



# 2022 Exceptional Family Member Program (EFMP) Survey

# Briefing Overview

	Slide
Survey Details and Introduction	3
Background Information	6
Satisfaction	17
Enrollment Process	21
Family Support Services	25
Assignment Coordination During PCS Move	33
Medical Services, Educational Services, and Legal Services	45
Use of Programs and Services	56
Retention	63

# Survey Details

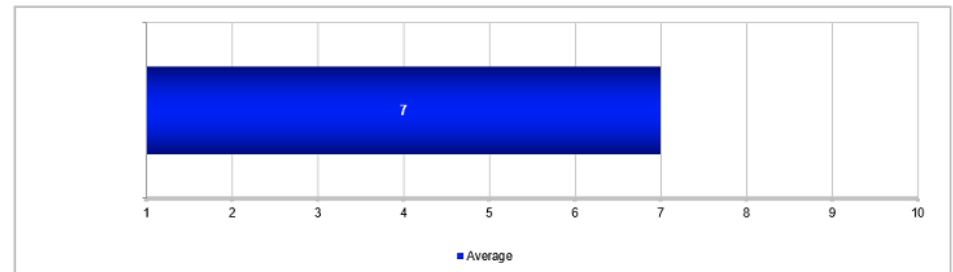
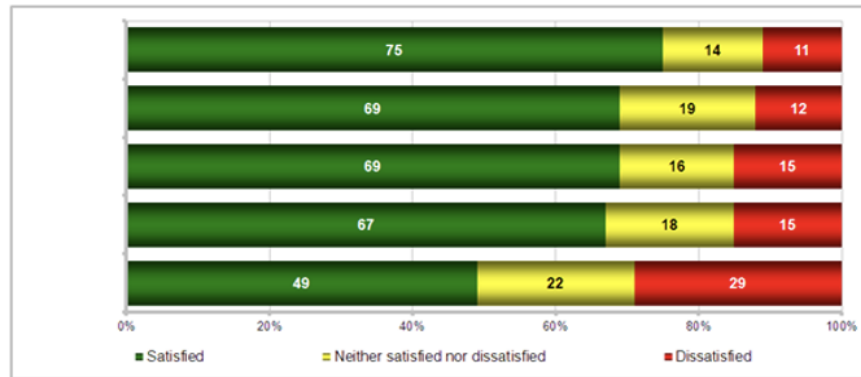
- OPA conducts cross-component surveys that provide DoD leadership with assessments of attitudes, opinions, and experiences of entire population of interest using standard scientific methods
  - OPA survey methodology meets industry standards used by government statistical agencies (e.g., Census Bureau, Bureau of Labor Statistics), private survey organizations, and well-known polling organizations
- Web-based active duty survey fielded November 2022–March 2023
- The 2022 EFMP survey was conducted as a census of all Service members with a dependent enrolled in the EFMP\*
  - 100K members surveyed and a weighted response rate of 13%, similar to response rate on 2022 Status of Forces Survey
- Data were weighted using an industry standard process which produces survey estimates of population totals, proportions, and means (as well as other statistics) representative of their respective populations. Unweighted survey data, in contrast, are likely to produce biased estimates of population statistics.
- The purpose of the EFMP survey was to assess the opinions, experiences, and level of satisfaction of active duty members who have a dependent enrolled in EFMP and to provide key metrics to the Office of Special Needs
  - This is the first Department of Defense (DoD)-wide, scientific survey assessment of the Exceptional Family Member Program—coordinated with Army to include their Army-specific items, avoided a second EFMP survey
- The topics covered included eligibility; background information; satisfaction; enrollment process; family support services; assignment coordination during PCS move; aspects that impacted them before, during, and after their most recent PCS move; medical services; educational services; legal services; use of programs and services; and retention

\*In order to not exclude EFMP members, the survey was open to anyone who entered the requested contact information and met the eligibility requirements. However, those participants who completed the survey but were not in the sample are not included in the analyses

# Introduction

## Briefing Includes

- Graphic displays of overall results



Margins of error range from  $\pm 1\%$  to  $\pm 2\%$

Margins of error do not exceed  $\pm 1$

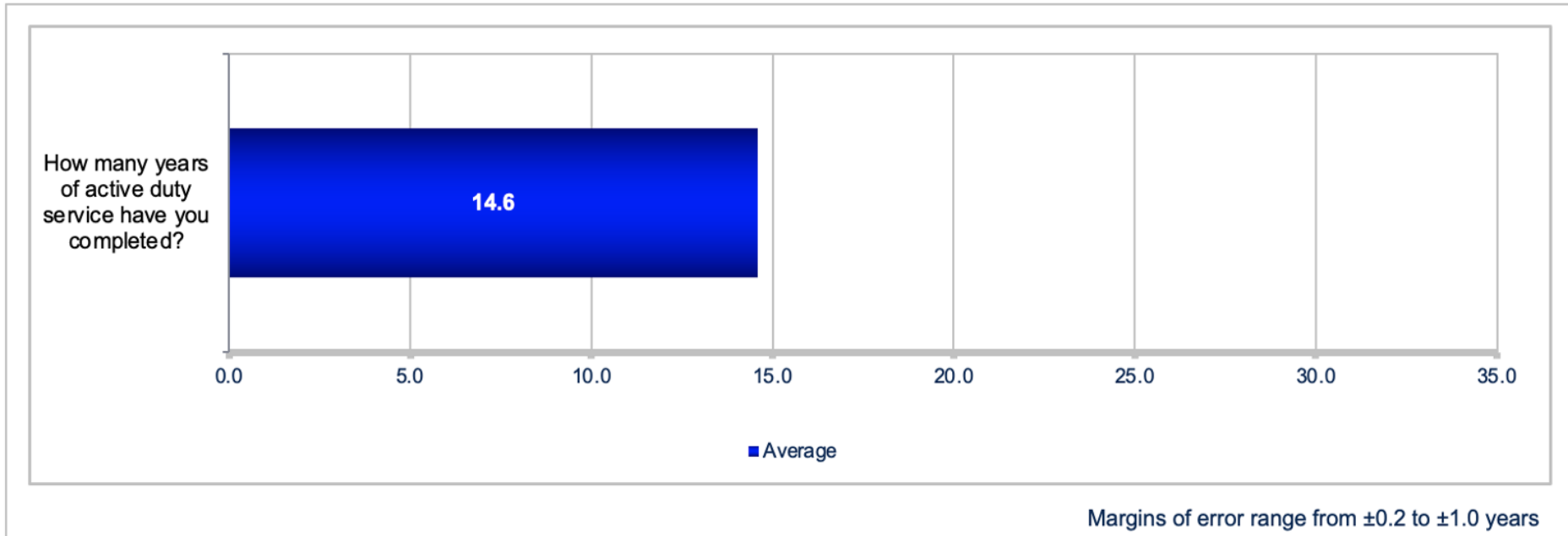
Percentages and means are reported with margins of error based on 95% confidence intervals. The range of margins of error is presented for the question or group of questions/subitems.

# Briefing Overview

	Slide
Survey Details and Introduction	3
Background Information	6
Satisfaction	17
Enrollment Process	21
Family Support Services	25
Assignment Coordination During PCS Move	33
Medical Services, Educational Services, and Legal Services	45
Use of Programs and Services	56
Retention	63

# Years of Active Duty Service

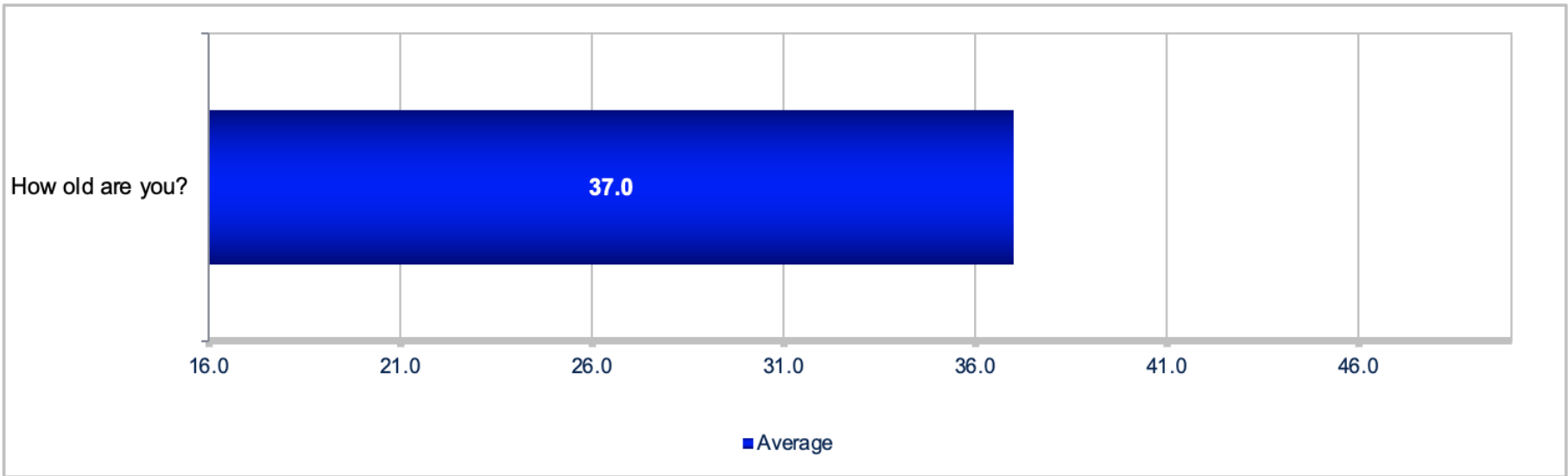
Average of Active Duty Members Who Have a Dependent Enrolled in EFMP



- The *average number* of years the member has completed of active duty service is 14.6
  - More than *average*: Navy (16.1 years) and Marine Corps (15.7 years)
  - Less than *average*: E1–E4 (3.9 years) and O1–O3 (11.2 years)

