

**Purpose:** The purpose of this community worksheet is to provide a step-by-step guide for initially conducting proper due diligence on a community being considered for SMART MoBee enablement leading to a "GO or NO GO" decision for engagement. Each community is different with different challenges and needs. The analyst is encouraged to step outside the boundaries set forth by these guidelines and to amend the worksheet to add relevant community information captured during this process that are deemed important for decision-making.

## Suggested Steps for Analyzing a Community for SMART MoBee Enablement

### STEP 1: Gather Basic Community Information

Community Name: Wounded Warriors Community  
Location: The U.S.

Analyst Name: SDI Team

Analyst Phone: \_\_\_\_\_

Analyst Email: support@sdinst.org

Type of Community: Military (County, City, Living Community, Military Base, School, etc.)

Population: Around 200,000

Description of Community:

The Sergeant Merlin Marine Corps Wounded Warrior Call Center (WWCC) provides services to **recovering service members (RSMs) of the Marine Corps.**

RSMs typically contact the WWCC for information regarding the following:

- Awards (Purple Hearts)
- Benefits and Entitlements
- Counseling on a variety of issues
- Employment/Education
- GI Bill
- Post Traumatic Stress Disorder
- Social Security Disability Insurance
- Traumatic Brain Injury
- Traumatic Servicemembers' Group Life Insurance
- Veterans Affairs

The call center staff includes retired Marines and Marine veterans or family members of Marines augmented by a small staff of psychological health professionals. These dedicated individuals are trained and skilled at providing help and share a common bond with those they serve

[Wounded Warrior Call Center Fact Sheet](#)

Founded in 2007, **the Wounded Warrior Regiment (WWR)** is the official U.S. Marine Corps command charged with providing leadership and facilitating the integration of non-medical and medical care to combat and non-combat Wounded, Ill, and Injured (WII) Marines, sailors attached to Marine units, and their family members in order to maximize their recovery as they return to duty or transition to civilian life.

[Services:](#)

- Support to Marines and their families throughout the phases of recovery.

- Advocate for the Marine and their family, even after the Marine has separated from the Corps.
- Call Center is augmented by psychological health care professionals.
- Medical subject matter expertise, advocacy and liaison to the medical community.
- Comprehensive psychological health and traumatic brain injury program to help Marines receive the best prevention, identification and treatment.

Relevant Figures:

On an average month, KSA Integration’s Wounded Warrior Call Center team accomplishes:

- 6000+ monthly outreach calls
- 12,000+ cases reviewed and properly classified
- 90%+ staff fill rate
- Nationwide face to face support capability

[Warrior Care | KSA Integration](#)

Reason for considering this community for SMART MoBee Enablement:

There is no one-stop mobile app tailored to the needs of wounded warriors.

**STEP 2: Assess the Community’s Website**

- a) Does the community have an existing website (Y or N)? If N, proceed to Step 3. Y  
\_\_\_\_\_
- b) Is the website owned & operated by the Governing Body of the Community (Y or N)? Y  
\_\_\_\_\_
- c) Is the website responsibly designed to support mobile devices (Y or N)? Y  
\_\_\_\_\_

Please describe the types of information and services provided on the website in the box below:

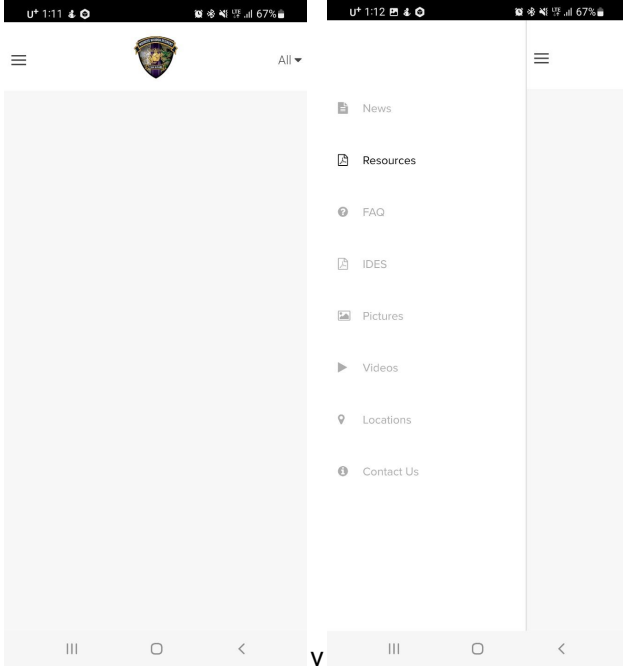
The WWR website (<https://www.woundedwarrior.marines.mil/>) provides the following information:

