Exceptional Family Member Program Family Support (EFMP-FS)

DESK GUIDE

Military & Family Readiness

(EFMP-FS Central Cell)

Department of the United States Air Force

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***Note**: This Desk Guide remains a living document. Updates/continuous changes, as needed.*

PURPOSE

The following guide is designed to provide Military & Family Readiness Center (M&FRC) Exceptional Family Member Program-Family Support (EFMP-FS) Coordinators, Navigators, and other M&FRC staff assisting families with special needs, an overview of the three components to EFMP to include core FS duties and roles/responsibilities. This guide is not all-inclusive. It is an extension to guidance provided in AFI 36-3009, Military & Family Readiness Centers. This guide provides further clarification to the Air Force EFMP-FS Standard Core Personnel Document (SCPD) Position Description for EFMP-FS Coordinators, EFMP-FS Navigators, and other M&FRC staff who perform this duty. This guide is a tool intended to educate staff on basic information and tasks while providing continuity on duties, as well as provide effective strategic consultation to commanders and sustain Airmen and families.

This guide will remain a living document. All major sections of this guide, listed below, will be reviewed, and updated as needed.

Introduction

Eligibility

EFMP-Family Support (EFMP-FS)

- *Roles and Responsibilities, Coordinators and Navigators*
- *EFMP-FS Staff Training and Modules* ***(New)***
- *Respite Care*
- *Community Enhancement Programs*
- *Marketing*
- *Customer Reporting and Tracking*

EFMP-Medical (EFMP-M)

EFMP-Assignments (EFMP-A)

INTRODUCTION

The National Defense Authorization Act for FY 2010 (NDAA FY2010), Public Law 111-84, Section 563(c), authorized funding to support the development and implementation of a community support program for military family members with special needs. The Department of Defense (DoD), Office of the Secretary of Defense (OSD), Office of Special Needs (OSN) published the EFMP DoD Instruction (DoDI) 1315.19, dated 19 Apr 2017, to establish policy, provide guidance, assign responsibility, and prescribe procedures for EFMP ***(Attachment 1 – DoDI 1315.19).***

Along with OSN, the Air Force is committed to providing consistent, quality support to military special needs family members while striving to promote self-sufficiency, resiliency and standardization across DoD in the EFMP arena. It is important to both mission and personal readiness to understand and meet the needs of these family members. The EFMP is offered by all military branches of service. Each branch includes a variety of personnel, medical and family support functions under the EFMP umbrella.

The Air Force stood up the new Exceptional Assignments Programs Division (EFMP Central Cell) in FY20 at the Air Force's Personnel Center (AFPC) to integrate the three components. The new EFMP division provides Airmen, Guardians and their families with a single point of contact to be more responsive and expedite their requests while working with decentralized support in the field. EFMP-M is the Air Force Medical Service function and supports the EFMP through screening, enrollment and assignment coordination by using the Family Member Travel Screening process. The EFMP-A function considers the medical and educational needs of the family when it has been determined that the required medical and/or educational services are not available at the Airman's current or projected assignment location. EFMP-FS is the community support function provided by M&FRCs to enhance the quality of life of family members with special needs. The EFMP-FS function is the hub for EFMP and provides services to DOD ID card members/families. This function is all encompassing, and customers include DoD military, Geographically Separated Unit (GSU) personnel, DoD civilians, Air Force Reserve, Air National Guard, retirees, spouses of deployed members, and personnel from other military branches of service. All three EFMP functions work toward a common goal of providing comprehensive and coordinated support to families with program oversight provided through the EFMP Central Cell.

Refer to AFI 36-3009_M&FRCs, dated 4 Nov 22 ***(Attachment 2)***, and the EFMP-FS Position Description for additional guidance on the base-level EFMP-FS function.

ELIGIBILITY: Enrollment in the EFMP is mandatory for all active-duty military branches, to include active-duty Airmen, and require the identification of all family members requiring long-term general medical, special education, Early Intervention (EI) and/or Related Services (RS), or modified housing. The member must contact the Military Treatment Facility (MTF) Special Needs Coordinator (SNC) POC for initiating EFMP enrollment, a complete evaluation, assessment, and possible enrollment for identified family members**.**

Air National Guard (ANG) and Air Force Reserve Command (AFRC) do not have separate systems to determine services availability. Members of the ANG and AFRC, who are on Active duty for more than 30 days, may be eligible for supportive services upon request at the MTF. All ANG and AFRC members and family members are eligible for information and referral services through their unit EFMP representative or local M&FRC.

All Total Force members are eligible to receive M&FRC EFMP-FS support and services. This includes all DoD identification cardholders (e.g., other military service branches, active-duty members not yet officially enrolled, civilians, retirees).

