

# **Systems Navigation – Part 1:**

## **Systems Navigation within the Installation**

**Isabel Hodge & Ann Turnbull**

# Systems Navigation

Systems navigation is the process of making wise decisions in creating a coherent set of services and supports across life domains to foster both individual and family quality of life outcomes.

# What are Frequently Used Terms?

- Case management
- Support coordination
- Service coordination
- Recovery coordination
- Support brokering
- **Systems navigation**

# Types of Systems

- Military systems (TRICARE, family centers)
- Government agency service system (public schools)
- Private agency system (private schools)
- Disability support system (family advocacy organizations)
- Community system (parks and recreation)

# Services and Supports

- Services are the formal programs, resources, funding and strategies from multiple, complex systems provided to individuals with disabilities or their families typically through agencies.
- Supports are the informal programs, resources, and strategies provided usually through family, friends, and community citizens

# Rationale for Systems Navigation

- To strengthen family caregiving
- To advance empowerment
- To enhance quality of life of the individual with a disability
- To enhance quality of life of the family

# Overview of Systems Navigation An EFMP Service Provider's Role

1. Defining “exceptional family member”
2. Raising awareness of the EFMP
  - Providing families with DD 2792 & DD 2792-1
3. Taking case/informational notes
4. Conducting a quality of life assessment

5. Providing information & referral services inside and outside the gate
6. Identifying & reporting systemic issues
7. Advocating to overcome barriers in accessing programs & services on the installation
8. Accessing helpful tools

# 1. DEFINING “EXCEPTIONAL FAMILY MEMBER”

# “Exceptional Family Member”

- Meets the DoD criteria for identifying a family member with special needs
  - DoDI 1315.19, Authorizing Special Needs Family Member Travel Overseas at Government Expense

# Your Installation

- Chaplain
- Youth Services
- Counseling
- Personal Financial Management
- Family Advocacy Program
- Relief Societies
- Bowling Alleys
- Movie Theatres

# Special Needs Guide



Exceptional Families

Exceptional Service

*For Exceptional Family Member Program*

*Family Support Professionals*

## **2. RAISING AWARENESS OF THE EFMP**

# EFMP Awareness Tasks

- Briefs for leaders/units
- Command & community events
  - Welcome aboard
  - Enlisted & officer spouse meetings
- Marketing
  - Military treatment facility (MTF)/clinics
  - Child development centers
  - Family centers
  - Fitness centers
  - Installation website, newsletters etc.



