterans to tailor their resumes specifically for civilian employers.

**Direct Upload Feature:** In addition to the ability to access and download authoritative documents, eBenefits is also the best location for Veterans to upload information that the VA might need to make decisions on their VA claim or on granting other benefits.

**Learn more about AW2's Decade of Impact**  
[AW2 10th Anniversary](#)

### **Where can I find more resources?**

- [AW2 Eligibility and Enrollment](#)
- [AW2 Advocate Support](#)
- [AW2 Wounded Warrior Lifecycle](#)
- [Veterans Affairs Resources](#)
- [WCT Community Support Network](#)

## **Warrior Care and Transition (WCT) AW2 Contact Center**

**Email:** [usarmy.pentagon.medcom-WCT.mbx.contact-center@mail.mil](mailto:usarmy.pentagon.medcom-WCT.mbx.contact-center@mail.mil)

**Website:** <http://www.WCT.army.mil/modules/soldier/s2-aw2EligibilityEnrollment.html>