# Member's Age

Average of Active Duty Members Who Have a Dependent Enrolled in EFMP

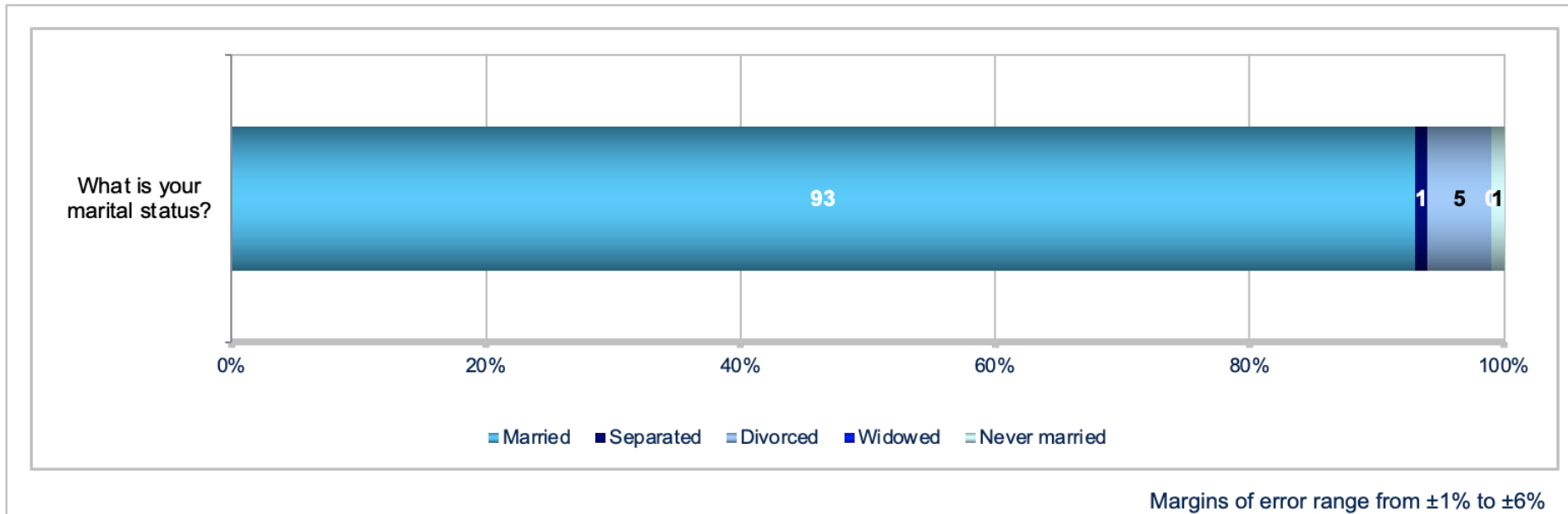


Margins of error range from  $\pm 0.2$  to  $\pm 1.0$  years

- **The member's average age is 37**
  - Higher than average: O4–O10 (43.0 years) and Navy (38.3 years)
  - Lower than average: E1–E4 (28.1 years), O1–O3 (35.3 years), Marine Corps (36.0 years), E5–E9 (36.1 years), and Air Force (36.5 years)

# Member's Marital Status

Percent of Active Duty Members Who Have a Dependent Enrolled in EFMP

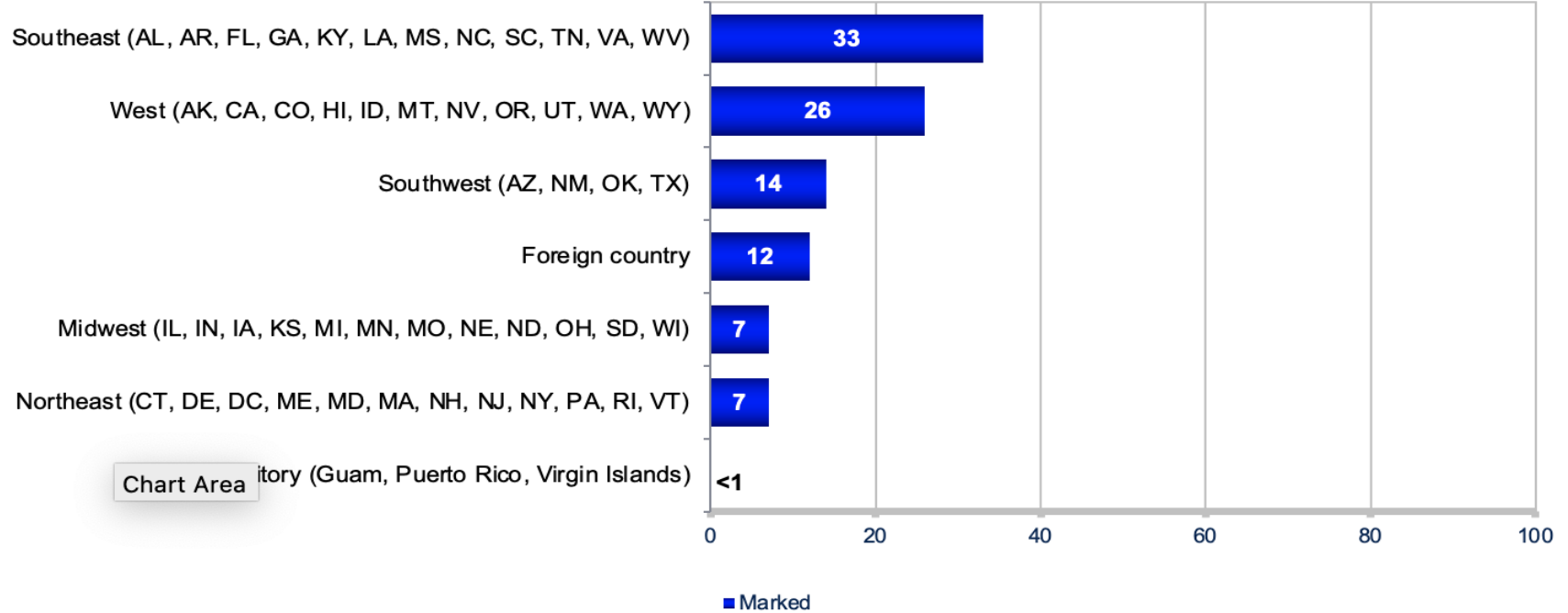


- **93%** of members indicated they were *married*, **1%** *separated*, **5%** *divorced*, **0%** *widowed*, and **1%** *never married*
  - Higher response of *married*: O1–O3 (96%) and O4–O10 (96%)
  - Higher response of *separated*: E5–E9 (2%)
  - Higher response of *divorced*: E5–E9 (6%)



# Location of Installation

Percent of Active Duty Members Who Have a Dependent Enrolled in EFMP

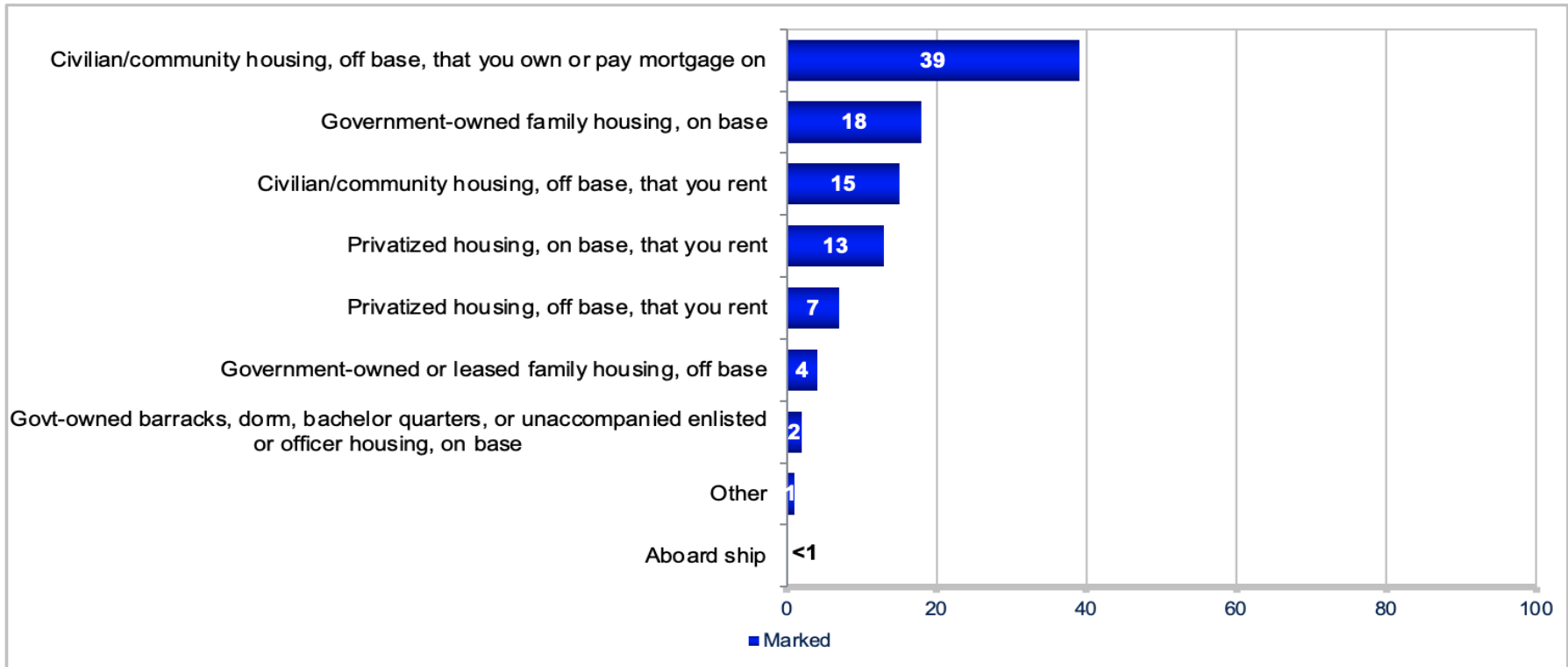


Margins of error do not exceed  $\pm 1\%$

- One-third of members indicated their installation was in the *southeast*, about one-quarter indicated the *west*, and fewer members indicated *southeast* (14%), a *foreign country* (12%), *Midwest* (7%), *northeast* (7%), and *US territory* (<1%)

# Where Member Lives at Installation

Percent of Active Duty Members Who Have a Dependent Enrolled in EFMP

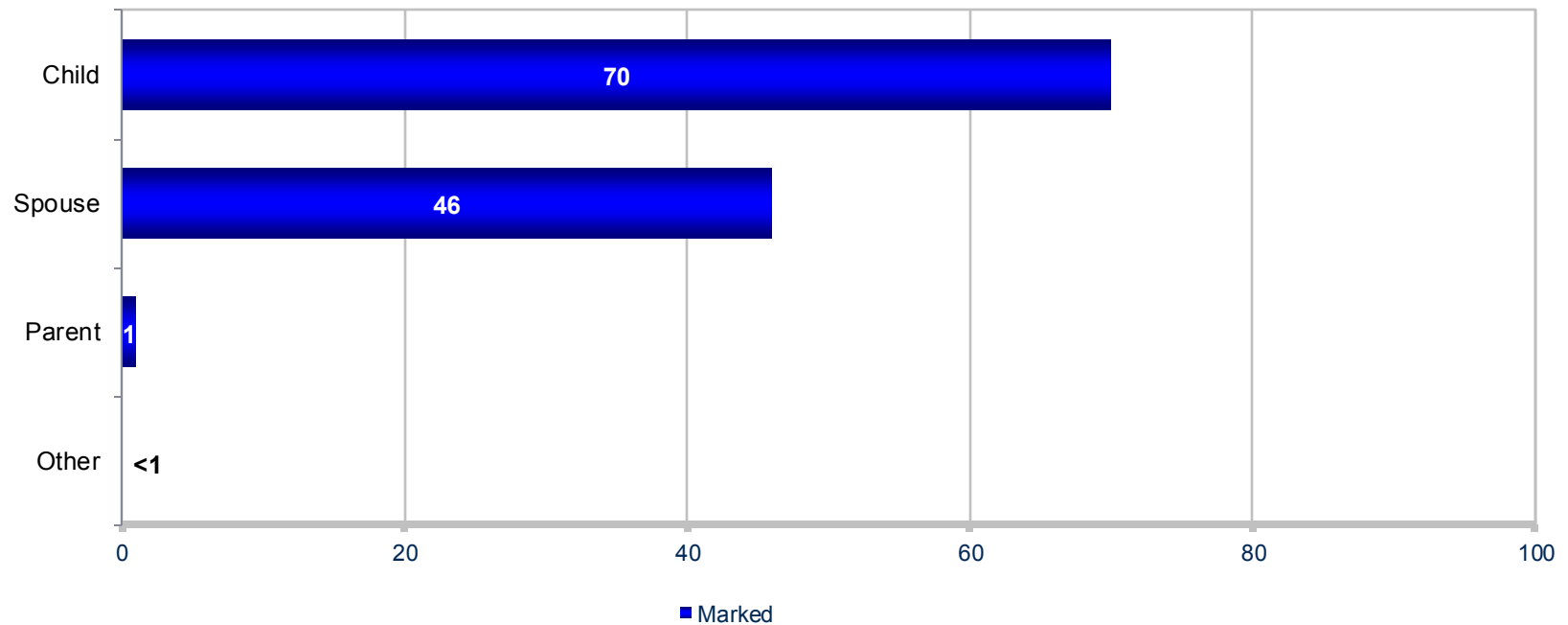


Margins of error do not exceed  $\pm 1\%$

- **Over one-third of members indicated they live in *civilian/community housing, off base, that they own or pay a mortgage on* and fewer members indicated other responses**

