M&FRC EFMP-FS Staff Training Plan

updated April 2024

Note: The below list, which can be incorporated into the current employee training plan, is **not all inclusive** but provided as a general FS standard to help create more accountability. It should be tailored to meet the local need as applicable. Timelines are only provided as a guide. Depending on the employee's knowledge level, some staff may progress through the information much faster or slightly slower.

Training Timeframe/Task or Training	Date Completed/ Reviewed	Signature of Certifying Official	Trainee Initials
1 - 2 WEEKS: LEVEL 1			
M&FRC Flight Chief's Role			
Review Individualized Training Plan for implementation			
Review EFMP-FS Position Description w/Coordinator and/or Navigator			
Provide coordinator tour of M&FRC/introductions to other SMEs & Alternate EFMP-FS POC			
Discuss EFMP-FS role in regards to Commander Consults and Unit Service Plans			
Provide access to AFFIRST			
Discuss customer base, GSU locations/expected support provided			
Review MICT, future DoD Certification standards, EFMP action items, etc.			
Provide appointment letter for access vMPF			
Establish access to STARSRAW for Q-code roster			
Ensure coordination with FS Legacy/Expert Advisor			
Explain protocol when interacting with leadership (locally, M&FRC, AFPC, HAF)			
Ensure staff is identified to AFPC EFMP Central Cell & signed up for New FS Onboarding (orientation)			
Facilitate integrated working relationships/intros to on and off-base partners (CYP, SLPM, SNC, MPF, etc.)			
1 - 2 WEEKS: LEVEL 2			
Guidance Review			
EFMP-FS Position Description			
EFMP-FS Desk Guide			
DoDI 1315.19			
AFPD 36-82			
AFI 36-3009			
AFI 36-2110, Attachment 25 (EFMP Assignments)			
AFI 40-701 (EFMP Medical)			
OSN Initial/Introduction EFMP-FS Trng			
MilFam 101 – Exceptional Family Member Program			
Mil Fam 101 – Intake and Assessment			
EFMP Family Needs Assessment Training			
Non-Medical Counseling			

Training Timeframe/Task or Training	Date Completed/ Reviewed	Signature of Certifying Official	Trainee Initials
Completing Quality Case Notes			
Building Your EFMP Family Support Program			
EFMP Brief for Leaders			
Military One Source Overview (EFMP & Me Tool)			
1 - 2 WEEKS: LEVEL 3			
Documentation			
AFFIRST			
Complete AFFIRST Training			
EFMP-FS Review AFFIRST Desk Guide (EFMP Section)			
2 - 5 WEEKS: LEVEL 1			
Non-Medical Case Management			
EFMP Customer Base (incoming, outgoing, permanent party & newly enrolled) for DoD ID cardholders			
Intake			
SOU/PRI			
Family Needs Assessment (FNA) - DD Form 3054			
Services Plan(SP) - DD Form 3054			
Inter-Services Transfer Summary (ISTS) - DD Form 3054			
Warm Hand-Offs (Incoming & Outgoing)			
Follow-up Process			
Virtual Out-Processing (vOP) Checklist Process			
Welcome letters & plan to reach out to EFMP families			
OSN Intermediate EFMP-FS Trng			
Collaboration and Relationship Building			
How Providers Can Support Advocacy & Leadership in Parents of Children with Disabilities			
Chronic Illness: Empowering Families in the Journey – Part I			
Chronic Illness: Empowering Families in the Journey – Part II			
Helping Military Families Build Resilience Through Networks			
Grow! Empowering Parents to THRIVE			
2 - 5 WEEKS: LEVEL 2			
Resource Navigation			
Resource List Construction (AF standard & specific to each location)			
Process for providing general information & referrals to local, state & federal agencies			
Physical Resource Library			
Digital Resource Library			
Military One Source (MOS)			

