

Transportation Security Administration (TSA)

RCC Fact Sheet



What is the Transportation Security Administration Military Severely Injured Joint Support Operations Center?

The Transportation Security Administration (TSA), together with the Department of Defense and all branches of the Military, has created a program to assist Service members and their families while traveling. Called the Military Severely Injured Joint Support Operations Center (MSIJSOC), the program is currently staffed by a team at Reagan National Airport (DCA) in Washington, D.C.

Which population does this program serve?

The MSIJSOC program is available to all recovering Service members and their families traveling in any airport. Updated contact information for the Service member and family is critical to the efficiency of services provided by MSIJSOC. However, because travel is sometimes authorized at the last minute, MSIJSOC might not be able to respond to all needs or last-minute requests. Service members, families and case managers are encouraged to have a back-up plan in the event that TSA help is unavailable.

How can this program help wounded warriors and their families?

In order to access the program, Service members or their case managers contact TSA via e-mail or phone with the Service member's and/or family's travel itinerary and any other pertinent information, such as special needs the Service member or family might have. Liaisons for TSA then type the information into an easy-to-read format and disseminate the information via e-mail to points of contact of each airport the Service member and/or family will be visiting. On the day of departure, Service members are met at the airport by TSA personnel who provide assistance getting through the airport, including getting through security.

How can this program help Recovery Care Coordinators?

Knowledge of this program provides Recovery Care Coordinators (RCCs) with a resource to employ on behalf of the recovering Service members and families they work with. RCCs can help ensure all the necessary information has been provided to TSA so recovering Service members and families can access the services of the TSA's MSIJSOC.

Where can I find more information?

To contact the TSA Operations Center, email msijsoc@dhs.gov or call 1-888-262-2396.