If a family member's condition meets enrollment criteria, an assignment limitation code "Q" is entered in the active-duty sponsor's electronic personnel record. The sponsor is then identified as "Q-Coded," and medical and educational authorities can now consider special needs when sponsors are projected for assignment. The Air Force currently has over 36,000 active-duty Q-Coded members with over 55,000 EFMs. Family members of active-duty Airmen and civilian employees appointed to an overseas position who meet one or more of the following criteria are identified as a family member with special needs:

- Potentially life-threatening conditions and/or chronic medical/physical conditions requiring follow-up support more than once a year or specialty care
- Current and chronic (duration of six months or longer) mental health conditions, inpatient or intensive outpatient mental health services within the last five years; intensive (greater than one visit monthly for more than six months) mental health services required at the present time
- A diagnosis of asthma or other respiratory-related diagnosis with chronic wheezing that meets certain criteria
- A diagnosis of attention deficit disorder/attention deficit hyperactivity disorder that meets certain criteria
- Children who have been found eligible for an Individualized Family Service Plan (IFSP) or an Individualized Education Plan (IEP)
- A chronic condition requiring adaptive equipment, assistive devices or services, or environmental/architectural considerations

EFMP-FAMILY SUPPORT (EFMP-FS): EFMP-FS Coordinators and Navigators will deliver services in accordance with Air Force Policy and Operations guidance. Staff serve as the "focal point" for EFMP on the installation and will assist families and leadership in managing the competing demands of the military mission; provide **non-medical case management**; assess family needs; develop services plans; coordinate warm hand-offs; provide local, state, and federal information, guidance and services; navigate resources; improve family coping skills by fostering competencies; identify gaps in service; advocate for improved services on and off the installation; and partner with providers to support military, other personnel, and their family members with special needs. For any services requested outside of the Air Force purview, EFMP-FS Coordinators and Navigators will provide community resource information and referral.

The Air Force has 105 full-time EFMP-FS Coordinators (***Attachment 3)***, and 49 EFMP-FS Navigators ***(Attachment 4),*** supporting families at all major installations ***(Attachment 5).*** To meet AF leadership's intent, the EFMP-FS position must be 80% primarily dedicated to EFMP duties. 20% of EFMP duties may be used to support day-to-day workload of other "core" M&FRC programs, as assigned by the M&FRC Flight Chief. Vacant positions may not be left unfilled. EFMP-FS staffing is

closely monitored and reported to OSN quarterly. Some installations have more than one coordinator and/or navigator based on the number of Q-Coded Airmen assigned. As with all M&FRC core programs, each M&FRC must have at least one staff member to serve as a back-up/alternate to EFMP-FS in the absence of the coordinator(s).

The M&FRC Flight Chief will ensure appropriate services are provided to special needs family members at all installations. Although the EFMP-FS Coordinators and Navigators are **designated to provide full-time EFMP-FS support**, they are still considered a vital part of the M&FRC team. As team members, the EFMP-FS Coordinators and Navigators are expected to assist with other "minimal" administrative support/additional duties as assigned by the M&FRC Flight Chief. The amount of time spent should be consistent to Community Readiness Consultant/Community Readiness Technician additional duties.

***NOTE:* Each full-time EFMP-FS Coordinator is expected to build and maintain a "robust" FS program In Accordance With (IAW) Air Force leadership's intent.** *Each full-time EFMP FS Navigator is expected to facilitate connections between EFMP families and identify the systems of care to meet the families' needs IAW Air Force leadership's intent.*

EFMP-FS Coordinator Roles and Responsibilities *(Further Clarification to PD)*

- Identify gaps in service affecting EFMP families, and assist in coordinating with local resources to meet the needs of the EFMP family
- Interview families to identify and evaluate needs to determine appropriate services and assistance. Develop the DD3054 to include goals and objectives in identifying what services will work the family, navigating support, providing referrals and follow-up, as needed
- Establish a quarterly multi-disciplinary Installation Support Team (IST) focused on identifying the challenges EFMP families face living in and around the military base
- Develop a Strategic Planning and Case Review Quarterly Meeting in collaboration with the IST
- Work closely with the Community Action Board in identifying community trends impacting EFMP families and facilitate information exchange with local leadership on support military families at the local level. IST information is shared at this meeting on community impact to EFMP families and raising awareness of the welfare and challenges of the EFMP family
- Develop, plan and update EFMP educational and outreach events and programs to bring awareness of EFMP to military families
- Serve as a consultant to commands for education, support and needs of EFMP families. Facilitate events that encourage and promote the education on the EFMP community-wide