# Relationship to Dependent(s) Currently Enrolled in EFMP

Percent of Active Duty Members Who Have a Dependent Enrolled in EFMP

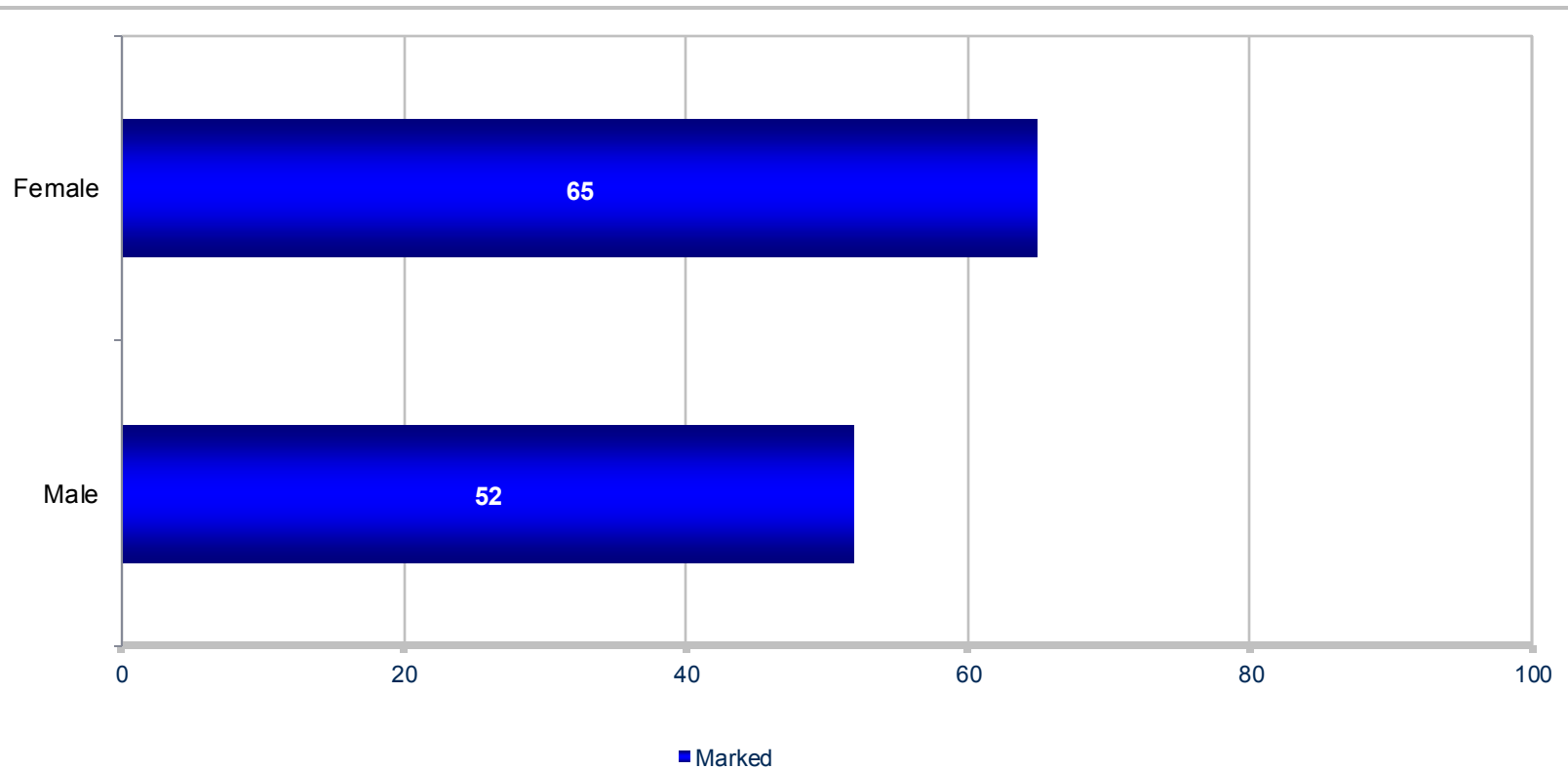


Margins of error range from  $\pm 1\%$  to  $\pm 2\%$

- **70% of members indicated their *child* is enrolled in EFMP, 46% indicated *spouse*, 1% indicated *parent*, and <1% indicated *other***
  - Higher response of *child*: Navy (77%) and E5–E9 (72%)
  - Higher response of *spouse*: E1–E4 (68%), O1–O3 (53%), Air Force (52%), and Army (48%)

# Gender of Dependent(s) Currently Enrolled in EFMP

Percent of Active Duty Members Who Have a Dependent Enrolled in EFMP

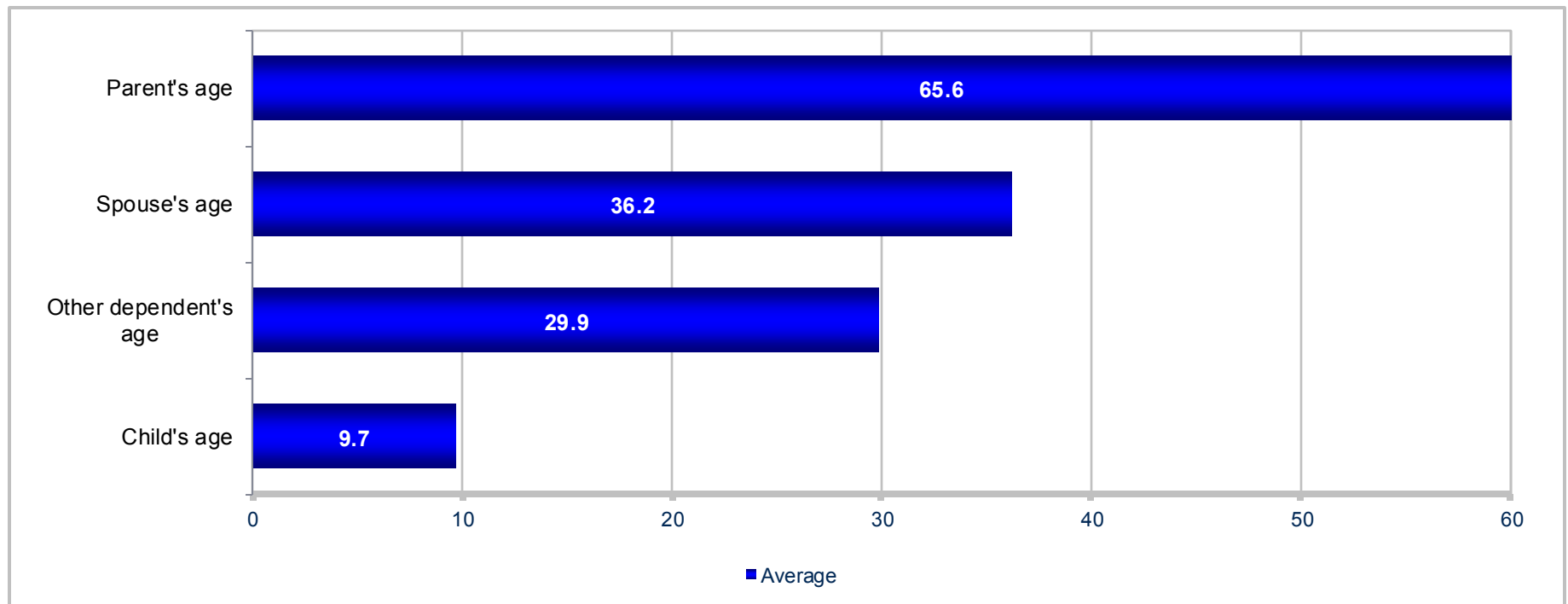


Margins of error range from  $\pm 1\%$  to  $\pm 2\%$

- **65% of members indicated the dependent(s) enrolled in EFMP is *female* and 52% indicated *male***
  - Higher response of *female*: Air Force (69%)
  - Higher response of *male*: Navy (58%)

# Age of Dependent(s) Currently Enrolled in EFMP

Average of Active Duty Members Who Have a Dependent Enrolled in EFMP by Relationship Type

