EFMP-FS Air Force Family Integrated Results and Statistical Tracking (AFFIRST) Quick Reference Fact Sheet *as of 22 April 2024*

AFFIRST collects and processes data related to the delivery of M&FRC programs. It is the hub for the Community Readiness Consultant (CRC) and Exceptional Family Member Program-Family Support (EFMP-FS) staff to share data on customers currently receiving services. AFFIRST tracks all aspects of customer visits and includes comprehensive customer assessment, program management, tools and reporting. EFMP-FS customers are all DoD ID cardholders.

AFFIRST Service Delivery Category Definitions

EFMP BACKDROP IN CUSTOMER'S RECORD: The pink EFMP backdrop identifies AD member has at least one special needs family member. Ensure AD member's Q-Code status is verified using the Q-Code roster. You may also add non-AD families with identified special needs. Ensure backdrop appears for all family members as assistance is provided. Update family records in the system, as needed, to ensure continuity of service.

EFMP Backdrop Instructions: To show the EFMP background on customer's record, click on Edit Customer in the navigation bar. Scroll down to EFMP? Select YES. Scroll down, select Save and Continue.

FORMAL CONSULTATION (Track Visits): Exchange of information, ideas, alternatives, possibilities, and plans of action between EFMP-FS staff and a customer. One-on-one assistance or in-depth assessment/exchange which includes follow-up and/or referral. A Statement of Understanding (SOU) and Personal Readiness Inventory (PRI) is included. Formal consultations are completed as a "Track Visit" entry and do not have to be conducted in person.
***Example**: In-person, telephonic or electronic Family Needs Assessment (FNA), Family Services Plan (SP), Inter-Services Transfer Summary (ISTS), virtual Out-Processing Checklist (vOP), etc.*

Track Visit Instructions: To enter a Track Visit in a customer record, click the Track Visit tab or the Track Visit link in the navigation bar. Complete the SOU, PRI and FNA and attach to digital record. Select up to the **"top three"** following EFMP/Special Needs Service Codes: FNA Completed, FNA Declined, FSP Completed, FSP Declined, ISTS Completed, ISTS Declined, Warm Hand-Off Losing, Warm Hand-Off Gaining, Financial, Relocation, Respite Care, Schools and Legal. Add visit notes in Comments section utilizing SOAP note technique. Documents should be uploaded via Files tab. **There is no time limit associated with a Track Visit.**

INFORMAL CONTACT (My Quick Tracker): Brief interactions with customers in which no in-depth FNA occurs. Interactions are documented using tick marks or enter actual number for appropriate category. A Track Visit is not required. ***Example**: Brochure, flyer, quick Information & Referral, incoming inquiries and quick responses via kit, etc.*

WORKSHOP (Virtual included): Class, program, workshop, event/camp/DIY group activity, seminar or individual/family session conducted with the intent of imparting knowledge/teaching a skill. Skills are behaviors which can be developed and strengthened. *Note: Names attached/FS staff members are program owners.*

***Example**: Education program, stress relief seminar, autism workshop, EFMP Orientation, Virtual Orientation and Workshops, TRICARE education, support group, educational camp/event/DIY group activity, playgroup, etc.*

Workshop Instructions: Add a new Workshop. Select Workshop Category "EFMP/Special Needs", Name of Workshop, type "EFMP" before Name of Workshop (*Ex: EFMP-Autism Support, EFMP-FB Live Resource Workshop*). The highest # logged in during the "actual" virtual workshop (event) should be recorded as the # of attendees. Annotate your attendee # in the comments section.

COORDINATION & OUTREACH (C&O): Marketing efforts conducted through on/off-base community networking. This multi-faceted activity begins with the identification of needs/gaps in service delivery. Planning is conducted throughout the community to address routine needs/crises. Virtual C&O can also consist of flyers/brochures, emails, social media posts and any other tangible efforts to socialize EFMP-FS programs. There are two C&O categories. *Note: Numbers attached/marketing efforts*.
***Example**: General briefing, Right Start, Information Fair, Key Spouse briefing, program overview, program marketing, committee meeting, school meeting, welcome letters/memo, Facebook Live event, all social media posts/marketing, etc.*

Customer Outreach (Individuals): Meeting, briefing, social media post, resource or event that reaches out to families to provide general information about available EFMP-FS services.

Community Outreach (Groups): Meeting, briefing, social media post, resource or event provided to military/civilian groups and organizations for the purpose of liaising, networking or forming partnerships for military families.

C&O Instructions: Select Add/Update Event tab and type "EFMP" before Event/Title Name. Select Type of Outreach. Brochure/flyer/email/social media post sent to 350 recipients is only counted as "one" event and "one" recipient in Attendance #. Brochure/flyer placed in four different locations is counted as "one" event and "four" recipients in Attendance #. Facebook Live event is counted as "one" and Attendance is the highest # logged in during the "actual" event (your Views)

LEADERSHIP CONSULTATION: Information and assistance to base leadership to effectively address individual and family concerns (i.e., units with high number of Q-Coded Airmen, high deployments, severe EFMP cases). Provide consultation to leadership on resources and services that address issues identified by the Community Action Team (CAT) to help resolve EFMP-FS concerns.
***Example**: Meeting with commander, consultation with first sergeant, SME advice to headquarters, etc.*

NOTE: ***Do not document any in-house staff development training/webinars* offered by HQ A&FR Operations. These trainings are documented/reported by HQs staff.**

Please contact your local Public Affairs Office to ensure social media communication is in compliance with DoD and AF guidance.