AIR FORCE STANDARD CORE PERSONNEL DOCUMENT (SCPD)

ORGANIZATION:		SCPD NUMBER:	9GP65
SUPV LEVEL CODE:	8	COMP LEVEL CODE:	QO3F
TARGET GRADE:	11	FLSA:	Non-Exempt
DRUG TEST:	See Notes to Users	CAREER FIELD ID:	U
SENSITIVITY:		CENTRALLY MANAGED TYPE:	See Notes to Users
EMERGENCY ESS:	See Notes to Users	BUS:	
KEY POSITION:	See Notes to Users	POSITION HIST:	Replaces 9GC58
MISSION ESSENTIAL:	See Notes to Users		

CLASSIFICATION: Family Support Coordinator (EFMP), GS-0101(99)-11
DUTY TITLE: Exceptional Family Member Program – Family Support Coordinator

ORG & FUNC CODE: SRY Services

PPP OPTION CODE: EFM Exceptional Family Member Program

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CLASSIFICATION CERTIFICATION: I certify that this position has been classified/graded as required by law, policies, and instructions by the President, Congress, U.S. Office of Personnel Management, Department of Defense, and other authority. CPD adequately and accurately reflects the local work situation to meet classification, staffing, and performance management purposes.

CLASSIFIER SIGNATURE DATE

SUPERVISOR'S CERTIFICATION: I certify that this SCPD is an accurate statement of the major duties, knowledges, skills, and abilities, responsibilities and physical requirements of this position and its organizational relationships. The position is necessary to carry out government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes relating to appointment and payment of public funds and those false or misleading statements may constitute violations of such statutes or their implementing regulations.

SUPERVISOR SIGNATURE DATE

PURPOSE OF POSITION AND ORGANIZATIONAL LOCATION:

The primary purpose of this position is: Plans, updates, implements, and administers the installation family support portion of the Exceptional Family Member Program (EFMP) in coordination with the installation EFMP assignments and medical functions to include identifying and enrolling special needs family members. Supports military personnel (and civilians with a DoD Identification Card) and their families with special needs in managing the competing demands of the military mission and family. EFMP-Family Support Coordinators partner with Family Support Navigators (where assigned) to meet the full spectrum of support for families in all environments through non-clinical case management. Identifies gaps in available medical and educational services on the installation, in the local community, or through state and federal agencies. Advocates for and partners with agencies to obtain needed services (services are not standardized across the Department of the Air Force as some are based on state laws, local regulations, funding, and compliance). Interviews, advises, consults with, and assists families in accessing community support services for families with members who have physical, developmental, emotional, or intellectual impairments/disabilities. Develops, modifies, and/or carries out a variety of outreach and educational activities.

The organizational location of this position is:

ORGANIZATIONAL GOALS OR OBJECTIVES: To assist families and leadership in managing the competing demands of the military mission and family. Provides local, state, and federal information; guidance; and services to support military and other personnel and their family members with special needs through conduct of the EFMP, improves family coping skills by fostering competencies, and offers support and assistance. Identifies gaps in service, and advocates for, available services both on the installation and in the community and partners with providers and local stakeholders to meet needs of EFMP families.

DUTY 1: 40% Critical

Manages the installation EFMP Family Support component of the DAF Exceptional Family Member Program. Serves as focal point for EFMP installation and community support services; chairs the monthly EFMP Integrated Installation Support meeting to facilitate integrated services among key stakeholders. Coordinates case reviews to discuss newly identified Q-coded families and complex or unmet needs; determines appropriate and available resources necessary for families. Develops meeting agenda, submits minutes, identifies upcoming training (leadership, staff, and family), coordinates outreach opportunities, publishes a quarterly newsletter, shares and updates resources. Reviews EFMP installation demographics, identifies trends; assesses needs; collaborates with local and non-governmental, State, and Federal resource agencies, and installation helping agencies on delivery of comprehensive EFMP support services. Facilitates quarterly EFMP updates to families and bi-annual Child Find Activities; schedules/provides an annual EFMP briefing to installation leadership through the Community Action Board (CAB). Establishes and maintains cooperative partnerships with on- and off-base providers of special needs services for the delivery of integrated program services. Identifies gaps in available resources including those mandated by law and federal regulation. Defines military family special needs for community and state agencies, initiates actions to establish local availability when lacking, and partners with agencies to obtain services. Establishes and maintains contact with state and local government and civilian sector educational and service organizations through membership, partnership, and active participation on various boards, networks, and committees. Researches state and federal legislative initiatives and laws; examines the intent of legislative actions. Monitors program compliance with public laws such as the National Defense Authorization Act (NDAA), the Individuals with Disabilities Education Act (IDEA), the Americans with Disabilities Act (ADA), No Child Left Behind (NCLB) Act, and other laws mandating educational and/or related services to individuals with disabilities. Coordinates with installation EFMP assignments function in the Military Personnel Flight (MPF) and installation EFMP function in the Medical Treatment Facility (MTF). Serves as the subject matter local authority and analyst for Military and Family Readiness (M&FR) on the EFMP Family Support policy, procedures, and training. Develops and recommends plans that meet both long- and short- range goals. Ensures appropriate coordination with local leadership at the wing and higher levels. Develops or revises local referral procedures between M&FR and base/community agencies. Keeps abreast of DAF and DoD priorities, initiatives, and services. Develops and updates a comprehensive electronic resource directory of military and civilian special needs education, and family support agencies. Collaborates and responds to inquiries from the MPF assignments managers, the MTF, School