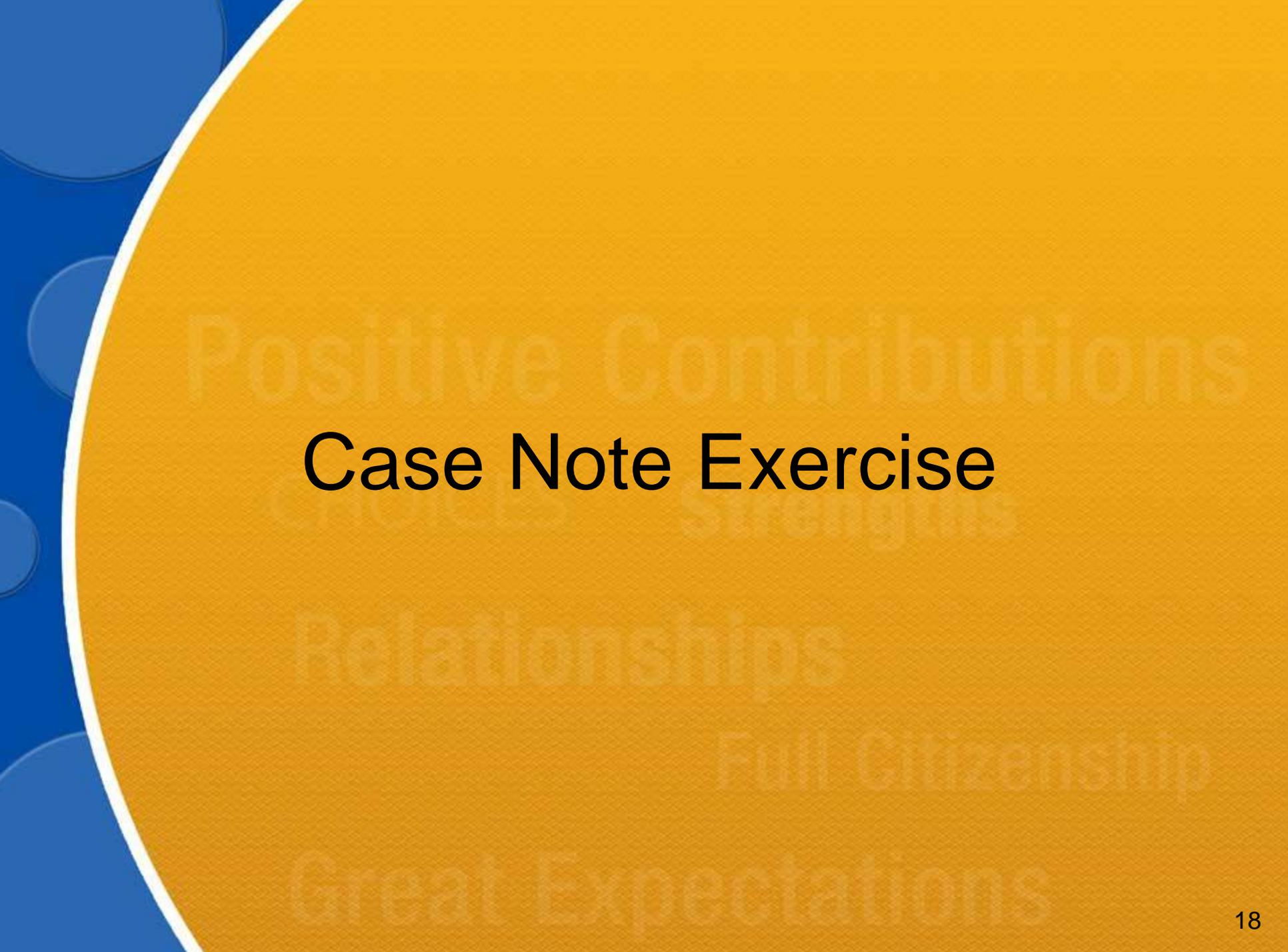
# **3. TAKING CASE/INFORMATIONAL NOTES**

# Components

- Service/Family Member or Case #
- Date
- Issue/Concern
- Plan of Action/support
- Responsible Person/organization
- Explanation of how the issue was resolved
- Time Spent
- Date Closed
- Your name & signature

# Tips for Case Notes

- Monitor services and service coordination
- Ensure quality services are being provided; evaluate whether a service is effectively meeting your client's needs
- Identify changes in your client's situation that may warrant a change in your plan of support
- Track your time and the level of support you are providing to a client
- Track the flow of events and outcomes
- Help the next EFMP staff person understand the support that has already been provided



# Case Note Exercise

Positive Contributions

Character Strengths

Relationships

Full Citizenship

Great Expectations

# Case Notes 1

1/12/09 - GySgt Molly Marine

**Issue/Concern** - *Met with service member. Needs to know more about services for adults.*

**Plan of Action** – *Provide local resources and referral.*

**Responsible POC/Organization** –

# Case Note 2

11/18/09 - Major Chesty Puller

**Issue/Concern** – *Svcmn's child is having difficulty adjusting to the new school. Having behavioral issues.*

**Plan of Action** – *Provide local resources and referral.*

**Responsible POC/Organization** –

# Privacy Act of 1974

## What you need to know

- No agency shall disclose any record which is contained in a system of records by any means of communication to any person, or to another agency, except pursuant to a written request by, or with the prior written consent of, the individual to whom the record pertains...

Questions?