- Comprehensive recovery programs for wounded warriors  
<https://www.woundedwarrior.marines.mil/Marines-and-Veterans/Your-Recovery/>
- a variety of health programs to assist wounded warriors in their recovery and disability evaluation system process  
<https://www.woundedwarrior.marines.mil/Marines-and-Veterans/Your-Health/>
- Benefits for wounded warriors, including pay and entitlements associated with their recovery  
<https://www.woundedwarrior.marines.mil/Marines-and-Veterans/Your-Benefits/>
- Access to education and employment resources, a retirement checklist, and post-service support resources  
<https://www.woundedwarrior.marines.mil/Marines-and-Veterans/Your-Transition/>
- The latest news and upcoming events for wounded warriors

**STEP 3: Assess Community’s Mobile App**

- a) Does the community have a mobile app or multiple mobile apps or social media? Y  
\_\_\_\_\_

For each community mobile app or social media account you discover, please provide the information below:

Mobile App Name or Social Media Name	Mobile App or Social Media Description of Functionalities	Link
MarinesMobile	<p>MarinesMobile, the United States Marine Corps's official mobile app, provides the latest news, photos, videos, press releases, Marine messages, orders, directives, and social media feed from all the Marine Corps' social media platforms.</p> <p>Only available on itunes and Google Play Store</p>	<p><a href="https://play.google.com/store/apps/details?id=com.marines.mil&amp;hl=en">https://play.google.com/store/apps/details?id=com.marines.mil&amp;hl=en</a></p>
WWR's Social Media channels (FB and Twitter)	<p>Wounded Warrior Regiment (WWR) distributes information about services available to support WII Marines' recoveries, news related to the WWR and stories of Marines focusing on their abilities on the WWR Facebook page, Twitter, and website.</p>	<p><a href="https://www.facebook.com/wwr.usmc/">https://www.facebook.com/wwr.usmc/</a></p> <p><a href="https://twitter.com/USMCWWR">https://twitter.com/USMCWWR</a></p>
Wounded Warrior Regiment 3.0 Mobile App	<p>This app, run by KSA, is downloadable on both Google Play Store and Apple App Store. However, the app is empty with no content at all. The deactivated menu items include: News, Resources, FAQ, IDES, Pictures, Videos, Locations, and Contact Us.</p> 	<p><a href="https://play.google.com/store/apps/details?id=com.woundedwarriorsreg.app">https://play.google.com/store/apps/details?id=com.woundedwarriorsreg.app</a></p> <p><a href="https://apps.apple.com/us/app/wounded-warrior-regiment-3-0/id1497888468">https://apps.apple.com/us/app/wounded-warrior-regiment-3-0/id1497888468</a></p>

**STEP 4: Research and Analyze Community Challenges**

Conduct your research and due diligence on the challenges faced by the community and document below.

<b>Analysis of the challenges faced by the wounded warriors community</b>		
<b>Type of Issue</b>	<b>Description</b>	<b>Source of Information</b>
<b>Mental Health</b>	<p>The 2021 survey by the <a href="#">Wounded Warrior Project</a> (WWP) shows that one of the biggest challenges for veterans who were wounded or injured in service to their nation is mental health for veterans.</p> <p>“Mental health continues to be a concern of a critical nature for post-9/11 wounded warriors,” said Melanie Mousseau, vice president of program operations and partnerships at the Wounded Warrior Project. “Our data this year shows that nearly one in four of warriors had thoughts related to suicide in the last 12 months when they took the survey.”</p> <p>On average, warriors reported six service-related injuries, with mental health problems being more than twice as common as physical. Of these, sleep problems were the leading issue at 78%, followed by PTSD (75%), anxiety (74%), and depression (72%).</p> <p>However, 41% of warriors reported difficulty getting care for their physical injuries or health problems and 20% had difficulty getting mental health care. <a href="#">2021 Annual Warrior Survey</a></p>	<a href="https://www.gijobs.com/mental-health-for-veterans-is-the-biggest-challenge-for-wounded-warriors/">https://www.gijobs.com/mental-health-for-veterans-is-the-biggest-challenge-for-wounded-warriors/</a>
<b>Unemployment and Financial Problems</b>	<p>43% of warriors have a bachelor's degree or higher, compared to 31% of the general U.S. population. Despite higher rates of education, the warrior population still faces an unemployment rate more than twice as high as the general population.</p> <p>42% of warriors report that they did not have enough money to make ends meet at some point in the last 12 months. <a href="#">2021 Annual Warrior Survey</a></p>	

**STEP 5: Research and Analyze Interesting Facts and Positives about the Community**

Conduct your research and due diligence on any interesting facts and positive community events or programs that helps build a positive image of the community. Look at social media to get a feel of any citizen sentiments, if possible. Look for interesting videos on YouTube that build the character of the community. Document your findings below:

