EFMP Family Needs Assessment (FNA), DD 3054

Helpful Hints for EFMP Family Support Staff

The DD Form 3054, "Exceptional Family Member Program (EFMP) Family Needs Assessment," is a tool that guides the process by which the EFMP Family Support (EFMP-FS) provider, in partnership with the family, assesses, documents, and prioritizes the unique needs of the family. The DD Form 3054 supports consistent, enhanced, and continuous EFMP-FS and has three sections: 1) Family Needs Assessment (FNA), 2) Family Services Plan (FSP), and 3) Inter-Services Transfer Summary (ISTS). While EFMP-FS services are voluntary, the FNAs and/or FSPs should be offered to families seeking additional support more than Information & Referral (I&R).

EFMP-FS staff should complete the DD Form 3054 in collaboration with families. Here are some helpful tips for completing each of the three sections of the DD Form 3054:

- **Family Needs Assessment**
  - **Why:** The FNA consists of open-ended questions to gain an understanding of a family's needs and organize the information to determine how to best support them. Moreover, the FNA simply formalizes the types of conversations that are already happening during regular interactions with families.
  - **When:** Once the relevant information has been gathered regarding needs and desired support, this information can be used to complete the FNA. While the FNA will ideally be completed with the family present, the FNA can also be completed after the family has left the EFMP-FS Office. Completion of the form is not dependent on the timing or length of interaction with the family, but covering the content discussed. The signature of the family member is not needed on the DD 3054.
  - **With Whom:** The FNA is completed by the EFMP-FS staff member through conversation(s) with a family member(s) and ***should not be provided*** to the family fill out. This form is for the use of the ***EFMP-FS staff only***.
  - **Key Considerations:** The FNA is a living document and can and should be updated based on a family's changing needs and situation. Follow Service-specific guidance associated with updating an existing FNA.

- **Family Services Plan (FSP)**
  - **Why:** Families typically benefit from an FSP when they want enhanced support through goals, objectives, and a way forward for managing, dealing with, or overcoming their unique family challenges. FSPs were mandated by the National Defense Authorization Act (NDAA) for Fiscal Year 2010. Therefore, EFMP-FS staff should make them available to military families with special needs.
  - **When:** After an FNS is completed, recognize the needs of the family, and discuss additional services that may be helpful supporting and/or determining family goals. This provides a great opportunity to offer a Family Services Plan. While an FSP should always be offered to a family,

they might be more likely to accept one after they have established a relationship with an EFMP-FS staff member and understand the positive benefits for their family.

- **With Whom:** Family Services Plans should be completed by the EFMP-FS staff member in collaboration with the family.
- **Key Considerations:**
  - To begin an FSP, there must be a completed FNA.
  - It is essential to communicate the availability of the FSP to families, as mandated by the NDAA for Fiscal Year 2010.
  - The FSP is a living document and can and should be updated based on a family's changing needs and situation.

- **Inter-Services Transfer Summary (ISTS)**
  - **Why:** The ISTS enables warm hand-offs between losing and gaining sister-Service EFMP-FS offices to ease the family relocation process. The warm hand-off facilitates the transfer of key information related to the family's support, service, and specific community resource needs.
  - **When:** When a family is about to experience an impending permanent change of station (PCS), offer an ISTS to the family. The ISTS would allow the family to identify key services needed at their gaining installation. In addition, getting this information will assist the incoming EFMP-FS team with information on how best to connect with the family.
  - **With Whom:** The ISTS requires collaboration with both the family and the gaining installation to communicate the EFMP-FS services the family uses and any pending items that will be addressed when a family transfers.
  - **Key Considerations:**
    - To send the ISTS to the gaining sister-Service location, you must use an encrypted email exchange. To find the point of contact (POC) information for a gaining sister-Service installation, you can utilize the MilitaryINSTALLATIONS site (https://installations.militaryonesource.mil/).
    - Ensure the family agrees to transmission of the ISTS before sending and document the approval.
    - The ISTS is not used when a Service member is transferring to and from a location supported by their own Service's EFMP.
    - It is not necessary to complete a new FNA and/or FSP when you complete the ISTS.

NOTE: If you conduct a phone interview while working on the DD Form 3054 with a family member, the Statement of Understanding (SOU) and Personal Readiness Inventory (PRI) should be emailed to the individual prior to or at the beginning of the conversation. This will allow the customer to read the **Privacy Act Statement** and the information that will be requested. At the beginning of the conversation, the staff member should also verbally provide an overview of the Privacy Act statement to the individual. In advance of the meeting, the family should return a signed SOU and PRI.

For more information on the FNA, please refer to the FNA Training Video located on the **MilLife Learning** website, https://millifelearning.militaryonesource.mil/MOS/f?p=SIS:2:0