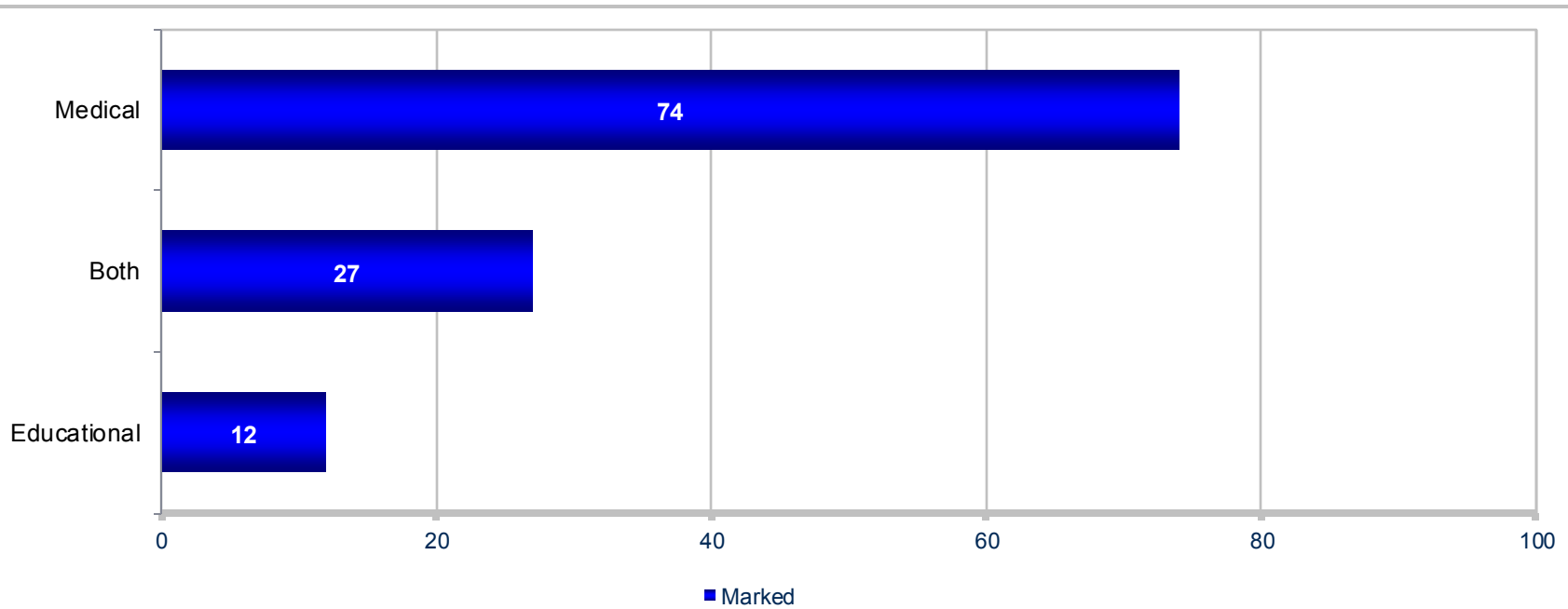


Margins of error range from  $\pm 1$  to  $\pm 7$  years

- **Members indicated the average age for their *parent* was 65.6 years old, their *spouse* was 36.2 years old, their *other dependent* was 29.9 years old, and their *child's* was 9.7 years old**
  - Higher average for *spouse's age*: O4–O10 (42.6 years) and Navy (38.1 years)
  - Higher average for *other dependent's age*: O1–O3 (55.6 years) and E1–E4 (50.0 years)
  - Higher average for *child's age*: O4–O10 (11.1 years) and Army (9.9 years)

# Type of EFMP Enrollment

Percent of Active Duty Members Who Have a Dependent Enrolled in EFMP

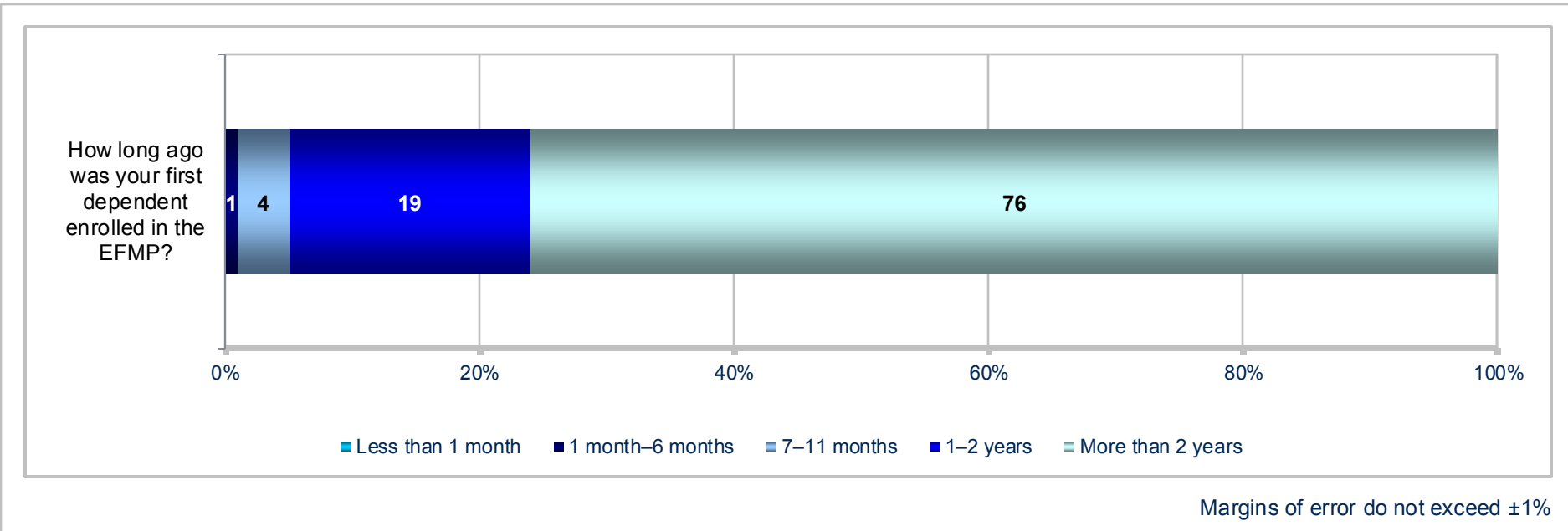


Margins of error do not exceed  $\pm 1\%$

- **Nearly three-quarters of members indicated the type of enrollment was *medical* (74%), 27% indicated it was *both* (medical and educational), and 12% indicated it was *educational***
  - **Higher response of *Medical*:** Air Force (79%), O4–O10 (78%), and O1–O3 (78%)
  - **Higher response of *Both*:** Marine Corps (32%), Navy (31%), and E5–E9 (29%)
  - **Higher response of *Educational*:** E5–E9 (13%)

# When First Dependent Was Enrolled in EFMP

Percent of Active Duty Members Who Have a Dependent Enrolled in EFMP



- **<1% of members indicated their dependent was first enrolled in EFMP less than 1 month ago, 1% indicated 1 month–6 months, 4% indicated 7–11 months ago, 19% indicated 1–2 years ago, and 76% indicated more than 2 years ago**
  - Higher response of 1–2 years: E1–E4 (49%) and O1–O3 (24%)
  - Higher response of more than 2 years: O4–O10 (85%) and Air Force (78%)

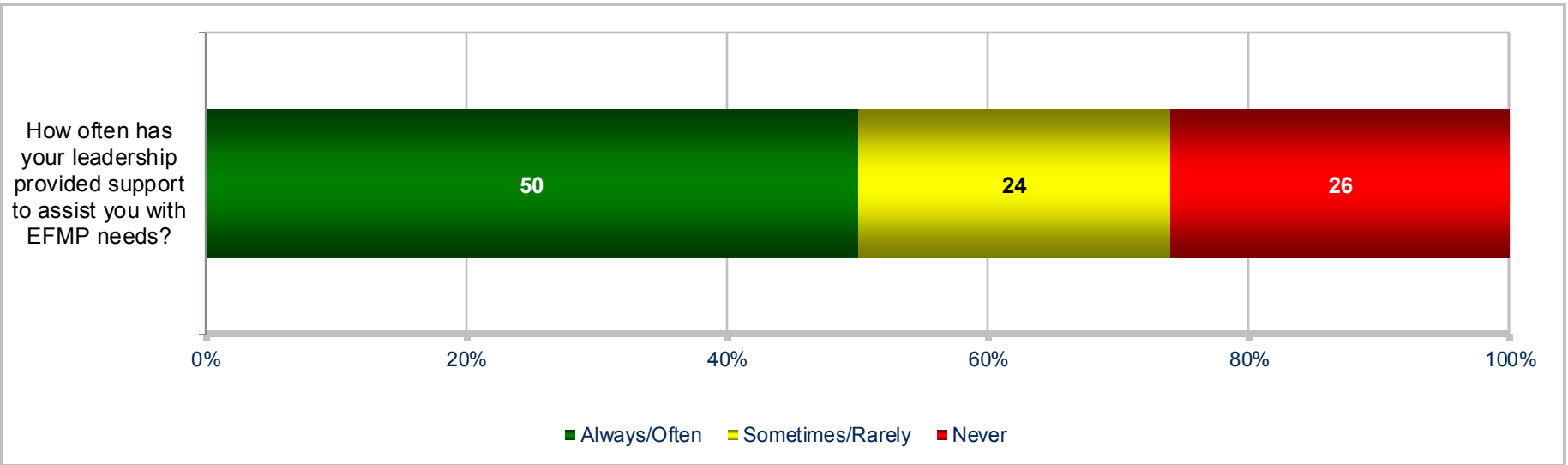
# Briefing Overview

	Slide
Survey Details and Introduction	3
Background Information	6
Satisfaction	17
Enrollment Process	21
Family Support Services	25
Assignment Coordination During PCS Move	33
Medical Services, Educational Services, and Legal Services	45
Use of Programs and Services	56
Retention	63



# Frequency of Leadership Support To Assist With EFMP Needs in Past 12 Months

Percent of Applicable Active Duty Members Who Have a Dependent Enrolled in EFMP

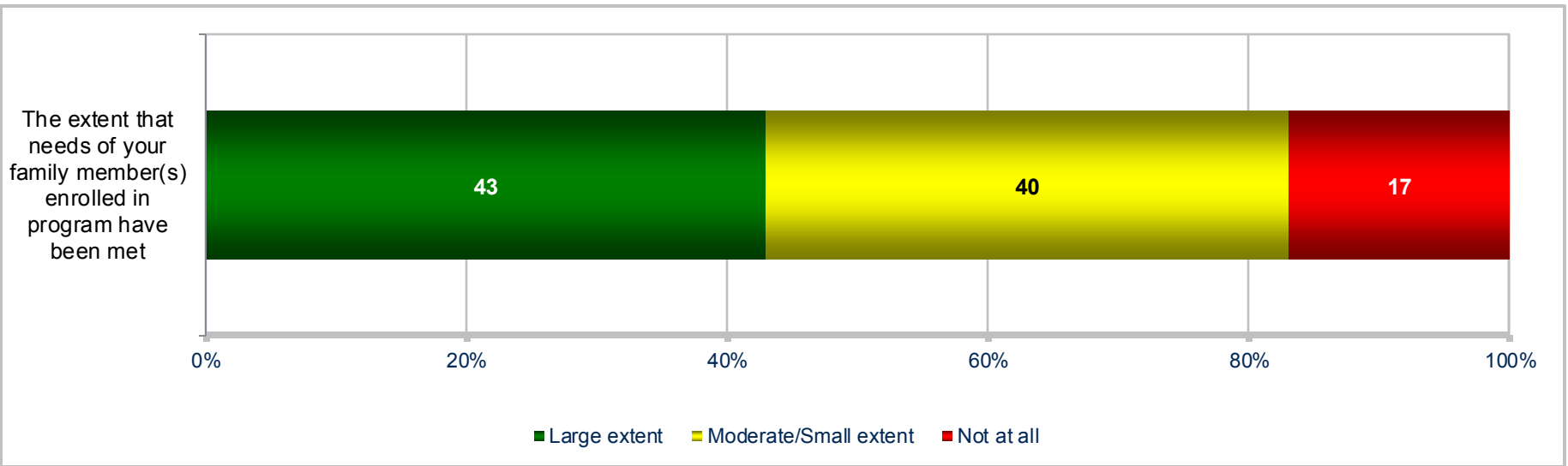


Margins of error do not exceed  $\pm 2\%$

- **50%** of members indicated their leadership *always/often* provided support in the past 12 months;  
**26%** indicated *never*
  - Higher response of *always/often*: Navy (57%) and Air Force (54%)
  - Higher response of *never*: Army (35%) and O4–O10 (31%)