**Defense Privacy  
Office  
(703) 607-2943**

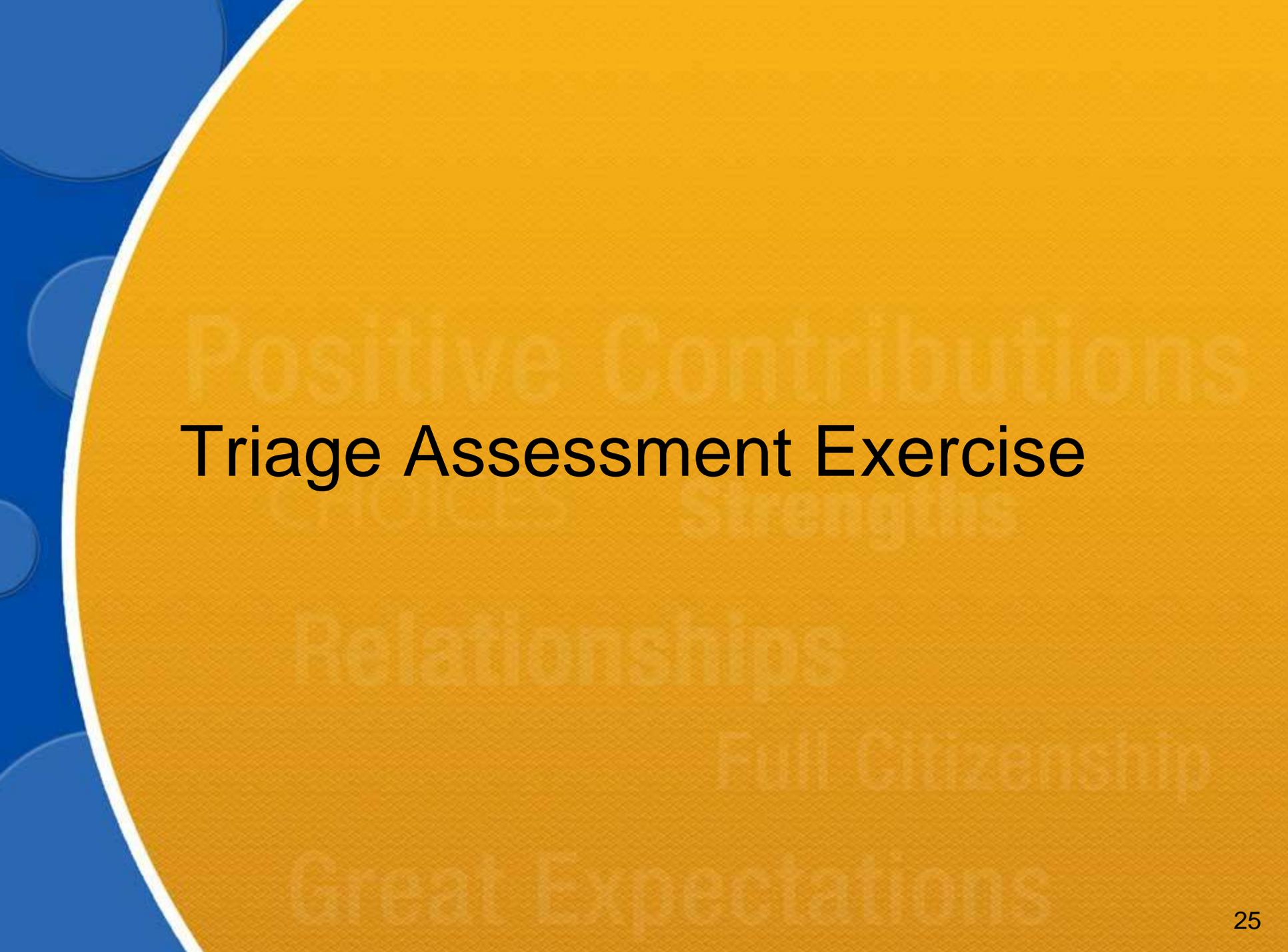
# Mandated Reporting

- Adhere to DoD Policy
  - Requires everyone to report suspected child abuse to FAP or civilian child protective services IMMEDIATELY.
  - You are a mandated reporter.

## **4. CONDUCTING A QUALITY OF LIFE ASSESSMENT**

# Quality of Life Domains for Assessment

- Family activities
- Daily living activities
- Educational activities
- Community and neighborhood activities
- Health and safety activities
- Social activities
- Financial and Legal activities