Liaison, TRICARE, Legal office and other base agencies in determining the availability of appropriate community resources to include education contacts, health agency contacts, family support services and other agencies. Serves as member of the Community Action Team (CAT) team. Reviews list of identified EFM military sponsors and tailors programs and services to the needs of the installation population. Develops and provides outreach, education, services, and activities. Identifies program resource requirements and submits a recommended annual EFMP budget. Monitors and carries out budget execution in accordance with governing guidance.

KSA: 1, 2, 3, 4, 5, 6

DUTY 2: 20% Critical

Provides non-medical case management. Independently performs a wide variety of complex assignments involving conducting family needs assessments to identify and evaluate situational stressors and determines appropriate assistance for family members (adults and children) who present with a wide range of physical, developmental, emotional and/or intellectual challenges/limitations. Develops services plans, provides tailored guidance regarding accessing services that are not standard across the DAF due to the individual local and state regulations, laws, and compliance for the installation. Primary conduit for information and referral; leverages expertise in assisting families in navigating local, State, and Federal processes/resources/systems. Researches and analyzes trends impacting families with special needs, identifies needs that are not being met for planning and assessment purposes, and reports/shares findings with EFMP Integrated Installation Support stakeholders, leadership, management, and action groups. Utilizes base demographics to develop outreach activities and training events designed to meet the needs/requirements of specific base EFMP populations (i.e., children, adults, ADHD, autism). Provides networking opportunities, organizes peer support groups, mentoring and volunteer opportunities. Contacts newly enrolled EFMP members and families; explains how the program works, benefits, resources, training and networking opportunities. Provides individual and family consultation services to include developing services plans with family goals and objectives as well as warm hand-offs to gaining locations. Refers relocating families to the local MTF Special Needs Coordinator (SNC) to inquire about medical providers; School Liaison to coordinate on special education services, local Legal Office to inquire on legal matters, and to other family support agencies on various community issues. Furnishes customized guidance, based on knowledge of local community and state and federal agencies and their processes, to expedite receiving individual and community solutions for EFMP issues and problems. Follows up with families that have on-going special needs to ensure their Family Care Plan continues to meet their needs. Coordinates with community agencies on family find activities that emphasize the benefits and availability of resources and encourages sponsors to enroll in the EFMP by contacting the local SNC. Helps families identify issues and reach realistic appraisals of capabilities. Incumbent may sometimes be confronted with a situation without precedents where there is difficulty determining client needs/wants or convincing them to accept that a problem exists. Makes recommendations to supervisor for approval to provide non-routine needs of customers. Helps to market the DAF respite care program for qualified special needs family members. Receives and processes complaints and/or concerns from parents about services provided or lacking, examines the extent of concern, analyzes cause and effect, and recommends or coordinates resolution. Documents all customer contacts, work, recommendations, placements, and EFMP issues in the identified customer management system. Refers to appropriate contact to assist families in locating EFM housing and other community support prior to permanent change of station and provides a warm hand-off of the family to the gaining EFMP coordinator or other agencies. May coordinate personnel, transportation, and equipment materials to support referrals and assist the family with required paperwork. Develops/uses self-assessment, community-assessment, and various tools to identify trends and organizational and individual needs. Identifies measurement indicators for desired results. Determines/implements appropriate methods for collecting data. Develops/implements methods for compiling and analyzing questionnaire responses and feedback. Conducts follow-ups as necessary to evaluate results. Evaluates and interprets data to identify and clarify issues and concerns; recommends courses of action to positively affect work/life relationships, mission readiness, recruitment, and retention. Prepares summary of evaluation results and briefs CAB or other meetings. Conducts leadership consultations to determine information and assistance to effectively address individual and family concerns; provides consultation on resources and services that address issues identified by the CAT to help resolve EFMP concerns. Retrieves monthly listing of EFMP coded personnel from AFPC source, provides program updates, and compiles profile of base EFMP population. Conducts annual needs assessment of EFMP sponsors to evaluate needs requirements. Collaborates with the MTF SNC to assess the local special education and health related services diagnosis roster for installation programming purposes. Uses results of the needs assessment to coordinate and implement outreach initiatives and develop new services. Serves as a member of the Child and Youth Programs (CYP) Inclusion Action Team (IAT) which acts as a resource