# Extent Family Member(s)' Needs Were Met in Past 12 Months

Percent of Active Duty Members Who Have a Dependent Enrolled in EFMP

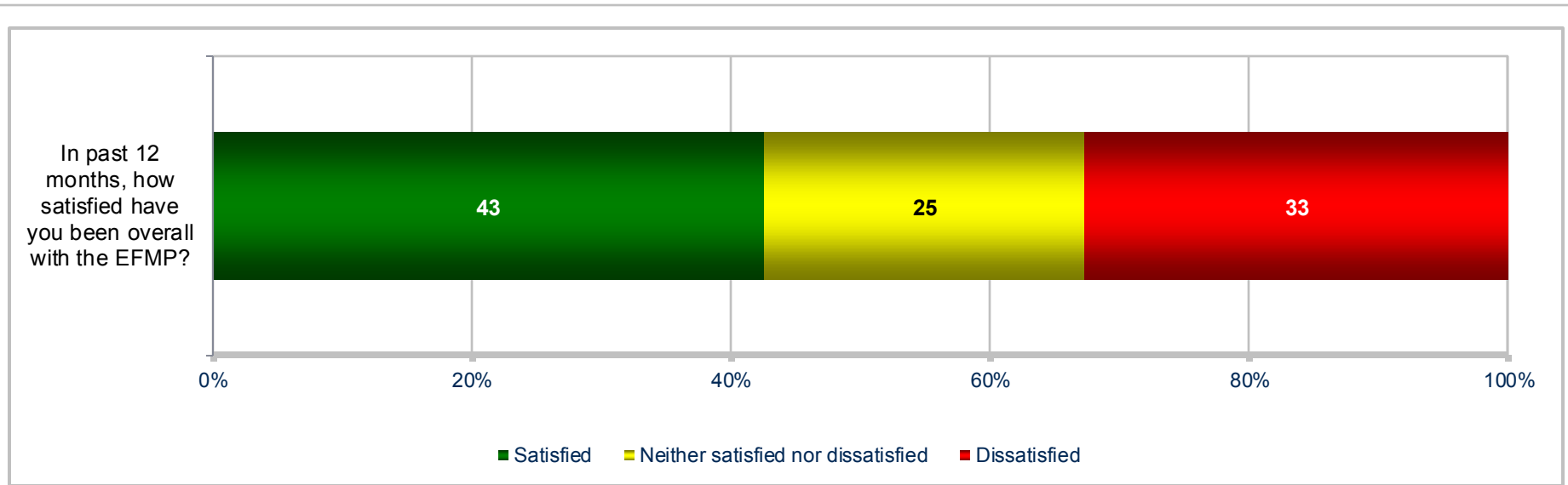


Margins of error range from  $\pm 1\%$  to  $\pm 2\%$

- **43%** of members indicated the needs of their family member(s) who were enrolled in EFMP were met to a **large extent**; **17%** indicated **not at all**
  - Higher response of **large extent**: Navy (55%), O4–O10 (50%), and Marine Corps (49%)
  - Higher response of **not at all**: Army (21%)

# Overall Satisfaction With EFMP in Past 12 Months

Percent of Active Duty Members Who Have a Dependent Enrolled in EFMP



Margins of error do not exceed  $\pm 1\%$

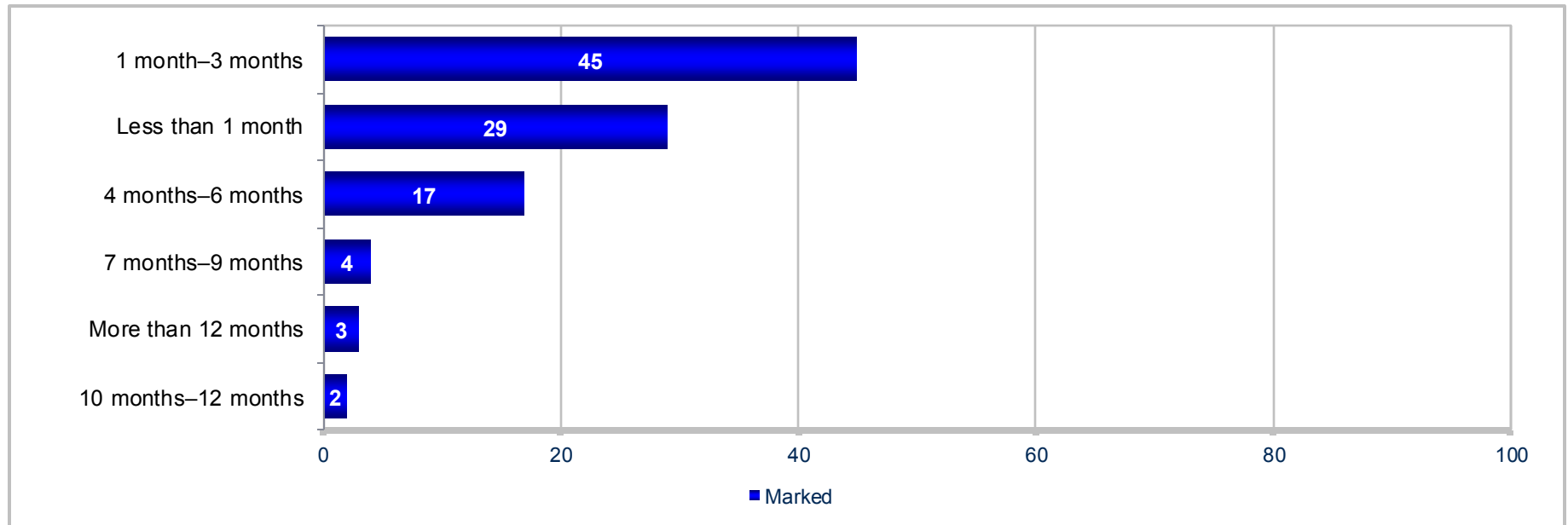
- **43%** of members indicated that within the past 12 months, they were **satisfied**, overall, with EFMP; **33%** indicated **dissatisfied**
  - Higher response of **satisfied**: Navy (59%), Marine Corps (58%), and E5–E9 (44%)
  - Higher response of **dissatisfied**: Army (39%) and Air Force (35%)

# Briefing Overview

	Slide
Survey Details and Introduction	3
Background Information	6
Satisfaction	17
Enrollment Process	21
Family Support Services	25
Assignment Coordination During PCS Move	33
Medical Services, Educational Services, and Legal Services	45
Use of Programs and Services	56
Retention	63

# How Long it Took To Complete the Enrollment Process

Percent of Active Duty Members Who Have a Dependent Enrolled in EFMP

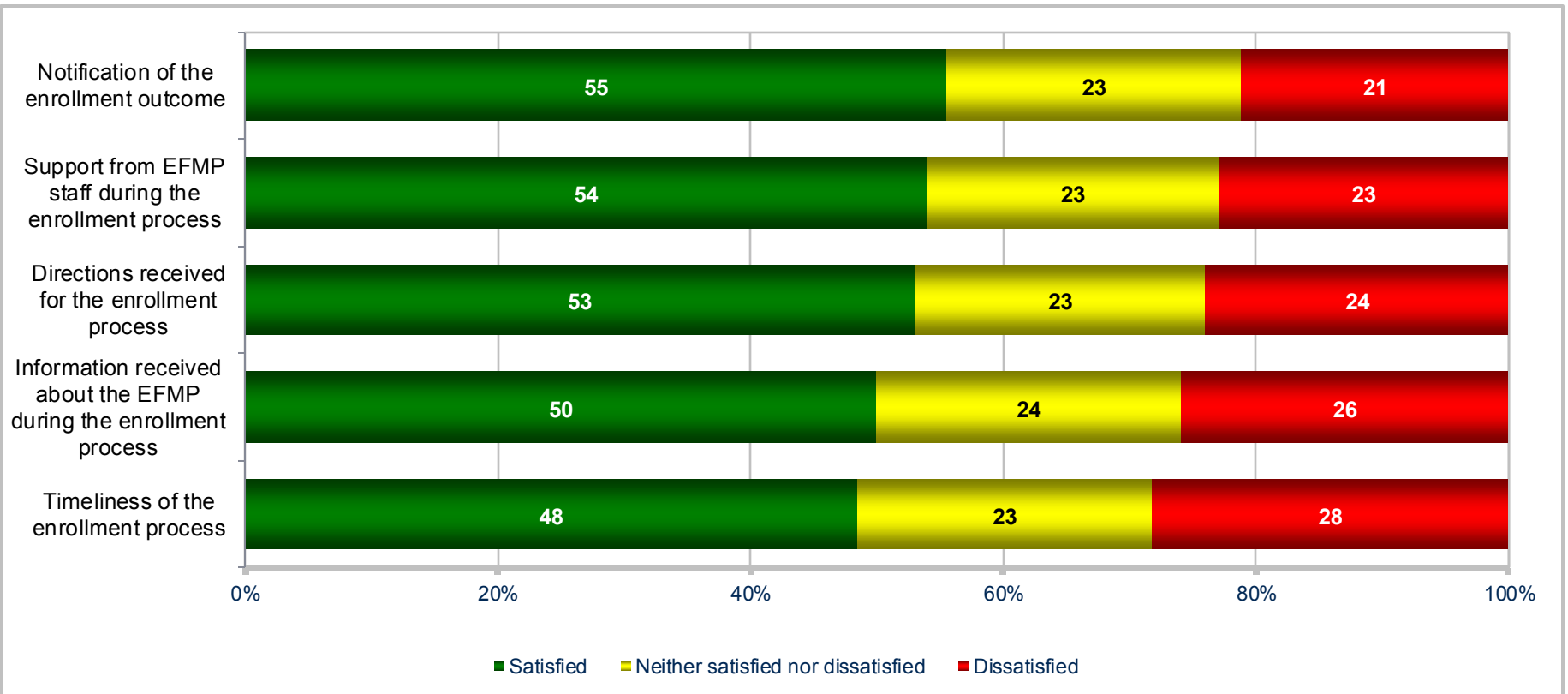


Margins of error range from  $\pm 1\%$  to  $\pm 2\%$

- **Less than half of members (45%) indicated it took 1 month–3 months to complete the enrollment process, 29% indicated it took less than 1 month; 17% indicated it took 4 months–6 months; and fewer members indicated it took 7 months or more**
  - Higher response of 1 month–3 months: Navy (51%)
  - Higher response of less than 1 month: Marine Corps (37%) and Air Force (36%)
  - Higher response of 4 months–6 months: Army (19%)
  - Higher response of 7 months–9 months: Army (5%)
  - Higher response of more than 12 months: Army (4%)
  - Higher response of 10 months to 12 months: Army (3%)