EFMP-FS Navigator Roles and Responsibilities *(Further Clarification to PD)*

- Provide home visitation on an, as needed, basis with EFMP family members and IAW duties specified within job description. Navigator will coordinate with M&FRC Flight Chief on utilization of government vehicles, as available and accessible. Home visitation is not a requirement to continue services with an EFMP family
- Advocate and work closely with EFMP families on the most accessible services and resources to support their needs. Work closely with military and civilian community resources to facilitate the helping relationship

- Work closely with the FS Coordinator on program initiatives and special projects, IAW with mission requirements, and Strategic Plan

EFMP-FS STAFF TRAINING ORIENTATION AND MODULES: All EFMP-FS staff will utilize the EFMP New Employee Training Plan (***Attachment 6)***, EFMP-FS Core Competency Curriculum, (***Attachments 7-8***), AF IMT 1098 - EFMP-FS Mandatory training (***Attachment 9)***, within the first 120 days in the new position. EFMP Core Competency Modules can be found on Military OneSource website: https://millifelearning.militaryonesource.mil/.

INSTALLATION EFMP FOCAL POINT: Serves as the installation POC for EFMP-FS services and facilitates collaboration among other agencies that provide necessary information and resources for families with special needs (adults, children and family members serving as caregivers). Refer to the EFMP-FS Coordinator Checklist and Self-Assessment (***Attachment 10***) to help establish an Individualized Training Plan and carry out roles and responsibilities

EFMP-FSCs and Navigators should not serve as the OPR or conduit for requests between education and medical home provider organizations, EFMP families and Security Forces for base access of providers. It is not the responsibility of the EFMP-FS Coordinators and Navigators to provide sponsorship to medical agencies. This is also part of an effort to ensure adherence to Force Protection. Refer all inquiries for base access to Security Forces

- DV VISITS/CONCERNS/BEST PRACTICES: Due to the level of visibility on EFMP and amount of program inquiries received in the EFMP Central Cell, EFMP-FS will elevate major local issues, distinguished visits, unique innovative initiatives, pilot programs, best practices, etc. This information provides the EFMP Central Cell an opportunity to stay abreast of concerns, better support installations and highlight local work efforts

- SUPPORT SERVICES: Assists with coordination of family support/community (non-medical) services on and off the installation to EFMs who have physical, developmental, emotional, social or intellectual impairments/disabilities

- GSU FAMILIES: Provides enhanced support to families at GSUs by utilizing innovative approaches (e.g., conduct virtual one-on-one meetings with latest technology, set up live streaming for workshops/webinars, visit locations when possible)

- DEPLOYED SUPPORT: Enhances support and outreach to spouses of deployed members with special needs family members, IAW Air Force Policy deployed support memo, dated 21 Dec 2016. (***Attachment 11***)

Refers all members with an EFMP related deployment deferral to the local Military Personnel Section (MPS) for information on Reassignment/Deferment waivers and exceptions to policy IAW AFI 36-2110

- RESOURCE NAVIGATION: Navigates key local, state and federal resources available to EFMs. Develops and maintains a comprehensive resource directory with descriptive information about helpful agencies and organizations. Resources may include various Parent Training and Information (PTI) centers, no-fee community case management agencies, intervention services, U.S. Department of Education information, Specialized Training of Military Parents (STOMP), LRP Publications (DirectSTEP and Special Ed Connection), etc.

- Q-CODE ROSTER: Accesses monthly standardized desktop Q-Code roster through https://starsraw.a1vdc.us.af.mil to make contact with EFMP families to market EFMP-FS services and eliminate requesting the roster from the Military Personnel Flight (MPF).

NOTE: To gain access to installation monthly Q-Code roster, please send an "encrypted" email to the AFPC EFMP-FS Office (AFPC.DP3XAF.WORKFLOW@us.af.mil) with the following information:

DOD_ID (With the shred)
SSAN (no dashes)
Rank
Last Name, First Name, Middle Initial
Duty Title *EFMP-FS COORDINATOR*
Phone
Email
Base PASCODE

Once STARSRAW access has been granted by AFPC/DP3XAF (EFMP-FS Central Cell), *any access issues* should be directed to DSYD.Workflow@us.af.mil

- ASSIGNMENT PROCESS: Engages with members/family members on helpful support resources AFTER a member has received an official assignment notification or Permanent Change of Station (PCS) orders to the gaining location. Early engagement with families can be misconstrued as assignment coordination and can negatively interfere with the assignment process. If you are not certain a member has been officially assigned to your location, please verify through the Q-Code roster or contact your local MPF

- DD FORM 3054, FAMILY NEEDS ASSESSMENT (FNA): IAW the NDAA FY2010, see memorandums below for the **Congressional mandates** related to the Family Services Plan (SP), dated 17 April 2024. ***(Attachment 12 – Individualized Service Plans for EFMP, Attachment 13 – DD 3054, Attachment 14 – What is the DD3054, Attachment 15 – FNA Helpful Hints)***