<b>Interesting Facts and Positives</b>		
<b>Type of Issue</b>	<b>Description</b>	<b>Source of Information</b>
<b>KSA Integration</b>	<p>KSA Integration provides comprehensive support for recovering service members, veterans, and their families focusing on transition, health and wellness, employment, and connections to relevant resources.</p> <p>As our flagship effort in this service offering, KSA Integration leads a team providing the Marine Corps Wounded Warrior Call Center with 24/7/365 contact and outreach capabilities to support 30,000+ Wounded, Ill, and Injured Marines and their families. Resources for recovering service members include resource identification, advocacy, referral, information distribution, and care coordination services.</p>	<a href="https://www.ksaintegrations.com/service/warrior-care/">https://www.ksaintegrations.com/service/warrior-care/</a>

	The KSA Integration team also provides personalized and tailored assistance to the Marine Corps Wounded Warrior Regiment on a wide variety of issues, including service disability ratings, integrated disability evaluation system support, medical care coordination, Veterans Affairs (VA), employment, education, benefits/entitlements, and benevolent organizations.	
<b>District Injured Service Coordinators (DISCs)</b>	DISCs are active duty Marines who are part of the USMC Wounded Warrior Regiment, and are located in nearly 40 locations throughout the country to help support recently retired Marines and Navy Corpsmen dealing with issues related to their military service and transition to civilian life. They conduct face-to-face visits and telephone outreach to Wounded, Ill and Injured (WII) Marines and their families who are recovering within their assigned region. The DISCs assist WII Marines who are experiencing transition challenges, convalescing at home and those who may be away from a local base or station's resources. The DISCs assist Marines with psychological health, legal, benefits, employment, housing, and many other matters.	<a href="https://focusmarines.org/about-fmf/fmf-partners/usmc-wounded-warrior-regiment/">https://focusmarines.org/about-fmf/fmf-partners/usmc-wounded-warrior-regiment/</a>
<b>Helplines</b>	The Wounded Warrior Regiment partners with many different helplines to ensure that all resources are made available. If you, or someone you know, is in crisis, the Marine Corps DSTRESS Line and the Veterans Crisis Hotline are confidential, and always available. Learn more at <a href="https://www.usmc-mccs.org/services/support/dstress-line/">https://www.usmc-mccs.org/services/support/dstress-line/</a> and <a href="https://www.veteranscrisisline.net/">https://www.veteranscrisisline.net/</a>	Wounded Warriors Regiment's <a href="#">Facebook Page</a>
<b>988 Suicide &amp; Crisis Lifeline</b>	The 988 Suicide & Crisis Lifeline provides free, confidential, 24/7 support by phone for wounded warriors. They can call or text 988 from anywhere in the U.S. Online chat services are available at <a href="https://988lifeline.org/chat/">https://988lifeline.org/chat/</a>	<a href="https://988lifeline.org/?fbclid=IwAR17hA8djN-1Zlv7XJ0DV39985_UX4sHPdJXOcL14mnJS22ViglGTgXX7Y">https://988lifeline.org/?fbclid=IwAR17hA8djN-1Zlv7XJ0DV39985_UX4sHPdJXOcL14mnJS22ViglGTgXX7Y</a>
<b>National Resource Directory (NRD)</b>	The NRD is a resource website that connects wounded warriors, Service Members, Veterans, their families, and caregivers to programs and services that support them. The NRD is hosted, managed, maintained, sustained and developed by the Defense Health Agency's Recovery Coordination Program. It provides access to services and resources at the national, state, and local levels to support recovery, rehabilitation and community reintegration. Visitors can find information on a variety of topics that supply an abundance of vetted resources.	<a href="https://nrd.gov/?fbclid=IwAR2AQXBZhSxKR3ua6ZSYLUv2slCPqwzo6_bVuwDXdjAYT_pHnkzB8GB15Dg">https://nrd.gov/?fbclid=IwAR2AQXBZhSxKR3ua6ZSYLUv2slCPqwzo6_bVuwDXdjAYT_pHnkzB8GB15Dg</a>
<b>Military OneSource</b>	Military OneSource is wounded warriors' 24/7 connection to information, answers and support to help them reach their goals, overcome challenges and thrive. The website provides information on tax services, spouse employment help, webinars and online training, relocation and deployment tools, and much more.	<a href="https://www.militaryonesource.mil/">https://www.militaryonesource.mil/</a>
<b>CollegeRecon</b>	The College Discovery Platform is built exclusively for the military, providing college education benefits for military service members and veterans. The CollegeRecon's mission is to empower military, veterans and their families through education and tuition assistance program information for colleges & universities.	<a href="https://collegerecon.com/">https://collegerecon.com/</a>

**STEP 6: Your recommendation to “GO” or “NO GO” with SMART MoBee Enablement**

What is your recommendation (“Go” or “NO GO”)?