and referral source for the family in the event the special needs child cannot be accommodated in the program. Provides recommendations on how the CYP can make adjustments to the facility, classroom, educational materials for a developmentally appropriate environment, adult/child ratios, group size, or provide staff training to accommodate a child with special needs. Works closely with the other members of the IAT consisting of medical advisor, CYP program managers, training and curriculum specialist, and parents to identify trends and assess needs that are not being met.

KSA: 1, 2, 3, 4, 5, 6

DUTY 3: 20% Critical

Develops, updates, and maintains installation EFMP education, outreach, educational activities, workshops, and public affairs programs, to include awareness briefings for command, unit, community organizations, individuals, families, and distinguished visitors. Provides on-site, direct customer service at the squadron level; serves as the EFMP consultant for unit consultations in the absence of an EFMP-FS Navigator. Conducts unit visits, home or off-site location visits upon request and/or as required to meet the family's needs in various environments. Consults and educates commanders, unit leadership, and EFMP sponsors on the benefits of EFMP enrollment; works to eliminate any stigma and debunk myths. Briefs during the Base Newcomer's Orientation to help identify family members who exhibit possible indications of needing specialized medical care, therapy, developmental services, and/or special education. Develops workshops for families which address their rights and responsibilities under local, state, and federal laws. Designs, develops, manages, and attends a variety of educational forums, activities and briefings to enhance community capacity and assists the special needs community in improving work/life skills and knowledge of available resources. Identifies and develops formal and informal local networks to enhance services delivery (e.g., speakers, subject matter experts). Serves as the EFMP consultant for unit consultations, providing on-site services to active-duty members. Develops, coordinates, recruits, and trains EFMP parents for a Parent-to-Parent Support Program, designed for outreach to newly diagnosed and newly assigned EFMP families. Facilitates and locates meeting rooms for EFMP family support groups. Develops and promotes a variety of activities, events, and resources designed to reach, identify, educate, encourage, and support families with special needs; and facilitates the delivery of existing services and develops new services. Designs, implements, updates, and maintains marketing and public relations strategies to ensure target populations are informed of services. Writes news releases, fact sheets, and feature articles to educate intended population regarding programs and policies; also may forward articles, through appropriate channels, to MAJCOM, HQ/USAF, and local and national partners for possible publication. Coordinates closely with installation Public Affairs and Protocol offices. Develops, maintains, updates, and disseminates resource and promotional materials. Uses various forums and media to reach serviced populations, including conferences, meetings, telephone, television, radio, the internet, and social media. Partners with other members of the CAT to research, organize, design, procure, and/or disseminate community resource information. Establishes contact with professional associations, base agencies, and others to maintain, enhance, and deliver comprehensive services.

KSA: 1, 2, 4, 5, 6

DUTY 4: 20% Critical

Provides a basic level of support to other Military and Family Readiness Center (M&FRC) programs to support a higher level of service to EFMP families. FS Coordinators must remain abreast of program changes and maintain key knowledge of core M&FRC programs as it relates to providing information and referral and non-clinical case management services to EFMP families. Completes other M&FRC duties (i.e., Transition Assistance Program, Personal Work Life, Personal Financial Readiness) as assigned by supervisor in support of EFMP-FS families not to exceed 20% of workload. Expands the knowledge of EFMP-FS Coordinators to help improve referrals to core M&FRC programs/stakeholders, integrate M&FRC staff into EFMP-FS basic services and ultimately improve the quality of life of EFMP members/families.

KSA: 1, 2, 3, 4, 5, 6

RECRUITMENT KNOWLEDGES, SKILLS, AND ABILITIES (KSAs):

1. Knowledge of the concepts, principles, theories, and practices relating to one or more of the social or behavioral sciences in relation to work in a family support capacity with special needs families.