# Triage Assessment Exercise

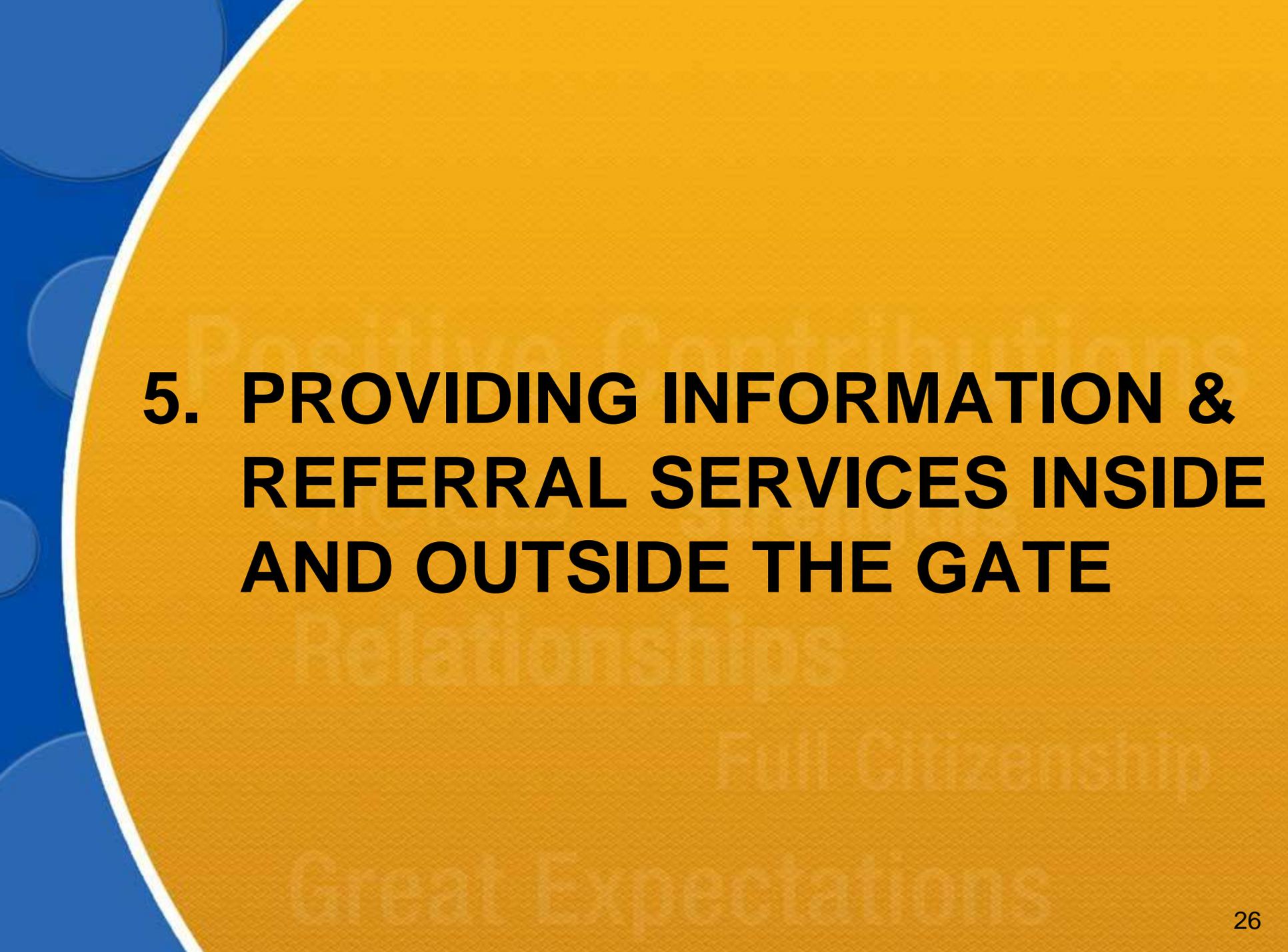
Positive Contributions

Character Strengths

Relationships

Full Citizenship

Great Expectations



**5. PROVIDING INFORMATION &  
REFERRAL SERVICES INSIDE  
AND OUTSIDE THE GATE**



# Information & Referral

- **You will need:**
  - **Directory of military resources (see your Desktop Guide)**
  - **Directory of civilian community resources (Part 2)**
  - **Directory of public benefits (Part 3)**
  - **POCs within organizations**
  - **Hours of operation**



## Military/Installation Resources

Name	Organization/Position	E-Mail Address	Phone #	Comments
	American Red Cross			
	Chaplain			
	Child Development Center			
	Department of Defense Education Activity			<a href="http://dodea.edu/home/index.cfm">http://dodea.edu/home/index.cfm</a>
	Extended Care Health Option Managed Care Support Contractor			<a href="http://tricare.mil/echo">http://tricare.mil/echo</a>
	Family Advocacy Program			
	Financial Counseling			
	Housing Office			
	Installation School(s)			
	Legal Office			