GO

Please provide narrative in the box below to support your recommendation:

There is no one-stop mobile app tailored to the needs of wounded warriors. We believe that our SMART MoBee platform can help to enhance communication and collaboration between the governing body and the community of wounded warriors.

Analyst Name: SDI Team

Date: 8/26/2022

Analyst Phone: \_\_\_\_\_

Analyst Email: support@sdinst.org

**STEP 7: If your recommendation is to “GO” with SMART MoBee Enablement and approval is given to proceed, go through the following workflow:**

- 1) Go to the next worksheet shown in the tab below entitled "SM Mobile App Design FW" and review and understand the guidelines before proceeding with the actual design process of the mobile app.
- 2) After reviewing the SM Mobile App Design Framework, you are now ready to design the mobile app for the community using the next worksheet entitled "SM Mobile Icon Map & Features." This worksheet provides you with the tool to establish your mobile app's roadmap that follows the guidelines set forth in the SM Mobile App Design Framework. This is where you'll design the screen levels, the icon layout of each screen, and the most tedious process, defining the properties (i.e., icon label or title, icon graphics to use, feature of the icon, the type of information and source of information may provide or an icon may just be redirect to another screen, etc.)

The final product you'll produce in Step 2 above, will serve as the cornerstone and most important document for the development of the smart community. Allocate a considerable amount of time and thought on this process and it will serve all of us and most specially, our client or the community very well. You'll also learn so much about the community.

**Design Considerations:**

- 1) Try to keep the maximum number of icons to twelve (12) per screen level. SMART MoBee is designed to display a maximum of twelve (12) icons per screen. If there are more than 12 icons per screen level, then another screen on the same level will be generated in the background and the system will allow screen scrolling by swiping left or right. The number of dots below each screen indicates the number of screens on that level. Our goal is to prevent the user from scrolling through multiple screens or scrolling screens at all.
- 2) If more than 12 icons are necessary per screen level, then group the icons in order of priority from the user's perspective.
- 3) Keep the screen levels, when clicking on icons, up to a maximum of three (3) levels before displaying the information the user is looking for. Simply put, a maximum of three (3) clicks before the information is displayed.
- 4) Keep the icon titles or labels descriptive and intuitive.
- 5) Look for meaningful graphics that can be used as a background for the main screen. For example, a background of a Government building or City Hall may be a good background for a municipality; the main building of an academic institution may be good background for an academic community; and the front gate of a military base may be a good

background for a military base community. Ensure that we either get permission to use the graphic picture or we can buy a royalty-free graphic picture when the mobile app goes live. If we're coming up with a mock up, we can probably use it as long as it's not officially published and presented as a proof of concept.

- 6) Look for a community logo or logos that we can incorporate into the main screen. Ensure that we either get permission to use the logo or we can buy a royalty-free graphic picture of the logo when the mobile app goes live. If we're coming up with a mock up, we can probably use it as is as long as it's not officially published and presented as a proof of concept.

**STEP 8: Envision the design and layout of the Smart MoBee Mobile App**

In the box below, please provide the design and layout that you envision for a Smart MoBee Mobile App for the Community, based on your findings of gaps that can be closed with the use of technology:

➤ **Dashboard Panel Layout**

Panel	Theme	Content
1st	Recovery	<ul style="list-style-type: none"> <li>1) WWR recovery coordination programs</li> <li>2) Sources for mental health enhancement</li> <li>3) Counseling on mental issues (BBS)</li> </ul>
2nd	Health	<ul style="list-style-type: none"> <li>1) WWR Health Programs</li> <li>2) Useful resources: District Injured Service Coordinators, etc.</li> </ul>
3rd	Benefits	<ul style="list-style-type: none"> <li>1) WWR Benefits and Entitlements</li> <li>2) Benefits for WWR Families</li> <li>3) Useful resources: National Resource Directory, Military OneSource</li> </ul>
4th	Transition	<ul style="list-style-type: none"> <li>1) WWR's education and employment resources, retirement checklist, and post-service support</li> <li>2) Useful resources: CollegeRecon</li> </ul>
5th	Hotline	<ul style="list-style-type: none"> <li>1) Incident Reporting</li> <li>2) Community Forum</li> <li>3) Directory: Helplines, 988 Suicide &amp; Crisis Lifeline, etc.</li> </ul>
6th	News	<ul style="list-style-type: none"> <li>1) Events for wounded</li> </ul>

		warriors 2) WWR Facebook and other SNS channels
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➤ **Button Panel Layout**

Home	Community Forum	Incident Reporting	Directory	News	MarinesMobile
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