2. Knowledge of the practical aspects of social services delivery systems, including those administered by federal agencies and non-standardized community and state service providers in the local area, as well as the variety of practices, procedures, and methods utilized for accessing them.

3. Skill in conducting interviews with and counseling families and individuals with a wide variety of special needs, some of whom have multiple needs, to establish the nature and extent of concerns and issues, receive and assimilate information, encourage enrollment, provide assistance in developing goals and plans, and determine appropriate referral services and/or options.

4. Skill in establishing and maintaining effective working relationships using tact and diplomacy in interactions with leadership, on-and off base service agencies, state and local governments, and civic leaders to identify available services and gaps in services for families with special needs in a military environment, advocate for the families, and partner to achieve objectives.

5. Ability to assess and measure organizational trends, concerns, and needs; identify gaps in available services; report on; and provide recommendations for the development and implementation of effective plans and tools to address issues.

6. Ability to communicate effectively both orally and in writing.

CLASSIFICATION CRITERIA:

Because there is no grading criterion for the GS-0101, the GS-0185 was used for grading purposes. While these duties do not involve the evaluation/ review of programs administered by State or other agencies, and is thus not identical to the job description, it is the standard that most closely characterizes the nature of this job and therefore appropriate analogies can be made for evaluative purposes. The GS-0185 occupational standard is a narrative standard that evaluates positions based on two variables that affect the grade level of nonsupervisory positions in this series: *the characteristics of assignment content*, i.e., the difficulty of the problems present in the assignment and the degree of professional skill and judgment required by the decisions and services they involve; and *the freedom of practice characteristic of performance*, i.e., the extent to which recognized competence is reflected in decreased supervisory control that allows independent performance of work. The classification criteria in this standard covers positions in grades 07 through 12.

Nature of Assignment:

Employees at the GS-09 grade level deal with issues/problems of a procedural or factual nature and have readily observable conditions. Subject position involves intensive social work services requiring the exercise of mature professional judgment and the flexible use of a wide range of social work skills. This level represents performance of services in serious and complicated cases with a minimum of supervisory control and guidance. GS-11s characteristically participate actively in program planning and in the development and maintenance of public understanding and sound working relationships with local agencies and community resources. They assume responsibility for coordination with other disciplines who are concerned with the same client or group of clients. Typical of assignments at this level is responsibility for the exercise of initiative in community relations work involved in influencing public attitude and action. Work at the GS-12 level is subject to regulation and procedural direction from the program directors in the central office of the agency. Work performed meets the GS-11 level identified in the standard.

Level of Responsibility:

GS-9 positions are characterized by difficult services performed under continuing supervisory guidance with routine professional work performed under relaxed supervisory control. The supervisor maintains close operational control of decisions and services when the employee is dealing with serious problems demanding unusual skill and

judgment but allows freedom of action at this level in the relatively routine activies. The subject position makes independent professional decisions and recommendations for agency actions that can have serious impact on the life of the person served. The responsibility for reaching independent conclusions as to appropriate action can make exceptional demands on the worker's professional judgment when consequences to the client are serious and results are relatively unpredictable. Client situations are often complicated by conflicting needs that are difficult to resolve even by highly individualized planning. GS-12 work is characterized by responsibility for serving various beneficiary groups scattered over a large geographical area when assignments include direct social work practice in cases with complex problems, organization of community services on behalf of beneficiaries, development and coordination of procedures for the use of these community services by related staffs and satellite facilities, and development and maintenance of working relationships and agreements with other organizations having responsibilities for the same groups of people. The work performed by this position exceeds is properly evaluated at the GS-11 level identified in the standard.

Other significant facts pertaining to this position are:

1. Work occasionally requires travel away from the normal duty station on military or commercial aircraft as well as travel in the local area by motor vehicle.

2. May occasionally be required to work other than normal duty hours (evenings, weekends, and holidays).

3. Personal data to which the incumbent has access are controlled by the Privacy Act of 1974 and must be safeguarded appropriately.

CLASSIFICATION SUMMARY:

CLASSIFICATION STANDARD(S) USED: OPM Handbook of Occupational Groups and Families, 0100 - Social Science, Psychology, and Welfare Group, December 2018; OPM Introduction to the Position Classification Standards, TS-134 July 1995, TS-107 August 1991 Revised, August 2009; OPM PCS for Social Work Series, GS-0185, TS-52 June 1964.

CLASSIFICATION REMARKS:

Fair Labor Standards Act (FLSA) Determination: Based on duties as described, this position has been determined to be Nonexempt. Note: while this series is identified as professional, it does not have a minimum ("positive") education degree requirement.