  - Completes the FNA, when a family requires more than an informal contact, which is a three-part form 1) FNA; 2) **Congressionally mandated** SP; and 3) Inter-Service Transfer-Summary (ISTS). The EFMP-FS program is all encompassing; the FNA process should be used for more than Q-Coded members/families

  - IAW Air Force requirements, EFMP Service Members should be assessed for financial readiness during the FNA and referred to the M&FRC financial counselor, as needed

  - Refer to FNA questions to prompt discussion with families ***(Attachment 16)***

  - Assesses the needs of EFMP families as required, utilizing Part 1 of the DD Form 3054, to gain a better understanding and establish the nature/extent of support. **Assessments may be done in person, telephonically or through MS Teams/Zoom/Skype/FaceTime**. The FNA must NOT be emailed to families to complete

  - Offers to develop an SP (**Congressionally mandated** section) for each family, when it is evident that a family needs more than simple information and referral only, utilizing Part 2

of the DD Form 3054. The SP is intended to outline strategies and objectives to meet the family's goals and may be offered at various points (e.g., PCSing inbound, PCSing outbound, newly enrolled and when assigned as permanent party). If it is determined a family does NOT need an SP, do not offer one. However, all families should be educated on the availability of the SP process for possible future needs. It is important to note, the SP is a living document, should be updated based on the family's changing needs, and must be done in collaboration with the family to keep the family on a successful path

- Completes the ISTS, Part 3, as families make a PCS move between different military branches of service to enhance a "warm hand-off" and maintain continuity. **A warm hand-off must be offered to each outgoing family and properly documented**. Check out the Military One Source "Military Installations" site at https://installations.militaryonesource.mil/ to locate all DoD installation family center POCs

- See "Customer Reporting and Tracking" section of this guide, pages 14-15 and the Air Force Family Integrated Results and Statistical Tracking (AFFIRST) Quick Reference Fact Sheet for information on new OSD data collection requirements and service codes related to the new DD Form 3054, ***(Attachment 17)***

❖ VIRTUAL OUT-PROCESSING (vOP) CHECKLIST: EFMP-FS is a mandatory checklist item on the Air Force's vOP Checklist for PCSing members. The target audience is Q-Coded members. Verifies member's status before proceeding. See vOP Personnel Service Delivery Guide message below, dated 2 Jan 2019, which notified all MPF Relocation Offices and vOP Base Administrators, ***(Attachment 18)***

- Assesses needs for ***ALL PCSing*** Q-Coded members using the DD Form 3054 and offers to develop an SP (if needed), **as mandated by law**, to help determine goals, objectives and a way forward for managing and overcoming family challenges as they are cleared through vOP

- Satisfies **by-law requirement** and facilitates a "warm hand-off" from losing to gaining installations; offers ALL members a "warm hand-off" regardless of whether they accept the development of a SP. The Air Force EFMP-FS Coordinator Contact Roster is updated and emailed to all EFMP-FS staff at least quarterly to ensure a follow-up to all warm hand-offs

- Clears all non-Q-Coded members from the vOP Checklist and annotates AFFIRST as an informal contact

❖ EFMP-MEDICAL: Contacts local EFMP-M Office to establish and maintain a close working relationship with staff

❖ SPECIAL NEEDS COORDINATOR (SNC): Works closely with the SNC at the MTF to ensure continuity of services for military family members identified with special needs. Takes the lead to partner with SNCs to offer community resources and develop educational workshops/outreach for families

- The Air Force EFMP is a mandatory enrollment program. In the event the EFMP-FS Coordinator makes contact with a member who should be enrolled but is reluctant to do so, the role of the EFMP-FS Coordinator is to educate the member on the program, advise on

requirements, furnish guidance on program benefits and refer the member to the local MTF. The EFMP-FS Coordinator will provide complete contact information to the SNC and ensure follow-up is conducted with the member and the SNC

- NOTIFICATION OF NEWLY ENROLLED EFMP MEMBERS: EFMP-FS Coordinator contacts the SNC to coordinate request to be added to the Cc line of the Q-Code memorandum the SNC sends to the MPF notifying them of each newly enrolled EFMP member. EFMP-FS Coordinator makes immediate contact with the member/family upon notification

  - Note: This will remain a short-term work around until a permanent solution is provided through the MyVector system

- DIAGNOSES REPORT: Coordinates with the SNC at least bi-annually to request and receive general information/statistical data on special needs diagnoses for all EFMP enrollees on the installation

  - By the EFMP-M staff providing this data, the EFMP-FS staff will be better prepared to meet the needs of the community with proper programming. The Health Insurance Portability and Accountability Act (HIPAA), which is Congressionally mandated, does not apply since specific names or health information is not requested or released