# Satisfaction With Aspects of EFMP Enrollment Process

Percent of Active Duty Members Who Have a Dependent Enrolled in EFMP

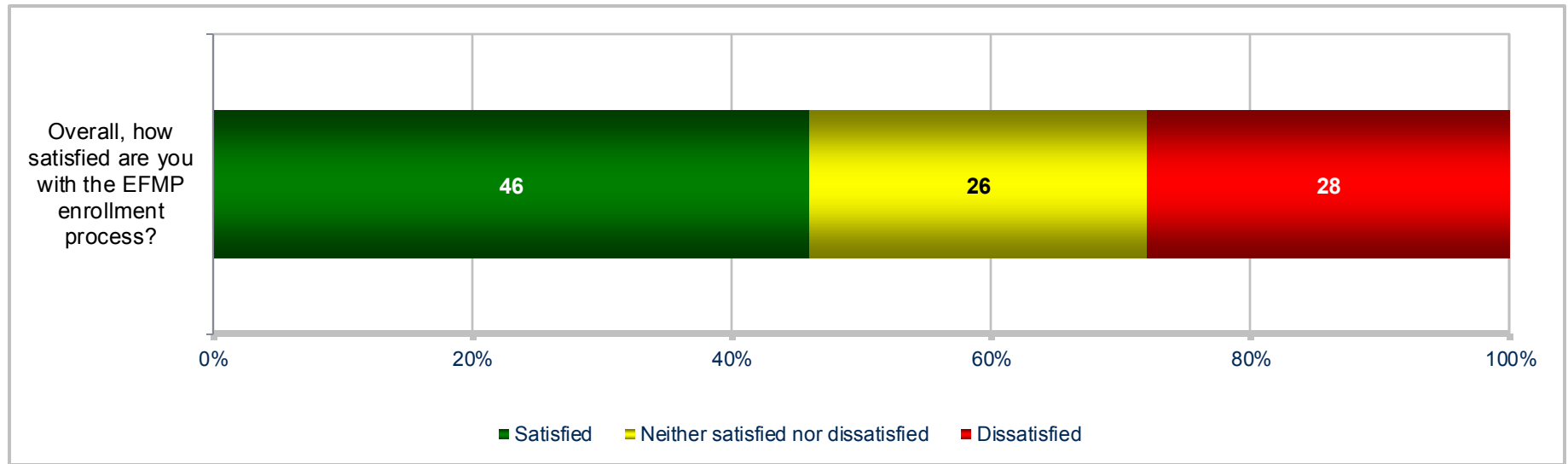


Margins of error range from  $\pm 1\%$  to  $\pm 2\%$

- About one-half of members (48%–55%) indicated they were **satisfied** with the aspects of EFMP enrollment process; 21%–28% indicated they were **dissatisfied**

# Overall Satisfaction With EFMP Enrollment Process

Percent of Active Duty Members Who Have a Dependent Enrolled in EFMP



Margins of error do not exceed  $\pm 1\%$

- **46%** of members indicated they were **satisfied**, overall, with the EFMP enrollment process; **28%** indicated they were **dissatisfied**
  - Higher response of **satisfied**: Marine Corps (68%), Navy (65%), and E5–E9 (48%)
  - Higher response of **dissatisfied**: Army (40%), O1–O3 (33%), and O4–O10 (32%)

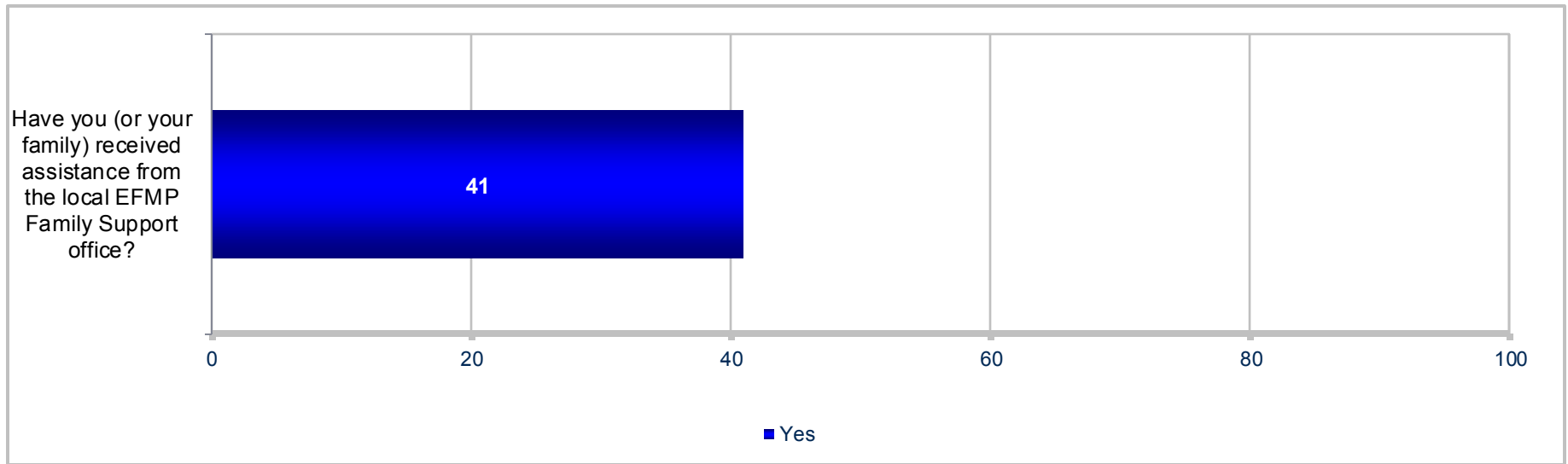
# Briefing Overview

	Slide
Survey Details and Introduction	3
Background Information	6
Satisfaction	17
Enrollment Process	21
Family Support Services	25
Assignment Coordination During PCS Move	33
Medical Services, Educational Services, and Legal Services	45
Use of Programs and Services	56
Retention	63



# Received Assistance From the Local EFMP Family Support Office in Past 12 Months

Percent of Active Duty Members Who Have a Dependent Enrolled in EFMP

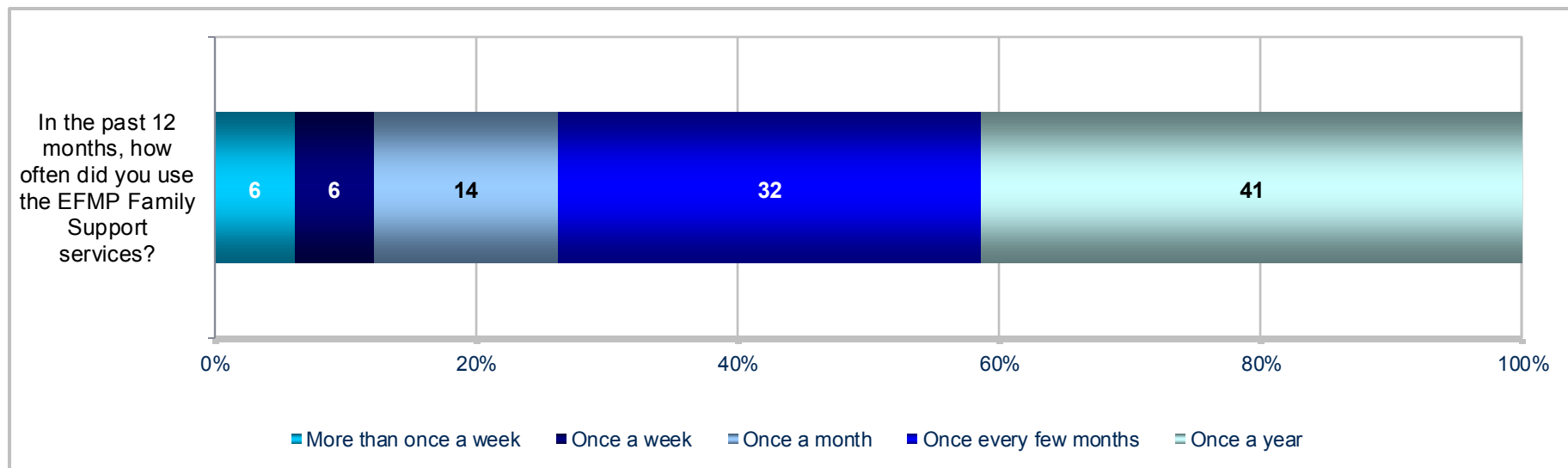


Margins of error do not exceed  $\pm 1\%$

- **41% of members indicated yes, they (or their family) received assistance from the local EFMP Family Support office**
  - Higher response of yes: Marine Corps (61%) and Navy (59%)
  - Lower response of yes: Army (28%)

# Frequency of Use From the Local EFMP Family Support Office in Past 12 Months

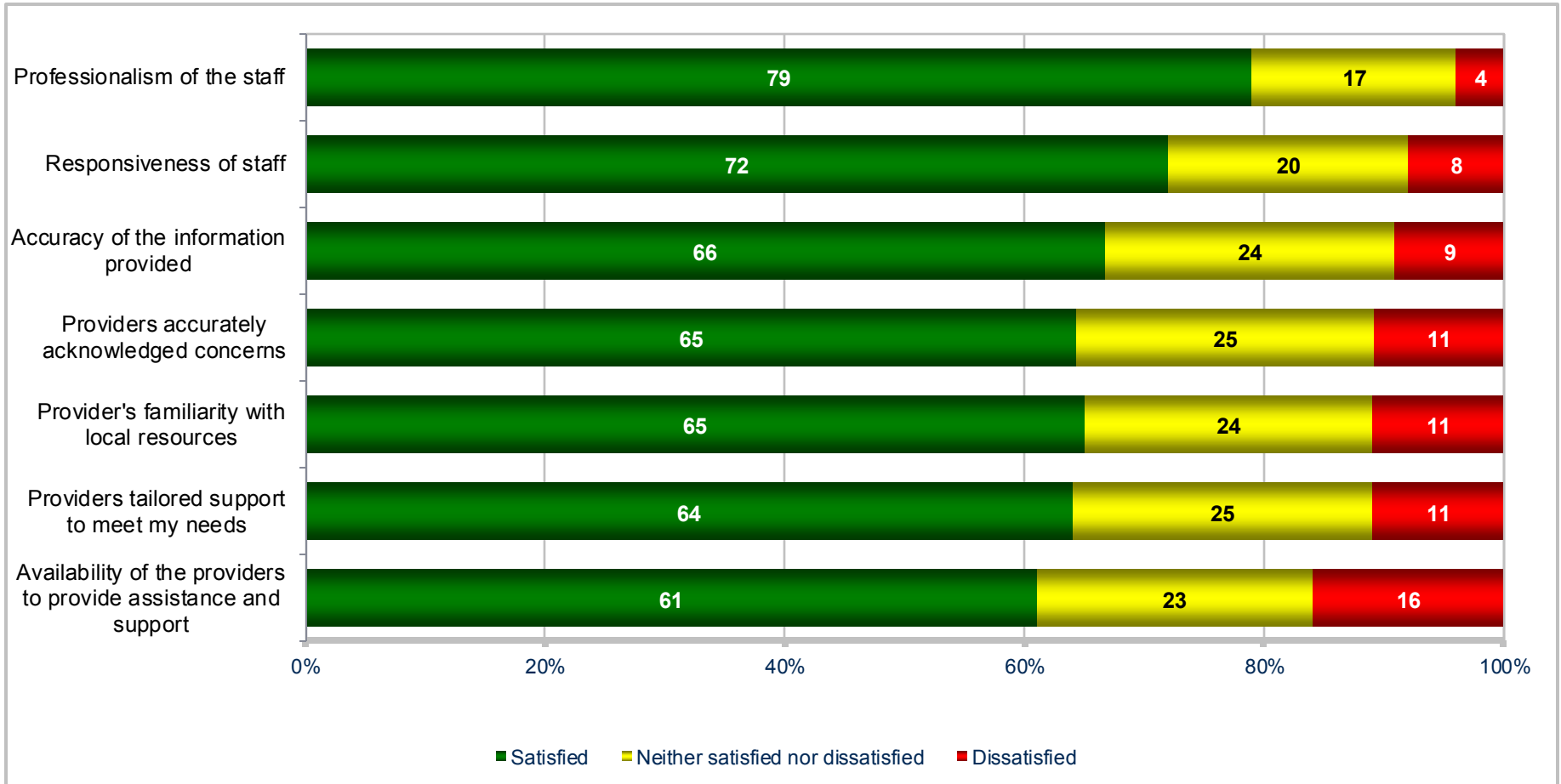
Percent of Active Duty Members Who Have a Dependent Enrolled in EFMP and Who Received Assistance in Past 12 Months From the Local EFMP Family Support Office



