

**Airman & Family Readiness Center
Exceptional Family Member Program –
Family Support (EFMP-FS) Staff**

OPERATIONS GUIDE



Published by AFPC/DPFF

29 April 2013

Airman and Family Readiness Center
Exceptional Family Member Program – Family Support
Operations Guide

The following guide is designed to provide Airman and Family Readiness Center (A&FRC) Exceptional Family Member Program-Family Support (EFMP-FS) Specialists and other A&FRC staff assisting families with special needs an overview of the three components to EFMP to include core duties and roles/responsibilities. This guide is not all-inclusive; rather, it is an extension to guidance provided in AFI 36-3009, Airman and Family Readiness Centers. It provides further clarification to the Air Force EFMP-FS Standard Core Personnel Document (SCPD) Position Description for EFMP-FS Specialists and other A&FRC staff who perform this duty. The 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.

For more in-depth EFMP-FS information and resources, please refer to the Office of the Undersecretary of Defense EFMP Family Support Reference Guide and other corresponding program guidance located at Appendix 3.

NOTE: *The five major sections of this guide, listed below, will be updated as needed.*

Introduction

Eligibility

EFMP-Family Support (EFMP-FS)

- *Roles and Responsibilities*
- *Respite Care*
- *Customer Reporting and Tracking*
- *Marketing*

EFMP-Medical (EFMP-M)

EFMP-Assignments (EFMP-A)

Appendix 1: Installations with full-time EFMP-FS Specialists

Appendix 2: Air Force Respite Child Care Installations

Appendix 3: Program Guidance/Key Resources

INTRODUCTION

Section 563(c) of the National Defense Authorization Act for FY 2010 (Public Law 111-84) authorized funding to support the development and implementation of a community support program for military families with special needs. Along with the Department of Defense, the Air Force is committed to providing consistent, quality support to military families with special needs while striving to promote self sufficiency and resiliency 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 branches of the military, and each Service includes a variety of personnel, medical and family support functions under the EFMP umbrella.

EFMP-M is the Air Force Medical Service function and supports the EFMP through screening, enrollment and assignment coordination through the Special Needs Identification Assignment Coordination process. The Air Force Personnel Center (AFPC) 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 A&FRCs to enhance the quality of life of family members of active duty sponsors who have special needs. All three EFMP functions work toward a common goal of providing comprehensive and coordinated support to families.

EFMP ELIGIBILITY

Enrollment in the EFMP is mandatory for active duty Airmen and requires 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 Force Reserve and Air National Guard members are not required to enroll in the EFMP but are eligible for information and referral services through their local A&FRC or unit EFMP representative. Reserve and Guard members on Title 10 orders for longer than 30 days are entitled to additional resources such as medical and respite care. Members are encouraged to contact the A&FRC or the MTF to inquire about additional assistance.

All Total Force members, not enrolled in the EFMP, are eligible to receive EFMP-FS information and referral services.

If a family member's condition(s) meet enrollment criteria, an assignment limitation code "Q" is entered in the active duty sponsor's electronic personnel record. The sponsor is then known as "Q-coded," and medical and educational authorities can now consider special needs when sponsors are projected for assignment. 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

EFMP-FAMILY SUPPORT (EFMP-FS)

EFMP-FS staff will deliver services in accordance with AF Policy. Staff will assist families and leadership in managing the competing demands of the military mission and family; provide local, state, and federal information, guidance and services to support military and other personnel and their family members with special needs; 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 meet the needs of these families. For any services requested outside of the Air Force purview, EFMP-FS staff will provide community resource information.

The Air Force has 35 full-time EFMP-FS Specialist positions, listed at Appendix 1. **Installations without a full-time EFMP-FS Specialist** will assign Core Compliance Expert (CCE) responsibility to an A&FRC staff member. The A&FRC Chief will ensure appropriate services are provided to families with special needs based on current manning capabilities. Although the EFMP-FS Specialist is designated to provide full-time EFMP-FS support, they are still considered a vital part of the A&FRC team. As a team member, the EFMP-FS Specialist is expected to assist with other minimal administrative support duties as assigned by the A&FRC Chief.