- COMMITTEE PARTICIPATION: EFMP-FS Coordinators are responsible for the following committee participation:

  - ***Community Action Board (CAB):*** At the discretion of the M&FRC Flight Chief, attends the CAB, a senior leader driven cross-organizational forum that addresses individual, family and community concerns to enhance the quality of life. Meetings help to identify and resolve issues that impact the readiness of Air Force members and their families. The Community Action Team (CAT) is the working arm of the CAB

    - Serves as a member of the CAT to ensure EFMP-FS issues are addressed, community resource information is properly disseminated and a focus on EFMP quality of life initiatives, challenges and calendar events

  - ***Installation Support Team (IST), Strategic Planning and Case Review (SPCR)Team****:* Chairs the EFMP IST and SPCR Team comprised of professionals from installation support agencies but not limited to representatives from M&FRC, Child and Youth Programs (CYP), School Liaison Program Office, MTF, MPS, Civil Engineering, Community Recreation, Legal Services, Public Affairs and local schools, ***(Attachment 19)***

    - Identifies special needs issues in the community and raises awareness of local, state and federal programs, policies and legislative initiatives potentially impacting families. Elevates major EFMP-FS concerns to the CAT

  - ***Child and Youth Programs (CYP) Inclusion Action Team (IAT)****:* Serves as a member of the IAT which is designed to support CYP personnel in identifying reasonable modifications for the needs of children/youth (to include special needs children) and to assist the program in securing the necessary support and resources. The IAT, assembled and chaired by the CYP Flight Chief or GS-12 designee or higher, acts as a resource and

referral source for the member in the event the child cannot be accommodated in the CYP. The structure of the installation IAT depends on what works best for each installation and/or the individual child/youth/family/staff needs. Members may differ by installation, but the EFMP-FS Coordinator serves as a core team member

- Provides additional information, resources and referrals to special needs families by working cohesively with the IAT

- The CYP IAT is an Air Force process and should not be confused with the Multi-Disciplinary Inclusion Action Team (MIAT) for the Army. The MIAT is an Army specific process not used by the Air Force EFMP and is chaired by the Army Community Service EFMP Manager at the Army installation

- The IAT instructional guide, published by CYP Policy Office in Apr 2017, outlines the IAT function and process, ***(Attachment 20)***

- ***MTF EFMP Case Review:*** Participates in the monthly or quarterly MTF EFMP Case Review led by EFMP-M staff. Meeting attendees share information and pertinent resources available on and off the installation that might benefit the program's enrollees. EFMP-FS Coordinators identify and report on special needs trends and concerns, share available resources, and market EFMP-FS events and relevant community events. Coordinators also work to meet service gaps for complex cases

  - The Release of Information (ROI) form must be signed by the family member granting permission for their case to be discussed with outside entities. In instances where patients do not sign the ROI, EFMP-M staff should collaborate with the EFMP-FS Coordinator by discussing the case in "general" terms. Not attending the MTF Case Review will NOT limit EFMP-FS Coordinators from performing their job

  - Note: As part of an effort to ensure proper protection of patient medical information during EFMP MTF Case Reviews, most HIPAA awareness training for non-covered entities (e.g, EFMP-FS Coordinators) has been discontinued. There are some installations still offering awareness training. *EFMP-FS Coordinators are not covered to receive or hear private medical information.* This violates patient confidentiality and is a HIPAA breach which must be reported by medical personnel. EFMP-FS Coordinators and Navigators are required to complete the annual HIPAA Awareness training.
    Training link: https://jkodirect.jten.mil/Atlas2/page/login/Login.jsf

❖ IEP ATTENDANCE: EFMP-FS Coordinators and Navigators will NOT, under any circumstance, attend Individualized Education Program (IEP) meetings, Individualized Family Service Plan (IFSP) meetings, court ordered meetings, school meetings, etc. This is not part of the EFMP-FS Coordinator and Navigator duties and can set the wrong precedence and/or create a liability issue. The role of the Navigator will be to provide support, education and resources for a family preparing for an IEP. There may be extenuating circumstances identified by the family for the attendance request, i.e. Navigator has first-hand knowledge of student's school status. However, IEP attendance must be discussed/approved, in advance, with EFMP-FS Central Cell.