## **6. IDENTIFYING AND RECORDING SYSTEMIC ISSUES**

# Tasks to Address Systematic Issues

- **Prepare an information paper**
  - **Background**
  - **Discussion**
  - **Issues**
  - **Possible Solutions**
- **Establish an Installation Disability Committee**
- **Know your Services' regulations**
- **Work your issue through your chain of command**

A young boy in a military uniform is sitting in a wheelchair on a paved area. He is wearing a camouflage uniform and a matching cap. He is smiling and holding a sign that says "I would love a playground where I can play too!". The sign also features a picture of a child playing on a swing set. The background shows a paved area and a grassy area.

I would love a  
playground  
where I can  
play too!

# **7. EMPOWERING FAMILIES TO ADVOCATE**



# **8. ACCESSING HELPFUL RESOURCES, TOOLS & MORE...**

# Service HQs Websites

**MCCS** SEARCH:  GO

Military Life | Family Life | Retiree Life | Recreation/Fitness | Shopping | News | My MCCS | Contact Us/Help

**FAMILY LIFE**

Home » Family Life » Exceptional Family Prog

**EXCEPTIONAL FAMILY MEMBER PROGRAM (EFMP)**

Welcome to the Headquarters U.S. Marine Corps Exceptional Family Member Program (EFMP) Website

The content of the Headquarters, U.S. Marine Corps EFMP website has been developed in detail to assist Marines, their family members, Commands, EFMP Coordinators and other professionals who have an interest in becoming more knowledgeable about the Exceptional Family Member Program and other resources and information that can be helpful to families with special medical or educational needs. I invite you all to browse through the website and I guarantee that you will find information that will be of benefit to you, your family, your program or your Marines.

The EFMP has two very important components, the first being **Assignment Coordination** and the second being **Family Support**.

The **Assignment Coordination** component of the website provides you with pertinent information such as regulations, the assignment coordination process, EFMP enrollment forms, enrollment process & requirements, overseas suitability screening and will include other valuable information for MOS Monitors, Commanding Officers and Marines to reference. Please click on the "Assignment Coordination" link to begin browsing.

The **Family Support** component of the website in reality is designed as a handbook for families, EFMP Coordinators and other interested parties and also serves forum for Coordinators to communicate with each other to share best practices and resources that will help all military families. Please click on the "Family Support" link to begin browsing.

**STOMP**  
1-800-SPARENT  
CLICK TO VIEW

## Exceptional Family Members Program (EFMP)

Thursday, November 05, 2009

**EFM Conference 2004 Powerpoint Presentations**

The Exceptional Family Member Program (EFMP) is a mandatory program designed to identify family members with long term health care or special education needs. It ensures service members will be assigned to a location where the special needs of the family will be met.

Navy Personnel Command (NAVPERSCOM) in Millington, Tennessee is the proponent for EFMP. NAVPERSCOM is responsible for:

- Prescribing EFMP enrollment and disenrollment procedures.
- Coordinating detailing procedures including those for severely disabled EFM's.
- Prescribing procedures for expeditious screening and forwarding of EFM forms from the sponsor or Military Treatment Facilities (MTF) via the Central Screening Committee (CSC) to the EFMP Manager.
- Establishing and maintaining a database of enrolled service members with EFM.
- Establishing and maintaining a current EFM resource database which includes medical, educational, and support agencies, facilities, and services in key fleet concentration areas.
- Developing and periodically conducting training and information campaigns.
- Providing relocation assistance.

### FAQ about the Navy Exceptional Family Member Program

<a href="#">What is the Exceptional Family Member Program?</a>	<a href="#">Who enrolls?</a>
<a href="#">What determines where I can be assigned?</a>	<a href="#">How do I enroll in the EFM Program?</a>
<a href="#">What is my current status?</a>	<a href="#">Who do I contact for information?</a>
<a href="#">What are the regulations for the EFM Program?</a>	<a href="#">What other resources are available?</a>
<a href="#">Who is my EFM Coordinator?</a>	<a href="#">Do I qualify for EFM?</a>

<h4>Pertinent Navy Regulations</h4> <ul style="list-style-type: none"> <li>• SECNAV 1754-26 (PDF - 563kb)</li> </ul>	<h4>Pertinent Navy Publications and Related Resources</h4> <ul style="list-style-type: none"> <li>• Navy Exceptional Family Member Program (EFMP) fact</li> </ul>
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# Military OneSource

