DEPARTMENT OF THE AIR FORCE
HEADQUARTERS UNITED STATES AIR FORCE
WASHINGTON, DC 20330

18 Dec 18

MEMORANDUM FOR FORCE SUPPORT COMMANDERS AND DIRECTORS
AIRMAN AND FAMILY READINESS FLIGHT CHIEFS

SUBJECT: Individualized Service Plans (ISP) for Exceptional Family Member Program (EFMP) Participants

1. Our Air Force remains keenly attuned to the care and support of Airmen and family members with special needs. A Government Accountability Office report released to congressional committees in May 2018 revealed the Air Force was not aligned with Department of Defense Instruction 1342.22, *Military Family Readiness*, Enclosure 3, para 3.h.(1)(b). This enclosure requires the development and maintenance of an ISP for family members as part of the overall EFMP. We must ensure families continue to receive timely assistance while meeting Department of Defense requirements.

2. We request your assistance with accomplishing two critical components of EFMP support. Please ensure:

a. All Airman and Family Readiness Centers (A&FRCs) utilize and maintain ISPs for all Exceptional Family Member Program (EFMP) enrollees assigned to their installation or obtain a signed declination from the military sponsor.

b. A&FRCs initiate and document contact with EFMP families at least annually.

3. To help facilitate the best support for our members, EFMP Family Support is now a mandatory action on out-processing checklists for Q-coded Airmen. ISPs will be documented in Air Force Family Integrated Results and Statistical Tracking (AFFIRST). Air Force efforts will be reported to the Office of the Secretary of Defense, Office of Special Needs. You can expect a standardized DD Form to capture the family needs assessment, individual service plan, and Inter-Services Transfer summary in the near future.

4. As always, thanks for your great assistance in providing care solutions for our Airmen and families. My point of contact is Ms. Carla E. Diamond, DSN: 222-9220, Commercial (703) 692-9220, or carla.e.diamond.civ@mail.mil.

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