- **Of members who received assistance in the past 12 months from the local EFMP Family Support Office, 6% indicated they used the EFMP Family Support services *more than once a week*, 6% indicated *once a week*, 14% indicated *once a month*, 32% indicated *once every few months*, and 41% indicated *once a year***
  - Higher response of *more than once a week*: Navy (10%) and E5–E9 (8%)
  - Higher response of *once a week*: Army (9%)
  - Higher response of *once every few months*: Marine Corps (42%)
  - Higher response of *once a year*: O4–O10 (54%) and Air Force (45%),

# Satisfaction With EFMP Support Services in Past 12 Months

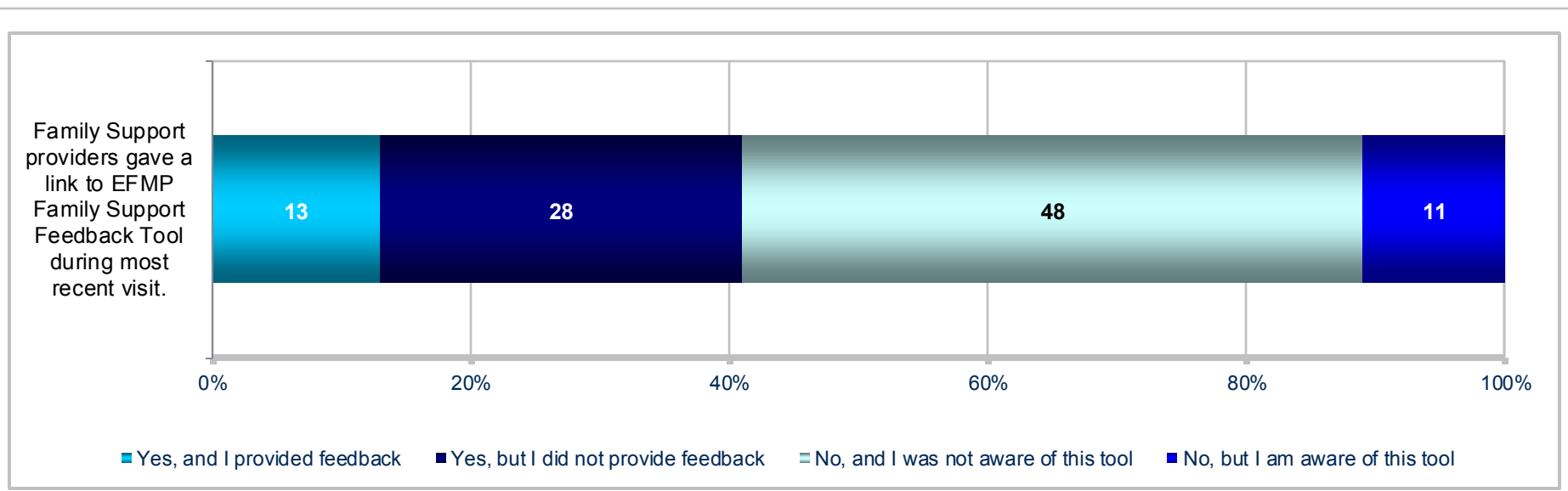
Percent of Active Duty Members Who Have a Dependent Enrolled in EFMP and Who Received Assistance in Past 12 Months From the Local EFMP Family Support Office



Margins of error range from ±1% to ±2%

# Received Link to the EFMP Family Support Feedback Tool During Most Recent Visit

Percent of Active Duty Members Who Have a Dependent Enrolled in EFMP and Who Received Assistance in Past 12 Months From the Local EFMP Family Support Office

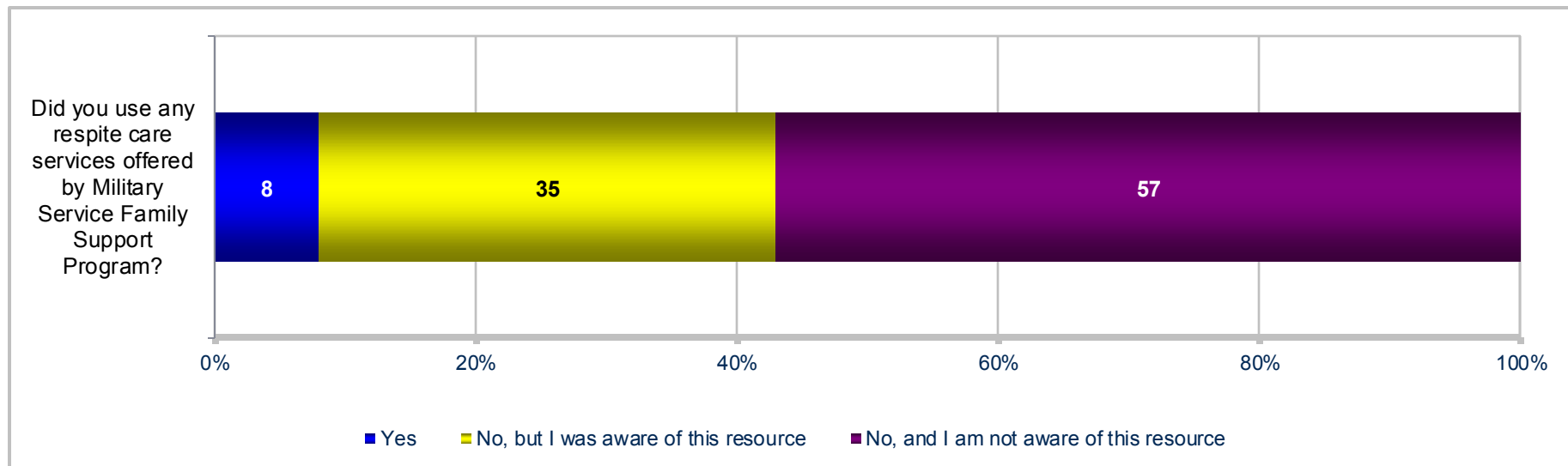


Margins of error range from ±1% to ±2%

- **Of members who received assistance in the past 12 months from the local EFMP Family Support Office, 13% indicated they were *provided the feedback tool and provided feedback*; 28% indicated they were *provided the feedback tool, but did not provide feedback*; 48% indicated they were *not provided the feedback tool and were not aware it*; and 11% indicated they were *not provided the feedback tool, but were aware of it***

# Used Respite Care Services Offered Through Military Service Family Support Program in Past 2 Years

Percent of Active Duty Members Who Have a Dependent Enrolled in EFMP

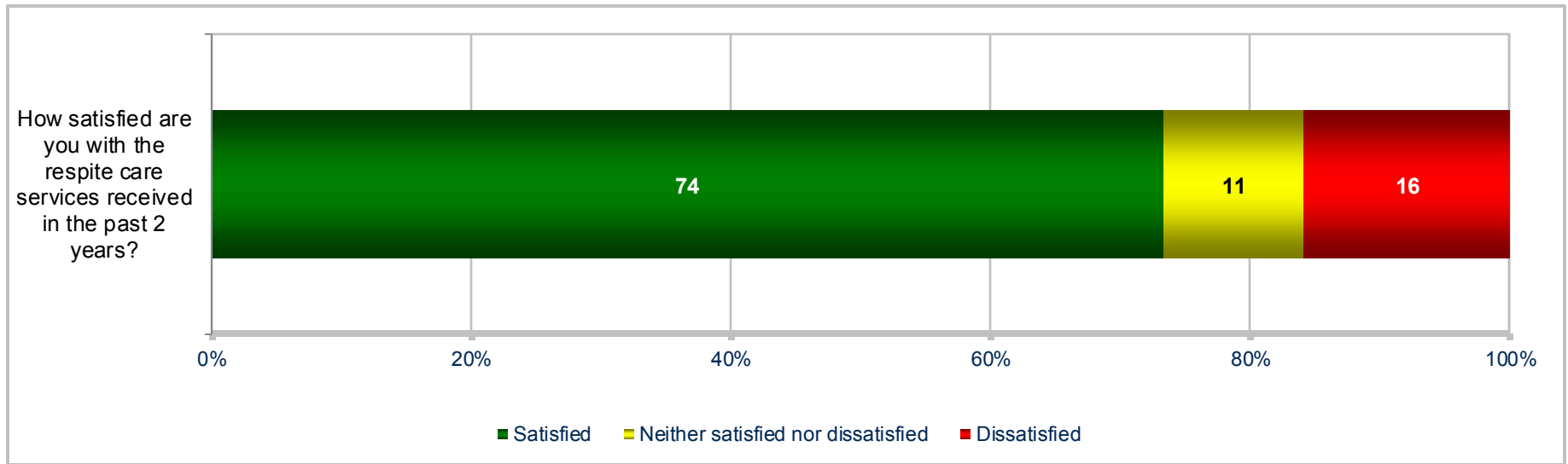


Margins of error do not exceed  $\pm 1\%$

- **8% of members indicated yes, they used respite care services offered by the Military Service Family Support Program; 35% indicated *no, but they were aware of the resource*; and 57% indicated *no, and they were not aware of the resource***
  - **Higher response of yes:** Navy (16%) and Air Force (9%)
  - **Higher response of *no, but I was aware of this resource*:** Marine Corps (46%), Navy (46%), O4–O10 (42%), and Air Force (39%),
  - **Higher response of *no, and I am not aware of this resource*:** Army (70%)

