

Wounded Warrior Project Leaders Share Best Practices on Integrated Programs Model



WELCOME TO THE 8TH ANNUAL WARRIOR COMMUNITY INTEGRATION SYMPOSIUM

WASHINGTON (Oct. 28, 2021) — Every day, 44 new warriors and family members register for the no-cost services Wounded Warrior Project® (WWP) provides. That's in addition to the nearly 200,000 veterans and their families WWP serves today. Their first steps in their journey with WWP toward recovery or transitioning to civilian life begin with an organic encounter, a phone call or an email. They know that organizations like WWP can help – but they may not fully know the scale of the support that awaits them.

"Through WWP's Resource Center, the journey to meet the evolving and multifaceted needs of our warriors often begins," said Tom Kastner, vice president of Financial Wellness. "Our Resource Center provides an individualized introduction into the various ways Wounded Warrior Project can support through all stages of a warrior's journey. It is a cornerstone; a constant that can be revisited whenever the warrior or family member needs to do so."

Last year, WWP's [Resource Center](#) placed over 15,000 referrals to mental health, physical health and wellness, connection, and financial wellness programming. These referrals can help a warrior see a significant offering of resources open to them – often without even knowing those options existed. And, more commonly, as they progress through their recoveries, they learn there's assistance they need in other areas of their lives, too.

"A warrior might have initially reached out to us seeking social support but could leave an event with a vision of

what their multi-faceted journey could look like with Wounded Warrior Project," said Tracy Farrell, vice president of Connection & Wellness. "This entry point fosters connection and social support but opens the door to a broader model of care."

In a panel discussion at the America's Warrior Partnership's (AWP) Annual Community Integration [Symposium](#), Tom, Tracy, Chief Program Officer Jennifer Silva, and other WWP leaders spoke about the "Warrior's Journey" – and how WWP connects warriors with the right program at the proper stages of their recovery.

"Knowing where a warrior is in their recovery or transition, or what his or her primary challenges or needs are, is critical," said Erin Fletcher, Warrior Care Network director. "This is what we would refer to as the triage process; a step to identify how the warrior or family member wants to receive mental health care and what he or she is ready for."

In instances where Wounded Warrior Project does not directly provide a specific service or program, it partners with other veterans service organizations that do. These partnerships help expand the network of support for warriors and their families.

"Wounded Warrior Project's partners are subject matter experts in their own programming, and they are vital to understanding trends and gaps in the military-veteran landscape," Impact Evaluation & Warrior Research Director Nicole Chisolm said. "Their insights help us optimize programming, reduce duplicative efforts, and fill gaps in the care continuum for warriors and their families. Additionally, our research from the Annual Warrior Survey, informs our programming and influences our government and advocacy work as well as investments in partner organizations. We use this data to better understand the evolving needs of our population, identifying what they need now and what they might need in the years to come."

Since 2012, WWP has partnered with and helped fund 208 organizations that assist wounded veterans and families at local and national levels, connecting them with the resources they need to thrive in civilian life. *Learn more about WWP's [community partnerships](#).*

Contact: Mattison Brooks — Communications Specialist, mbrooks@woundedwarriorproject.org, 202.969.1120

About Wounded Warrior Project

Since 2003, Wounded Warrior Project® (WWP) has been meeting the growing needs of warriors, their families, and caregivers — helping them achieve their highest ambition. [Learn more](#).

<https://newsroom.woundedwarriorproject.org/Wounded-Warrior-Project-Leaders-Share-Best-Practices-on-Integrated-Programs-Model>