- EFMP-FS Coordinators and Navigators should refer families requesting IEP support to their state or local PTI centers or STOMP agency. Every state has a federally funded PTI with staff who are trained to attend IEP meetings upon request. EFMP-FS Coordinators should partner with the School Liaison on resources and encouraged to seek local or state professionals who can offer workshops to help prepare families for school meetings

❖ SURVEY PARTICIPATION: Installation personnel are advised not to participate in any unofficial surveys when approached by outside entities (i.e., non-profit organizations, universities, colleges). IAW AFI 38-501, all surveys, polls, or questionnaires sent to Air Force personnel require approval and a Survey Control Number issued by the Air Force Survey Office. Continue to direct all those interested in conducting a survey with Air Force personnel to the Air Force Survey Office, af.surveys@us.af.mil, to inquire about the appropriate protocol and obtain approval

❖ SUPPORT GROUPS: Facilitates support groups and other activities as applicable and appropriate. Support groups may include, but are not limited to, family support groups, special cooperative groups, specific diagnosis support groups, information fairs, and various special needs camps

❖ EDUCATIONAL ACTIVITIES/ADULT EVENTS: Requests annual educational and recreational opportunities, through M&FRC Flight Chief, available in the local community in the form of Do-It-Yourself Science, Technology, Engineering, Art and Math (STEAM) Educational Activity Kits which may be of interest to EFMP families. Appropriated funds may also be expended to fund participation in educational opportunities to include those involving resilience, readiness, sensory and motor, mental health, physical health, communication, relationships, or family adaptation events and activities to accommodate EFMs and families. Those able to participate include children and spouses with special needs, military and spouse caregivers and siblings

- The focus must always be on the educational aspect of an event, and not solely on recreation. The goal is for participants to take learned skills back to various environments/situations, i.e. home life

- The following are **NOT** permitted:
  - Meals, snacks, refreshments, appetizers, alcohol and drinks (unless part of the event, i.e., cooking class)
  - Strictly recreational events
  - Theme-type parks, spas/pampering activities, cruises, professional sporting events, overnight events, field trips, gift certificates, water parks, handing out general admission passes, race car events, Shakespeare-type theaters and events that could be perceived as dangerous or high risk. This list is not all inclusive

- EFMP-FS funding is requested by the M&FRC Flight Chief through the submission of the M&FRC budget to AFPC. EFMP educational activities funding will be identified as a line item with minimum funding amount of $5K. Additional EFMP funds provided are at the discretion of the M&FRC Flight Chief. Payment of activities must be paid through the Government Purchase Card (GPC) and follow all funding guidance rules

- The intent of EFMP-FS educational activities is to improve the overall quality of life and build resilience in AF families (as a whole). This is tied to the Air Force's care solutions

goal. Events promote inclusion, destigmatize status, build awareness and create necessary bonds for the EFMP family to thrive

Respite Care: Short-term specialized child-care designed for families who have children diagnosed with special needs and helps to reduce the stressors associated with caring for an EFM. Finding and paying for quality respite care can present significant challenges for families. This service is free, and the number of hours varies per month dependent on the program. Below is a brief outline of three different respite care services available to Air Force families:

- AIR FORCE EFMP RESPITE CHILD CARE PROGRAM: ***Program Office of Primary Responsibility (OPR) is EFMP-Medical***. When enrolled in the EFMP, Air Force Respite Child Care provides active-duty, Guard and Reserve families up to 32 hours of free care per month per child. Service is typically provided in the child's home but is also available in child-care centers or licensed family child-care homes. Providers are recruited, screened and trained to provide care for children with special needs. *Sibling care is no longer authorized through the respite care program*

  - Eligibility criteria:

    - EFM child(ren), ages birth through 18 years, determined as 3 or 4 Level of Need (LoN) special needs
    - EFM child(ren) and siblings must reside with the Airman
    - Airman stationed at any Air Force location (geographical separations are eligible if child is located near a respite care site)
    - Airman is active duty, including Guard and Reserve, if activated for at least 31 days
    - Requests for exceptions to policy may be made on a case-by-case basis

  - Although the EFMP-FS Coordinator is ***not the OPR for the Air Force Respite Program***, they are ***responsible for marketing respite care services and referring families*** to the respite care program. Families inquiring from other military branches should be referred to the closest servicing installation

  - The EFMP-FS will provide Demographics Sheet and Needs Assessment to the family requesting respite care services. Needs Assessment must be filled out and signed by medical provider. Demographics form will be filled out by family. Once completed documents have been received by EFMP-FS, the EFMP-FS Coordinator will forward documents to EFMP-M workflow box, AFPC.DP3XRC.Workflow@us.af.mil for processing. EFMP-M will determine Level of Need (LoN) and forward final determination letter (approval or disapproval) to EFMP-FS Coordinator. EFMP-FS Coordinator will forward final determination letter to family for respite care services ***(Attachment 21 – Family Care Demographics, Attachment 22 – Needs Assessment)***

  - The program is currently available at most Air Force installations and is dependent on availability of child-care providers. OCONUS care is offered through CYP