Bargaining Unit Status (BUS) Determination: Locally Determined

Series and Title Determination*:* The work falls within the Social Science, Psychology, and Welfare Group, GS-0100, which includes positions responsible for advising on, administering, supervising, or performing research or other professional scientific work, support technical work, or other directly related work in one or more social sciences; psychology; social work; recreational activities; or the administration of public welfare and insurance programs. Although the work of this position is appropriately covered by the GS-0100 Group, there is no one series within the group which is directly related or closely applicable. The Social Science Series, GS-0101, includes positions that work in one or any combination of the social sciences when such work is not classifiable in other series of this occupational group. Series in the GS-0100 Group that were considered but determined to not be appropriate were the GS-0180 and GS-0185, because the work of the position does not require the full professional knowledge of either of those disciplines. The position is appropriately placed in the GS-0101 Series. The GS-0101 includes positions the duties of which are to advise on, administer, supervise, or perform research or other professional and scientific work in one or any combination of the social sciences when such work is not classifiable in other series of this occupational group. *Basic qualification requirements: (1) **Degree** in behavioral or social science; or related disciplines appropriate to the position or (2) **Combination of education and experience** that provided the applicant with knowledge of one or more of the behavioral or social sciences equivalent to a major in the field or (3) **Four years of appropriate experience** that demonstrated that the applicant has acquired knowledge of one or more of the behavioral or social sciences equivalent to a major in the field. There is no title prescribed by

the GS-0101 Series. In keeping with titling practices in the Introduction to the Position Classification Standards and current AF practices, the constructed title for this position is Family Support Coordinator (EFMP).

Grade Determination: Refer to Classification Criteria above.

Final Classification: Family Support Coordinator (EFMP), GS-0101(99)-11.

NOTES TO USERS:

1. This SCPD replaces 9GC58. This SCPD is the result of an AF driven reorganization and/or a new position established AF-wide. This SCPD is prescriptive in nature to ensure all newly established positions performing this work are classified and established consistently. Local PDs/CPDs are not authorized for this position, the duties of these positions must remain consistent. Deviations to make even minor changes to the documents is not allowed to ensure AF-wide consistency in duties and responsibilities.

2. **Centrally Managed Type:** This position is centrally managed at the GS-11 grade in Foreign and Non-Foreign Overseas locations only. It is not centrally managed at CONUS locations.

3. Headquarters AF functional offices are active participants in development of SCPDs and unless there are significant differences in duties and responsibilities, support implementation of SCPDs to all like positions in the Air Force. SCPDs may be applied once mutually agreed upon by the supervisor and servicing classification specialist.

4. Positions covered by this SCPD must be reviewed for proper "Testing Designated Position (TDP)" coding to comply with the AF Civilian Drug Demand Reduction Program. If the position is identified as TDP, the following statement must be added/annotated to/in the Other Significant Facts area of the SCPD: “This position has been designated by the Air Force as a Testing Designated Position (TDP) under the Air Force Civilian Drug Demand Reduction Program. Employee must pass initial and periodic short notice drug testing. Illegal drug use by employees in sensitive positions presents a clear threat to the mission of the Air Force, national security, and public safety.”

5. If this position has been identified as “Emergency-Essential”, the following statement must be added/annotated to/in the Other Significant Facts area of the SCPD: “In the event of a crisis situation, the incumbent, or designated alternate, must continue to perform the Emergency-Essential duties until relieved by proper authority. The incumbent or the designated alternate may be required to take part in readiness exercises. This position cannot be vacated during national emergency or mobilization without seriously impairing the capability of the organization to function effectively. This meets the criteria of an Emergency-Essential position and requires that the incumbent, or the designated alternate, be removed from any military recall status. Employee must sign DD Form 2365 as a condition of employment.”

6. If the position has been identified as “Key”, the following statement must be added/annotated to/in the Other Significant Facts area of the PD: “The duties of this position meets all requirements as a category 4 designation, and shall not be vacated during a national emergency or mobilization without seriously impairing the capability of the parent Federal Agency or office to function effectively. This position must be removed from the Ready Reserve and **CAN NOT** become a member of the Ready Reserve. (IAW: DoDD 1200.7, "Screening the Ready Reserve,").

7. If the position has been identified as “Mission Essential” (ME) the following statement must be added/annotated to/in the Other Significant Facts area of the PD: "This is a Mission Essential (ME) position performing a Mission Critical Function (MCF) which must continue uninterrupted after the occurrence of an emergency and continued through full resumption of all functions.