**A partnership supporting families  
with special needs.**



**You name it, we can help/Exceptional Families/Exceptional Service**

- Special Needs/EFMP Home**
- Legislation, Policies & Guidance
  - ▶ Assignment
  - ▶ Professional Collaboration
  - ▶ Family Support
  - ▶ Education
  - ▶ Health Care
  - ▶ Financial Assistance
  - ▶ Future Planning
  - Recreation
  - Resources
  - State Resources
  - FAQs
  - Tool Box
  - What's New
  - Glossary

**UPDATED Survivor Guide Now Available**



## Special Needs/EFMP

### Special Needs/EFMP Homepage

The Department of Defense's *Special Needs Smart Book... Making the Connection*, a recently published resource guide, has been incorporated and is the foundation of the Service Provider's Exceptional Family Member Program (EFMP) area of MilitaryHOMEFRONT. This new and improved section of MilitaryHOMEFRONT serves as a resource for all the professionals who are serving military families with special needs.

We invite you to explore this section to learn about and find the resources that will support military families with special needs. Please update your bookmarks or favorites so you can return here often and [Subscribe](#) to our newsletter. As new items about special needs are added to the website, those who subscribe will be alerted.

A 24/7 Resource for Military Members, Spouses & Families  
**1-800-342-9647**



**Military INSTALLATIONS**  
 Locate services and installations

**Plan My Move**  
 Take control of your PCS move

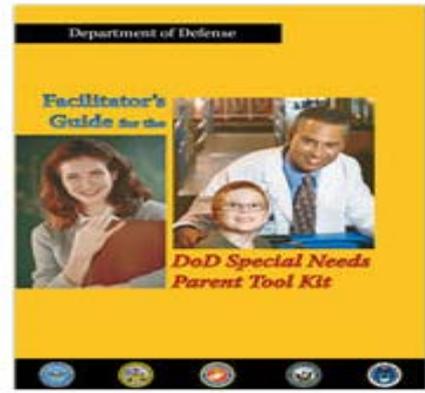
**eNewsletters**  
 Subscribe now and stay informed

**Commissaries and Exchanges**

**MILITARY YOUTH ON THE MOVE**

**USA MilitaryFamilies**

- QOL Resources**
- Calendar of Events
  - Casualty Assistance
  - Glossaries
  - Heroes to Hometowns
  - Link To Us
  - MC&FP eMagazine Archives
  - HOMEFRONTConnections
  - MilitaryHOMEFRONT Newsroom
  - MilitaryHOMEFRONT Toolbox
  - National Resource Directory



### Introducing the Facilitator's Guide for the DoD Special Needs Parent Tool Kit

The [Facilitator's Guide](#) is an effective and comprehensive tool for service providers to use to teach each of the major topics contained in the [DoD Special Needs Parent Tool Kit](#).

The Facilitator's Guide also contains a brief for military leadership that describes the challenges military families with special needs face and provides details about military programs, such as the Exceptional Family Member Program (EFMP), and other resources.

### What's New

- [Facing Your Future: Steps to Creating the Life You Want](#)
- [Luke AFB Parent Support Group](#)
- [Naval Medical Center Portsmouth presents a Special Needs Transition Forum](#)
- [USAG Grafenwoehr open-access EFMP community on HOMEFRONTConnections](#)
- [Fredericksburg, VA - Free Mission Organization Presentation](#)
- [Fredericksburg, VA - Free Stress Management Workshop](#)
- [EFMP Newsletter September 2009 - Dahlgren, Virginia](#)
- [DeCA Renews Efforts to Hire Employees with Targeted Disabilities](#)
- [Military Families Can Test Pilot Autism e-News](#)

## Florida State Resources

### Advocacy

- [Parent Training and Information Centers](#)
- [Family Voices](#)
- [Protection and Advocacy](#)
- [State DD Council](#)

### Disaster Preparedness

- [Ready America - State and local government Disaster and Emergency Response Agencies and Resources](#)

### Early Intervention and Education

- [Early Intervention Program](#)
- [Preschool for Children with Disabilities](#)
- [Head Start Program - Head Start Locator](#)
- [Special Education Programs](#)
- [Graduation \(Diploma or Certificate\)](#)