  - Families are eligible to use the Air Force Respite Program while using other respite programs

- It is the family's responsibility (**not** the EFMP-FS Coordinator) to ensure respite care providers have base access for family visits. If a family has a concern, they should be referred to Security Forces for base access information

❖ AIR FORCE AID SOCIETY (AFAS) RESPITE PROGRAM: Respite care can also be accessed through the AFAS. The AFAS program assists active-duty Air Force families by providing funds for a caregiver to watch the child(ren) with special needs. Guard and Reserve members on Title 10 orders for more than 15 days may also receive services. The program provides the parent or primary caregiver with some monthly free time. AFAS assistance is based on the need for respite time, as well as financial need, and is provided as a grant. Respite care is offered to families enrolled in the Air Force's EFMP when they have the responsibility of 24 hour-a-day care for an ill or disabled family member. Six to eight hours a week are the average respite hours recommended. Each certificate should be limited to a three-month period unless special circumstances exist and it has been approved by HQ AFAS

- For more information or to apply for the AFAS program, families should contact their installation's M&FRC or view the AFAS website at www.afas.org

- Families eligible to receive respite care at installations where Air Force EFMP Respite Care is not available are not eligible for this program

❖ TRICARE-EXTENDED CARE HEALTH OPTION (ECHO): TRICARE-ECHO has two respite care programs for varying types of beneficiaries enrolled in the EFMP as provided by the member's branch of Service. Eligible families may qualify for 16 hours of respite care per month when receiving on-going ECHO benefits; this benefit is for skilled or nonskilled. TRICARE-ECHO Home Health Care (EHHC) is for skilled care ONLY, which requires a Registered Nurse or Licensed Practical Nurse to provide greater than two skilled services within an 8-hour period. These services may include respite care or skilled hourly nursing. For skilled care of 40 hours or greater, families should contact an ECHO case manager. EHHC respite care can't be used for babysitting/child-care services, sibling-care, employment, deployment or pursuing an education. The respite care and EHHC benefits may not be used together in the same month. This program provides in-home respite care along with additional benefits for services, equipment or supplies to TRICARE beneficiaries who are diagnosed with moderate or severe mental retardation, have a serious physical disability or an extraordinary physical or psychological condition

- Children may remain eligible for ECHO beyond the usual age limits under certain circumstances. Families must contact the TRICARE-ECHO case manager within their region for enrollment information. Detailed information can be viewed at www.tricare.mil/echo

Community Enhancement Programs

❖ GIVE PARENTS A BREAK: This program is intended to help reduce stress due to the nature of military life (i.e., deployments, remote tours of duty, caring for family members with special needs, frequent moves, and extended working hours)

- Families may be referred to this program by Commanders, first sergeants, Chaplains, medical professionals and M&FRC staff

- Certificates are issued for a specified period of time and may be renewed

- Childcare is provided at most base Child and Youth Programs during specified periods

❖ CHILDCARE FOR PCS: This program is intended to help relieve some of the stress felt by Air Force families in the process of a PCS move. AFAS will pay for 20 hours of childcare (per child) in Air Force-certified Family Childcare homes on-base or in Air Force-affiliated homes off-base

Marketing for the EFMP-FS program is a multi-level goal!

Below are a few references to some basic marketing steps:

❖ RAISE PROGRAM AWARENESS

- Utilize the monthly Q-Code roster, create a welcome letter or email to send to all inbound EFMP families to inform them of services available through the EFMP-FS program. Ensure families on email distribution lists are blind copied (BCC) to protect confidentiality

- Utilize standardized EFMP-FS program brochures and distribute to on and off base organizations

- Contact the local base paper and other news media semi-annually to submit an article on the EFMP-FS program and the roles and responsibilities of EFMP-FS Coordinators and Navigators

- Contact EFMP-M Coordinators to coordinate briefings at CAT meetings, first sergeants meetings, commanders' calls, EFMP orientations, and other venues as needed. Work with other M&FRC staff to connect with various community organizations

- Create a quarterly EFMP newsletter to highlight upcoming events, services, news, etc.