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

- ❖ Serves as the installation POC for EFMP-FS services to facilitate collaboration among agencies that provide necessary information and resources for families with special needs.
- ❖ Assists with coordination of family support services on and off the installation to EFMs who have physical, developmental, emotional, social or intellectual impairments/disabilities.
- ❖ Navigates key local, state and federal resources available to EFMs. Develops and maintains a comprehensive resource directory with descriptive information about the agencies and organizations. Resources may include various Parent Training and Information (PTI) centers, intervention services, U.S. Department of Education information, Specialized Training of Military Parents (STOMP), etc.
- ❖ 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.
- ❖ Requests current roster of EFMP Q-coded members from the Military Personnel Section (MPS) on a monthly basis in an effort to make contact with EFMP families to market EFMP-FS services.
- ❖ Contacts EFMP-M Office to establish and maintain a close working relationship with staff.
- ❖ Works closely with the SNC at the MTF to ensure continuity of services for military families identified with special needs and to improve and implement the enrollment process.

Note: *Again, the Air Force EFMP is a mandatory enrollment program and ensures that the family's needs are met. In the event a member is reluctant to enroll, the role of the EFMP-FS staff is to educate the member on the program, advise on requirement, furnish guidance on program benefits, and refer the member to the local MTF by providing complete contact information to the SNC.*

- ❖ Coordinates with the SNC on a quarterly basis to request and receive general information/statistical data on special needs diagnoses for all EFMP personnel on the installation.

Note: *It is a fairly simple process for EFMP-M staff to provide this data which helps with appropriate EFMP-FS planning and programming to meet the needs of the community. The Health Insurance Portability and Accountability Act (HIPAA) does not apply since specific names or health information is not requested or released.*

- ❖ EFMP-FS staff are responsible for the following committee participation.

Attends the Community Action Information Board (CAIB)

- Attends CAIB meetings at the discretion of the A&FRC Chief.

Member of the Integrated Delivery System (IDS) team

- Serves as a member of the IDS team to ensure EFMP-FS issues are addressed and community resource information is properly disseminated.

Chairs the Installation EFMP Committee

- Chairs the EFMP Committee comprised of representatives from support agencies but not limited to representatives from Airman and Family Services (A&FS) Flight, MTF, MPS, Civil Engineering, Community Recreation, Legal Services, Public Affairs and the School Liaison Officer (SLO).

Member of the Child and Youth Programs (CYP) Inclusion Action Team (IAT) Committee

- Serves as a member of the CYP IAT, stood up and led by CYP staff, which acts as a resource and referral source for the member in the event the special needs child cannot be accommodated in the CYP. EFMP-FS staff should coordinate with the A&FS Flight Chief to ensure they are included on the team.

Note: *The CYP IAT is an Air Force process and should not be confused with the Special Needs Accommodation Process (SNAP). SNAP is an Army specific process not used by the Air Force EFMP.*

Member of the MTF EFMP Case Review

- Participates in a monthly or quarterly EFMP case review, led by EFMP-M staff, by sharing information and resources on and off the installation with the group.

Note: *EFMP-FS staff will receive annual training from the local MTF on HIPAA requirements to ensure proper protection of patient medical information during case reviews.*

- ❖ EFMP-FS staff will NOT, under any circumstance, attend Individualized Education Program (IEP)/Individualized Family Service Plan (IFSP) meetings. This is not part of the EFMP-FS duties and can easily set the wrong precedence or create a liability issue.

Note: *EFMP-FS staff 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 as requested.

Respite Care

Respite care is short-term specialized child care designed for families who have children diagnosed with special needs helps to reduce the stresses 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. Below is a brief outline of three different respite care services available to Air Force families.

❖ Air Force EFMP Respite Program (Contracted through Child Care Aware of America)

Air Force Respite Child Care provides active duty, Guard and Reserve families up to 20 hours per month per child of free care. Sibling care is also available at no cost. 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.

Eligibility criteria:

- EFM children, ages birth through 18 years, diagnosed with moderate or severe special needs
- Typically developing siblings, ages birth through 12 years
- EFM children and siblings must reside with the Airman
- Airman stationed at participating 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

Interested families should contact Child Care Aware at 1-800-424-2246 or view their website at www.naccrra.org. Child Care Aware will connect the Airman's family and interested providers to the local partner agency. The agency will work individually with each family to complete the necessary application and assist with connecting the family to a local respite care provider who can meet their needs. The program is currently available at installations listed at Appendix 2.

❖ 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 financial need, the need for respite care and 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. For more information or to apply for the AFAS program, families can contact their installation's A&FRC or view the AFAS website at www.afas.org.

❖ TRICARE-Extended Care Health Option (ECHO)

TRICARE-ECHO has a respite care program for varying types of beneficiaries enrolled in the EFMP as provided by the member's branch of Service. Eligible families can receive 16 hours of respite care per month when receiving other authorized ECHO benefits or care up to 40 hours per week if homebound. 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.