### Employment and Housing Assistance

- [Vocational Rehabilitation Programs \(Sheltered Workshop Listings\)](#)

### Health Care

- [TRICARE](#)
- [Medicaid - State Website](#)
- [WIC](#)

### Legal and Finances

- [Age of Majority - 18](#)
- [Food Stamp Program](#)
- [Local Social Security Administration Office](#)

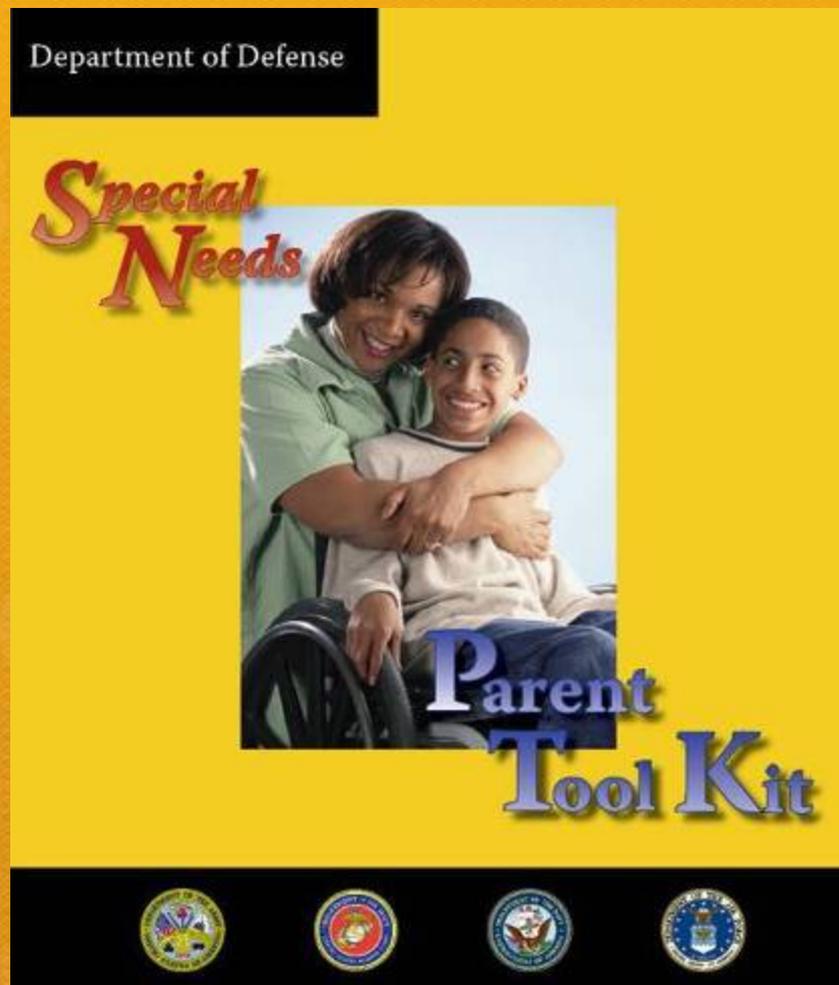
### Additional Resources

- [Assistance Dogs International](#)

# Service Providers

- **Legislation, Policies & Guidance**
- **Assignment**
  - Army
  - Marine Corps
  - Navy
  - Air Force
  - National Guard
  - Coast Guard
  - Enrollment Forms
  - Assignment Issues
- **Professional Collaboration**
  - Interdisciplinary Activities
  - Large-Scale Projects
- **Family Support**
  - Child Care
  - Respite Care
  - Housing
  - Assistive Technology
  - Disaster Preparedness
  - Emotional/Spiritual Support
  - At-Risk Families
  - Online Resources
- **Education**
  - Early Intervention
  - IFSP
  - Military Issues
  - Resources
- **Special Education Ages 3 to 21**
  - Referrals & Eligibility
  - IEP
  - Placement
  - Related Services
  - Transitioning
  - Rights & Responsibilities
  - Military Issues
  - Resources
  - Adults
- **Health Care**
  - TRICARE & IDEA
  - Mental Health Care
  - TRICARE Resources
  - Federal & State Programs
- **Financial Assistance**
  - Military Aid Societies
  - SSI
  - Food Stamps
  - WIC
- **Future Planning**
  - Financial & Legal
  - Resources
- **Recreation**
- **Resources**
- **State Resources**
- **FAQs**