- Disseminate the marketing flyer for the DD Form 3054 to ensure families are aware of more detailed support and services EFMP-FS offers

- Maximize the IST to promote EFMP-FS to partnering organizations, internal or external to the military community

❖ SOCIAL MEDIA

- All EFMP-FS programs are encouraged to have a social media presence to meet the needs of families and highly distribute marketing information and offer virtual programs. Ensure all social media follows government guidelines when posting to the public

- Follow the Air Force EFMP Facebook page at www.facebook.com/AirForceEFMP to remain abreast of information impacting all EFMP components and families

- Refer families to DAF Family Vector, the premiere resource for Airmen, Guardians and their families at https://daffamilyvector.us.af.mil

❖ HIGHLIGHT AVAILABLE SUPPORT SERVICES

- Create an environment, physically and virtually, where EFMP families feel welcome and comfortable in networking with other parents and organizations

- Create fun family activities to promote the program. Personal contact with families is the best way to establish rapport and promote the EFMP-FS program

- Provide EFMP information and education at awareness briefings, orientations for installation leadership, units, local school districts and the overall community to include M&FRC briefings (e.g., Newcomer's Orientation, Smooth Move, HeartLink, Key Spouse Training, Transition Assistance)

- Place program marketing materials in strategic locations on the installation (e.g., MTF, TRICARE Service Center, FSS facilities)

Customer Reporting and Tracking

❖ AFFIRST

- EFMP-FS non-medical case management notes will be documented and tracked using the AFFIRST customer management system. Information includes, but is not limited to, one-on-one consultations, resources provided to families, information and referral services, family needs assessment, family services plans, warm hand-offs, relocation related needs, school/education information, finance issues, crisis, leadership consultations, etc. Utilizing the Subjective, Objective, Assessment and Plan (SOAP) interview method documents family progress in AFFIRST. SOAP documents the family status, needs, and plan for future services. Refer to **AFFIRST Desk Guide, Appendix H**

- Documentation is reviewed and reported to OSN quarterly and **MUST** be entered in AFFIRST in a timely manner, within three business days. Documentation provides a picture of how engaged each installation is with EFMP families. Manning, resources and funding decisions are often made utilizing this documentation

- EFMP-FS records include progress the family has made while participating in the program and must be always protected. Any written notes must be stored in a secure environment and staff must ensure confidentiality

- Coordination of services for EFMP families is imperative. A "warm hand-off" and proper transfer of AFFIRST records to the gaining M&FRC will help minimize interruption to the family's continuum of services during relocation. Coordination, via email, telephonically or electronically, may also be required with other supporting agencies on and off-base

- General EFMP-FS related announcements and information will be posted on the AFFIRST Announcements page as needed. Staff should check AFFIRST announcements each day to stay abreast of the most updated program and M&FRC information

- EFMP-FS Coordinators and Navigators should not annotate highly private details of a customer's medical condition in AFFIRST notes and files. HIPAA protects the privacy of individually identifiable health information and has no bearing over the information self-disclosed to EFMP-FS Coordinators and Navigators. M&FRC staff are governed by the privacy act statement in the Statement of Understanding in AFFIRST. HIPAA applies to detailed medical information in the medical community

- AFFIRST records of EFMP enrolled families are marked with the "EFMP" backdrop and should be updated in the system by EFMP-FS staff once enrollment is confirmed, if the record is not marked

- EFMP-FS data collection requirements are mandatory for the DD Form 3054. The use of the FNA, SP and ISTS must be tracked when any part of the form is completed or declined. Additional service codes have been added to AFFIRST for appropriate documentation which will be reported to OSD quarterly along with all other EFMP-FS documentation and staffing. **Note:** the "SP Completed" code should be used when the Congressionally mandated portion is used for development, updates, follow-up and/or general maintenance

- Refer to AFFIRST User Guide to explain service delivery and documentation details and must be used by all installations to track the EFMP-FS workload.

EFMP-MEDICAL (EFMP-M): The mission of the EFMP-M is to identify medical and educational service requirements of family members in support of active-duty sponsor reassignment and civilian employment overseas. The EFMP-M staff proactively identify the family members who have special needs to coordinate accompanied travel orders and family relocations.

All active-duty Air Force sponsors with a special needs family member assigned to the installation will have a special needs file maintained within the EFMP-M Office at the MTF. This file contains the complete up-to-date status of the identified EFMP family member's condition and service requirements, and is the official file used in assignment coordination of special needs family members in the Air Force.

Refer to AFI 40-701 for additional guidance on the EFMP-M function ***(Attachment 23)***

EFMP-ASSIGNMENTS (EFMP-A): The EFMP is distinct from humanitarian policy and is based on the personnel (manning) requirements of the Air Force. The two programs are not interchangeable and the EFMP should not be interpreted as a base of preference program. The intent of the EFMP-A policy is to employ Airmen, based on current or projected manning requirements, at locations where required medical, educational, early intervention or related services are available either through the military medical system, civilian resources utilizing TRICARE or a combination of the two. EFMP enrollment does not preclude Airmen from worldwide duty. All Airmen must be able to respond to any contingency wherever and whenever called upon to do so. Additionally, the EFMP reassignment and deferment process is member-initiated through the virtual MPS. Refer to updated AFI 36-2110, dated 5 Oct 2023, Para 3.18, for additional guidance on the EFMP-A function ***(Attachment 24)***