Training Timeframe/Task or Training	Date Completed/ Reviewed	Signature of Certifying Official	Trainee Initials
DirectSTEP			
Special Ed Connection & DirectSTEP (each base has access)			
MOS EFMP & Me; MOS One Op			
2 - 5 WEEKS: LEVEL 3			
Partnerships/Stakeholder Integration (MUST WORK W/ LOCAL STAKEHOLDERS TO PROVIDE SUPPORT!)			
EFMP Medical			
Tour MTF			
Bi- Annual Diagnoses Report			
MTF EFMP Case Review			
EFMP Installation Orientation (w/ Medical & Assignments)			
New EFMP Enrollee Process			
Learn about Family Support services in MTF (Case Management, TRICARE Office, etc.)			
EFMP Assignments			
Discuss vMPF access			
EFMP Installation Orientation			
Challenges w/ orders, general Assignments questions, etc.			
School Liaison Program			
Local education polices and services			
School Information			
Early Intervention through the schools			
Special Education services			
Additional Support services Off Base			
DoDEA Special Education process			
Legal			
Discuss local legal services			
Respite Care Programs			
AF Respite Care, ECHO & Air Force Aid - how to market and provide basic information			
Find out about other childcare services available (deployment care, medical appt care, etc.)			
Child & Youth Programs (Youth Program/CDC)			
Attend CYP IAT Meetings			
CYP Supporting Children & Youth w/ Special Needs Guide (from CYP Policy)			
Installation			
Right Start/Newcomer's Orientation			
Installation Smooth Move			
Community Action Team (CAT)			

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Community Action Board (CAB)			
Off-base community			
M&FRC Counterparts			
Meet with SMEs to discuss program overview for referral of EFMP families			
Opportunities to discuss EFMP at Smooth Move, Key Spouse Trng, Wing Orientation, etc.			
2 - 5 WEEKS: LEVEL 4			
Reports/Rosters			
Installation Q-Code Roster Access - STARSRAW			
Diagnoses Report (from MTF)			
Quarterly OSN Report (AFPC)			
FS Coordinator Contact Roster			
2 - 5 WEEKS: LEVEL 5			
Educational Activities (Camps, Events, DIY)			
EFMP Educational activities/events requests			
Budget, Plan & Coordinate Activities (Flight Chief Coordination)			
Executing funding/program oversite (Flight Chief Coordination)			
2 - 5 WEEKS: LEVEL 6			
Committee Participation			
Installation Support Team (Strategic Planning and Case Review)			
CAT/CAB			
CYP Inclusion Action Team			
MTF EFMP Case Review			
1 - 2 MONTHS: LEVEL 1			
Marketing/Outreach			
Social Media- visibility			
Contact local Public Affairs Office			
Connect to DAF EFMP Facebook Page			
Connect to DAF Family Vector			
FSS Marketing Office			
Digital			
Physical			
Video			
EFMP-FS Newsletter (Quarterly)			
Info Fairs			
Articles for Base Paper			

Training Timeframe/Task or Training	Date Completed/ Reviewed	Signature of Certifying Official	Trainee Initials
Distribution Lists (Q-code members, family, EFMP supporters)			
Annual Surveys			
1 - 2 MONTHS: LEVEL 2			
Education (Activities, Briefings, Workshops, Seminars, Classes)			
EFMP Installation Orientation			
Develop and execute monthly (virtual, in-person & w/ other stakeholders)			
Educational Activities & Education Plans			
1 - 2 MONTHS: LEVEL 3			
GSU Support			
Develop plan to support GSU families			
Welcome letter			
GSU publications			
Virtual meetings			
Live streaming workshop/webinars			
1 - 2 MONTHS: LEVEL 4			
Deployed Support			
Review EFMP Deployed support memo			
Develop plan to engage with families of deployed			
2 - 4 MONTHS: LEVEL 1			
Emergency Assistance			
AFAS			
EFMP Grant Initiative			
Other grants/loans			
EFAC			
Function/Role			
2 - 4 MONTHS: LEVEL 2			
Advocacy			
Improved services for EFMP families			
Understand role & how to engage locally & with leadership when advocating			
Understand role & how to refer issues/gaps in service to EFMP Central Cell			
2 - 4 MONTHS: LEVEL 3			
Budget			
AFPC Operations Support			
M&FRC Spend Plan/APF Support			
Program Events & Supplies			

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2 - 4 MONTHS: LEVEL 4			
Program Planning			
Develop annual strategic plan for program			
OSN Advanced EFMP-FS Trngs			
Supporting Military and Family Transitions			
Estate Planning for Families with Special Needs			
Medicaid & Medicare: Important Resources in a Time of National Health Crisis			
Back to Basics: Medicare			
Financial Planning for Military Caregivers			
TRICARE ECHO: Special Care for People with Special Needs			
TRICARE Benefits in 2020 & Beyond			
2 - 4 MONTHS: LEVEL 5			
Additional Duties (comparable to other staff members)			
M&FRC Support			