Customer Reporting and Tracking

- ❖ EFMP-FS non-clinical case management notes will be documented and tracked using the Air Force Family Integrated Results and Statistical Tracking (AFFIRST) system. Information includes, but is not limited to, one-on-one consultations, resources provided to families, information and referral services, relocation related needs, school/education information, finance issues, crisis, leadership consultations, and individualized service plans that identify the current needs and services required by families with special needs. All documentation must be entered in AFFIRST in a timely manner.
- ❖ EFMP-FS records include progress the family has made while participating in the program and must be protected at all times. Any written notes must be stored in a secure environment and staff must ensure confidentiality.
- ❖ 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.
- ❖ Coordination of services for EFMP families is imperative. A "**warm hand-off**" and proper transfer of AFFIRST records to the gaining A&FRC will help minimize interruption to the family's continuum of services during relocation. Coordination, via email or phone, may also be required with other supporting agencies on and off base.

Note: *EFMP-FS staff 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 staff. A&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.*

- ❖ General EFMP-FS related announcements and information will be posted on the AFFIRST Announcements page on a regular basis. Staff should check AFFIRST announcements each day to stay abreast of the most updated program information.

Marketing

The marketing goal is three-fold for the EFMP-FS program. Below is a quick reference to

marketing steps.

❖ Raise program awareness

- Create a letter to send to all EFMP families informing them of services available through the EFMP-FS program. Create brochures and distribute to both 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 staff.
- Contact the EFMP-M staff to coordinate with briefing at IDS meetings, first sergeants meetings, commanders' calls and other venues as needed. Work with other A&FRC staff to connect with various community organizations.
- Create a social media to distribute workshop/event information.
- Create a quarterly EFMP newsletter for highlighting upcoming events, services, news, etc.

❖ Identify family needs

- Assess the needs of each EFMP family establishing the nature and extent of support to the family.
- Send a survey to EFMP families assessing their needs. Reach out to the families by attending briefings, workshops or events on and off the installation.

Note: The official DoD needs assessment is forthcoming and will be available upon approval from OSD.

❖ Highlight available support services

- Create an environment 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 promote the EFMP-FS program.
- Provide EFMP information and education at Right Start, awareness briefings, orientations for installation leadership, units, local school districts and the overall community to include A&FRC briefings (i.e., Newcomer's Orientation, Smooth Move, Heartlink, Key Spouse Training).
- Place informational materials in strategic locations on the installation (i.e., MTF, TRICARE Service Center, A&FS facilities).

Refer to AFI 36-3009 and the EFMP-FS Position Description for additional guidance on the EFMP-FS function.



AFI 36-3009
PENDING.docx

Pending Updated AFI 36-3009 Placement Upon Publishing



EFMP SCPosition
Description.docx

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 proactively identifies those family members who have special needs in order to coordinate accompanied travel orders and family relocations.

The EFMP-M is a set of interrelated activities linking the medical treatment facility with multiple base and community agencies to support sponsors and their family members. The EFMP-M relies on the coordination of information and integration of services that support sponsors, DoD employees and family members.

Refer to AFI 40-701 for additional guidance on the EFMP-M function.



Medical AFI
40-701.pdf

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/deferment process is member-initiated through the virtual Military Personnel Flight (vMPF).

Refer to AFI 36-2110, Attachment 25, for additional guidance on the EFMP-A function.



AFI 36-2110,
Assignments.pdf

Appendix 1: List of 35 Installations with a full-time EFMP-FS Specialist



Full-Time EFMP-FS
Specialists.docx

Appendix 2: List of Air Force Respite Child Care Installations



AF Respite Child
Care Installations.doc

Appendix 3: Program Guidance/Key Resources



DODI 1315.19
Authorizing Special Ne

Authorizing Special Needs Family Members Travel Overseas at Government Expense



DoDI 1342.22 Military
Family Readiness.pdf

Military Family Readiness



OSD EFMP
Reference Guide_July

OSD EFMP: Family Support Reference Guide



Military OneSource
EFMP-Special Needs.i

Military OneSource EFMP Special Needs



EFMP
OverviewTool.mht

EFMP Overview Toolkit



DoD Guide for Adults
With Special Needs.p

DoD Guide for Adults with Special Needs



DoD OCONUS
Directory - EI_Special

DoD Directory, Early Intervention, Special Ed & Related Serv. in OCONUS Communities