# DoD Special Needs Parent Tool Kit

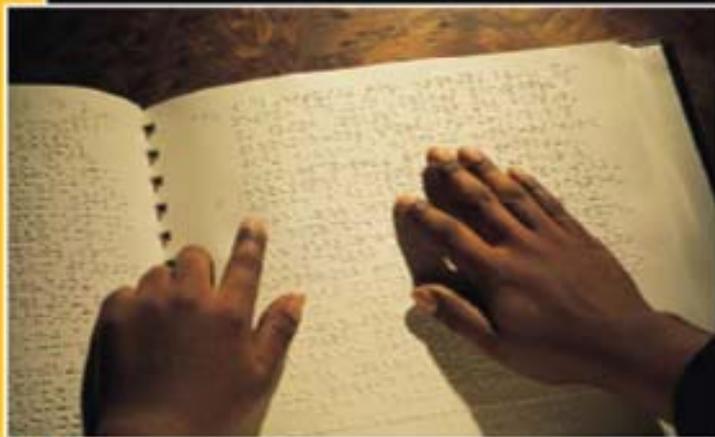


# Table of Contents

- **Birth to Age Three**
- **Special Education**
- **Health Benefits**
- **Families in Transition**
- **Advocating for your Child**
- **Resources and Support**
- **Records and Tools**

# SCOR

## *Special Care Organization Record for Children with Special Health Care Needs*



SCOR  
Special Care Organization Record



# SCOR for Children

- **Use the SCOR to:**

- Track changes in a child's medicines or treatments
- List POCs for providers and organizations
- Prepare for appointments
- File information about your child's health history
- Share new information with providers and others.
- MORE!

- **Letter of Intent**

# HOMEFRONTConnections

- DoD Social Networking site
  - Restricted Access & Open Access Communities
  - Special Needs/EFMP (Open) Access Community for families to communicate/collaborate
- Restricted access community for EFMP personnel
  - Learn from seasoned EFMP providers
  - Share resources & initiatives

## Special Needs/EFMP Community



### Welcome to the Special Needs & the Exceptional Family Member Program (EFMP) Community!

Military families with special needs understand that connecting with other military families with similar needs is the best way to learn about:

[Valuable Resources](#)

[Local Area Providers](#)

[Organizations that can Help](#)

[TRICARE & TRICARE's Extended Care Health Option](#)

[DoD Schools and Public Schools on or close to military installations](#)

[Coping Strategies](#)

This is your place to ask questions, generate your own discussions, and make valuable contributions to the Special Needs/EFMP community by sharing beneficial information and resources.

Visit the MilitaryHOMEFRONT [Special Needs/EFMP](#) section for information about the Exceptional Family Member Program.

## Recent Discussions

[Re: Altus AFB services/medical care available?](#) 4 months ago by [Joyce Schenk](#)

[Re: Trying to decide between CAVA/WA](#) 4 months ago by [isabelHodge](#)

[Disaster Preparedness](#) 5 months ago by [isabelHodge](#)

[Camp Lejeune, NC - FUNTASTIC II Event](#) 5 months ago by [isabelHodge](#)

[New Web Page Guides TRICARE Beneficiaries to Behavioral Health Resources](#) 5 months ago by [isabelHodge](#)

## Actions

- [Start a discussion](#)
- [Create a document](#)
- [Create an announcement](#)
- [Create a poll](#)
- [Create Tag Group](#)
- [Edit the Community](#)
- [Create a sub-community](#)
- [Create a Project](#)
- [Invite friends to join](#)

## Notifications

- [Receive email notifications](#)
- [View feeds](#)

## EFMP Communities

- [EFMP Working Group](#)
- [USAG Grafenwoehr EFMP](#)

## Parent Tool Kit



## MilitaryHOMEFRONT Headlines

[Facing Your Future: Steps to Creating the Life You Want](#)

[Luke AFB Parent Support Group](#)

Don't forget to take  
a some time to  
relax!



# What can we do to help?

- What are you struggling with as a provider?
- What ideas do you have to improve the program?

# Contact Us

Isabel Hodge

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Ann Turnbull

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Email: [turnbull@ku.edu](mailto:turnbull@ku.edu)



Exceptional Families

Exceptional Service