Department of Air Force
Exceptional Family Member Program
Installation Support Team

as of 23 April 2024

Establishment

1. This is the initial charter issued for the Exceptional Family Member Program-Family Support (EFMP-FS) Installation Support Team (IST)

2. The purpose of this charter is to document and communicate the purpose, objective, functions, membership, administrative provisions and duration of the EFMP IST

3. The Office of primary interest for this charter is the Headquarters Air Force's Personnel Center Airman and Family Care Directorate, Exceptional Assignments Programs Division

Purpose

The purpose of the EFMP IST is to establish minimum requirements in delivery of comprehensive EFMP support services at the installation-level and to provide the framework through which stakeholders in the EFMP integrate and offer comprehensive support & a seamless transition of services for DoD Service members and their dependents with special medical or educational needs. The team will conduct strategic planning; when coordinated support is required. Case reviews of EFMP families are also conducted with a team approach. The IST will identify special needs issues in the community and raise awareness of local, state and federal programs, policies and legislative initiatives potentially impacting families.

Objective

The IST aims to establish an effective and efficient team with a collective view that will strengthen the implementation of policy and guidance for service delivery and support to all families with a special needs family member. The IST elevates major EFMP concerns to installation leadership and provides EFMP demographics; identifies trends; assesses needs/requirements of the special needs' population and monitors availability of services and resources on each installation. The IST will provide an annual EFMP briefing to the installation Community Action Board.

Functions

1. The IST will gather information through various presentations, EFMP on and off-base stakeholders, data analytics, and reports with intent to disseminate and maintain current knowledge of EFMP activities pertaining to or established by:

    a. Office of the Undersecretary of Defense, Office of Special Needs

    b. Secretary of the Air Force

c. Headquarters Air Force

d. Headquarters Air Force Personnel Center

2. On the basis of such information and when appropriate with respect to the activities identified in paragraph one, above, the IST will make recommendations to:

   a. Integrate and strengthen the coordination of EFMP activities that require engagement from all stakeholders

   b. Improve the efficiency and effectiveness within the installation EFMP as it relates to synchronized efforts to address issues and coordinate assistance

   c. Establish IST Working Groups, as appropriate. This may include working groups to address specific EFMP issues facing the local military community and surrounding area

3. The IST will endeavor to:

   a. Provide integrated and comprehensive support to EFMP families

   b. Provide a seamless transition of services with appropriate team members and invited stakeholders through strategic planning and case reviews

   c. Identify special needs issues as they arise in the community negatively impacting families

   d. Provide subject matter expertise on necessary issues to effectively guide assigned members in support of special needs family members

   e. Raise awareness of local, state and federal programs, policies and legislative initiatives to positively support families

   f. Host bi-annual Town Hall events to address EFMP concerns

   g. Provide program marketing (i.e., social media, annual calendar, newsletter)

   h. Encourage team participation from respective stakeholders and lead them to resolution and/or proposed courses of action

   i. Develop joint training and outreach initiatives for EFMP families based on highest prevailing diagnoses

   j. Elevate issues impacting EFMP families and inform installation leadership of courses of action for their awareness and/or involvement

4. The IST membership is comprised of below EFMP installation stakeholders:

   a. EFMP-FS Coordinator (chairperson)

b. EFMP-FS Navigator

c. School Liaison

d. Special Needs Coordinator

Ad Hoc members may include:

a. Military Personnel Flight

b. Child and Youth Programs

c. Legal Office

d. Housing

e. Family Advocacy

Roles & Responsibilities

1. The EFMP-FS Coordinator shall serve as the chair of the team

   a. Set up, schedule and conduct quarterly Strategic Planning & Case Review meetings

   b. Prepare and distribute meeting agenda one week prior to meeting

   c. Provide minutes for review not later than two weeks after each meeting for members' review/approval

   d. Distribute quarterly EFMP Newsletter to EFMP families

   e. Publish quarterly EFMP updates via installation EFMP Facebook pages.

   f. Conduct bi-annual Town Hall events, as requested

2. M&FRC Flight Chief will perform IST related duties in the absence of a EFMP-FS staff or assign duties in the interim, if EFMP-FS position is authorized and/or vacant

3. If more than one EFMP-FS Coordinator, second EFMP-FS Coordinator shall serve as the co-chair of the team and assist chair with carrying out assigned meeting duties

4. EFMP-FS Navigator shall serve as the chair or co-chair in the absence of the EFMP-FS Coordinator(s)

5. IST Members will:

   a. Participate in IST meetings

b. Submit agenda items

c. Share successful best practices, resources, and lessons learned, as appropriate

d. Brief the IST on component initiatives, projects, or processes related to their area of expertise

Administrative Provisions

1. The IST will meet quarterly, or earlier, at the discretion of the chair or co-chair. IST members may request the chair or co-chair convene the team when issues or proposed discussion topics are required outside of planned meeting times

2. The chair or co-chair will provide administrative arrangements for the IST including administrative services; calling of meetings; arranging for a meeting place; and preparing an agenda, discussion material, and any reports

3. The chair or co-chair will provide an agenda to the members at least two working days prior to the meeting date

4. The chair or co-chair will provide a read-ahead package to the membership at least one working day prior to each meeting

5. The chair or co-chair will provide minutes and an attendance list to the members within ten working days following each meeting. Minutes will be routed to FSS leadership

6. The chair or co-chair may establish and/or disband established IST working groups, as appropriate

Review Cycle

The purpose and objective of the IST shall be reviewed by Headquarters Air Force Military and Family Readiness Center Flight Chief (M&FRC), as deemed necessary, or every two years, whichever occurs sooner.