Navy Wounded Warrior - Safe Harbor Family Support

Navy Wounded Warrior (NWW) - Safe Harbor coordinates the non-medical care of seriously wounded, ill and injured Sailors and Coast Guardsmen, and provides resources and support to their families. Through proactive leadership, NWW offers individually-tailored assistance to ensure enrollees' successful recovery, rehabilitation and reintegration.

NWW's goal is to return Sailors and Coast Guardsmen to duty and, when that is not possible, to work collaboratively with federal agencies, and state and local organizations to ease them back into their communities.

Family Support

The term "family" can mean many things: a spouse, a parent, a relative, a significant other, or a friend. However they are defined, the families of wounded, ill and injured Sailors and Coast Guardsmen are critically important. Without their selfless dedication, NWW enrollees would not likely be so successful in their recovery, rehabilitation and reintegration activities.

NWW provides enrollee families with a variety of support services, which help make their jobs as caregivers more manageable and alleviate the stress that accompanies a major life change.

How does the NWW Families Programs Coordinator assist enrollee families

The Family Programs Coordinator is part of the NWW headquarters team and provides regular support to Non-medical Care Managers addressing issues on behalf of enrollee families. The Family Programs Coordinator establishes productive working relationships with a diverse range of government and non-governmental agencies and identifies new family assistance resources. Enrollee families are welcome to contact the Family Programs Coordinator at navywoundedwarrior@navy.mil to ask questions, discuss challenges or share suggestions.

How do NWW Non-medical Care Managers assist enrollee families

When NWW receives word that a recovering service member is inbound, a Non-medical Care Manager is assigned to the case. The Non-medical Care Manager – with support from NWW headquarters – takes immediate action, tackling the family's most pressing needs, including Invitational Travel Orders, installation access, lodging, and childcare. Whenever possible, they ensure those needs are met before the service member's arrival at a medical treatment facility.

When working with the recovering service member to develop a Recovery Care Plan, the Non-medical Care Manager makes certain his or her family and caregiver is included. Critical family needs – such as loss of income, benefits, and emotional well-being – are focal points of the plan and tracked throughout the recovery process.

Over time, the Non-medical Care Manager communicates frequently with enrollee families, ensuring their quality of life does not suffer while providing care for a loved one. As needed, families are connected with services such as personal financial management, spouse employment assistance, respite care information, and child and youth programs.

What additional resources are available to enrollee families

A sampling of additional resources available to enrollee families is below. To access a more complete collection of resources, please visit http://safeharbor.navylive.dodlive.mil.

- The Fleet and Family Support Program offers a full array of resources to help Navy families become resilient, well informed and adaptable to the Navy environment.
- Families Overcoming Under Stress (FOCUS) is a resiliency-building program that provides family-centered support for military service members and their families.
- Military OneSource provides service members and families help with various concerns, including money management, spouse employment, child care, deployment and more.
- The National Resource Directory provides access to services and resources at the national, state and local levels that support recovery, rehabilitation and reintegration.
- Navy Child and Youth Programs (CYP) offer childcare through Child Development Centers, as well as before- and after-school care for school-aged children. CYP offers NWW enrollees certain discounts while they are in treatment.

Navy Wounded Warrior Safe Harbor

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