# Satisfaction With the Respite Care Services Received in Past 2 Years

Percent of Active Duty Members Who Have a Dependent Enrolled in EFMP and Who Used Respite Care Services in Past 2 Years

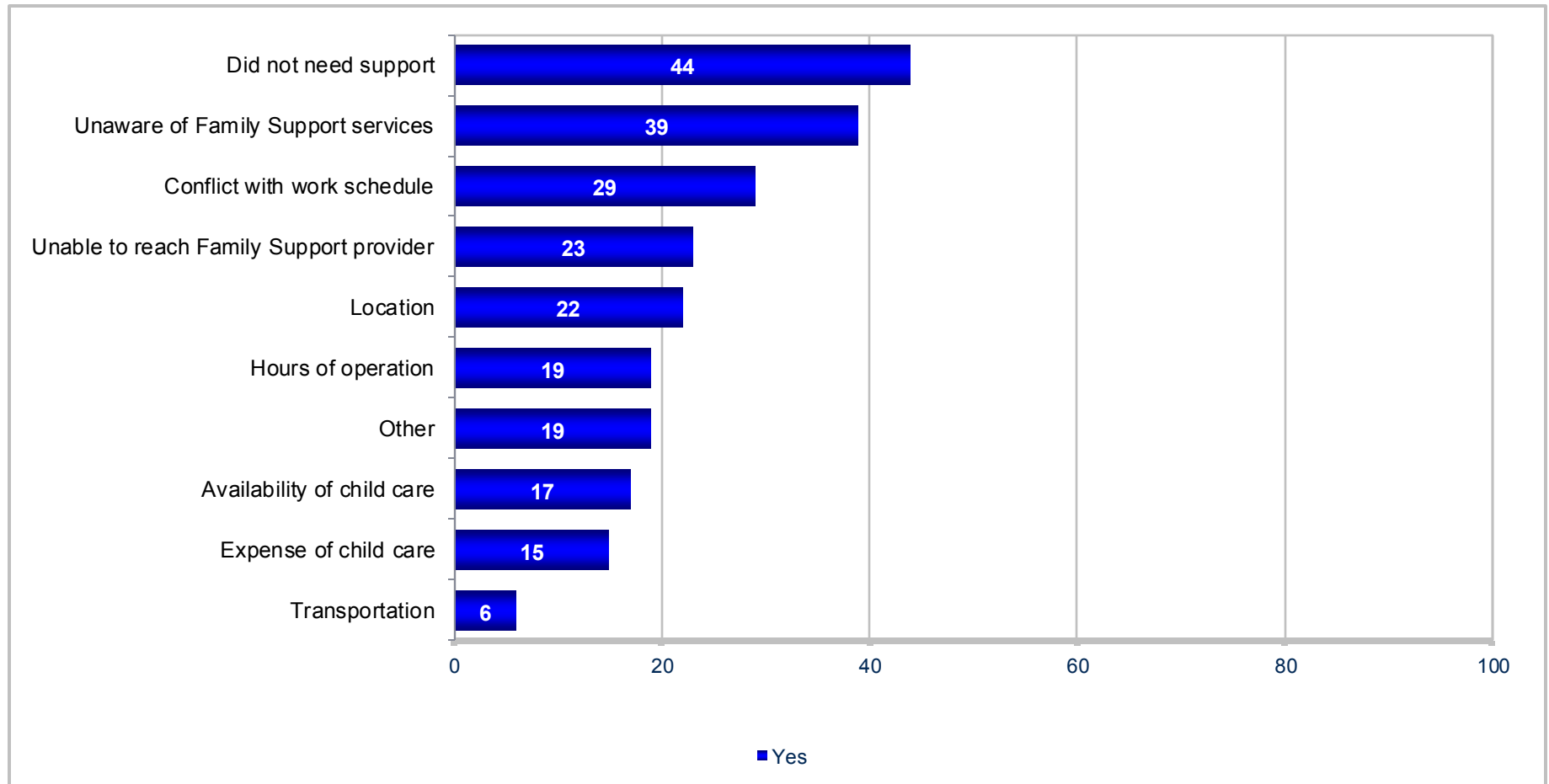


Margins of error range from  $\pm 3\%$  to  $\pm 4\%$

- Of members who used respite care services in the past 2 years, 74% were **satisfied** with the services they received; 16% were **dissatisfied**
  - Higher response of **satisfied**: Navy (80%) and E5–E9 (76%)
  - Higher response of **dissatisfied**: O4–O10 (26%) and Air Force (21%)

# Reasons for Not Engaging With EFMP Family Support Services in Past 12 Months

Percent of Active Duty Members Who Have a Dependent Enrolled in EFMP and Who Did Not Receive Assistance From the Local EFMP Family Support Office



Margins of error range from  $\pm 1\%$  to  $\pm 2\%$

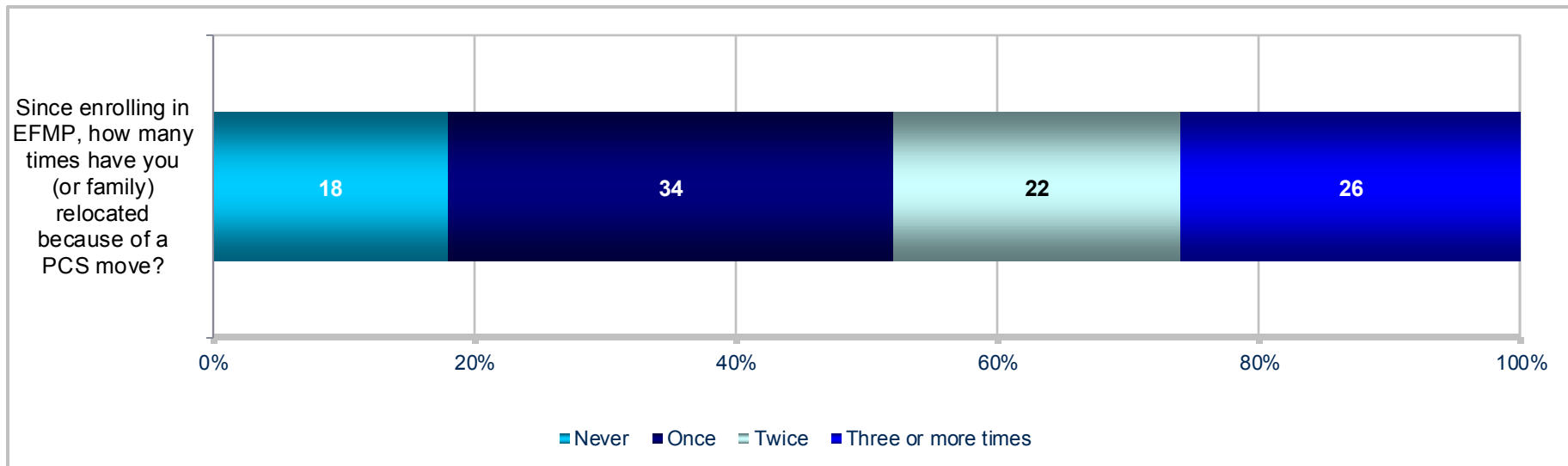
# Briefing Overview

	Slide
Survey Details and Introduction	3
Background Information	6
Satisfaction	17
Enrollment Process	21
Family Support Services	25
Assignment Coordination During PCS Move	33
Medical Services, Educational Services, and Legal Services	45
Use of Programs and Services	56
Retention	63



# Number of Times Member (or Family) Relocated Because of a PCS Move Since Enrolling in EFMP

Percent of Active Duty Members Who Have a Dependent Enrolled in EFMP

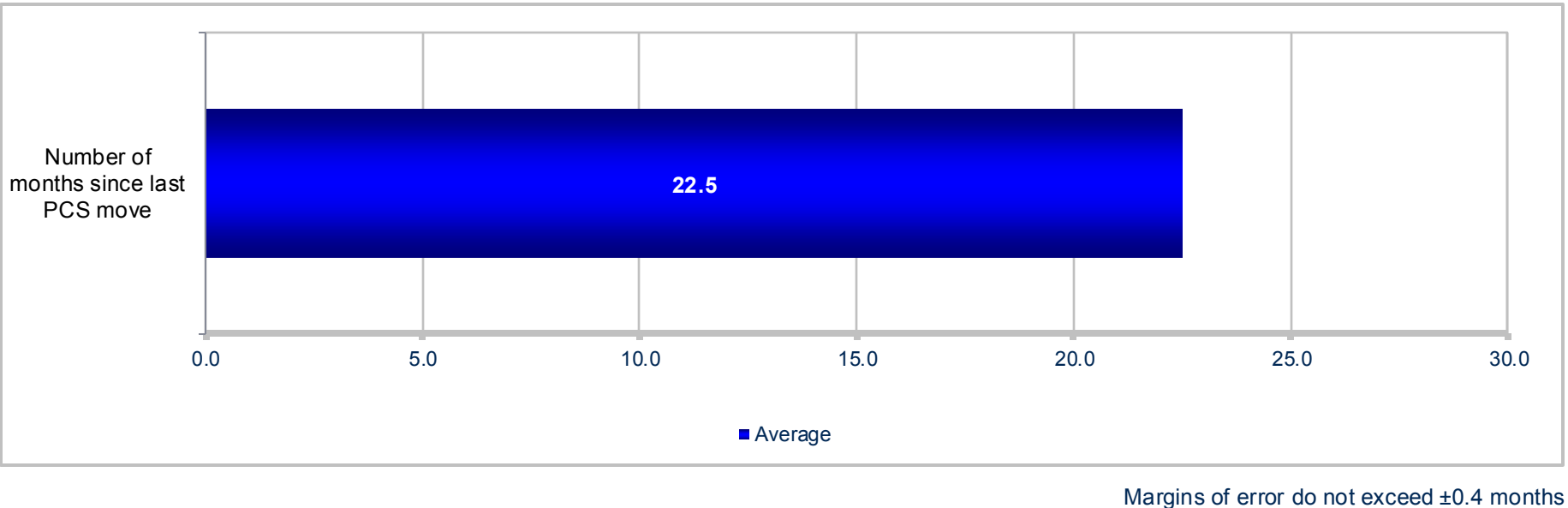


Margins of error range from ±1% to ±2%

- **18% of members indicated they have *never* had to relocate because of a PCS move since enrolling in EFMP, 34% indicated they have had to *once*, 22% indicated *twice*, and 26% indicated they have had to *three or more times***
  - Higher response of *never*: E1–E4 (43%), Navy (30%), and E5–E9 (19%)
  - Higher response of *once*: E1–E4 (49%), Air Force (38%), and E5–E9 (37%)
  - Higher response of *twice*: O1–O3 (25%) and Air Force (23%)
  - Higher response of *three or more times*: O4–O10 (46%) and Army (29%)

## Number of Months Since Last PCS Move

Average of Active Duty Members Who Have a Dependent Enrolled in EFMP and Who Relocated Because of a PCS Since EFMP Enrollment

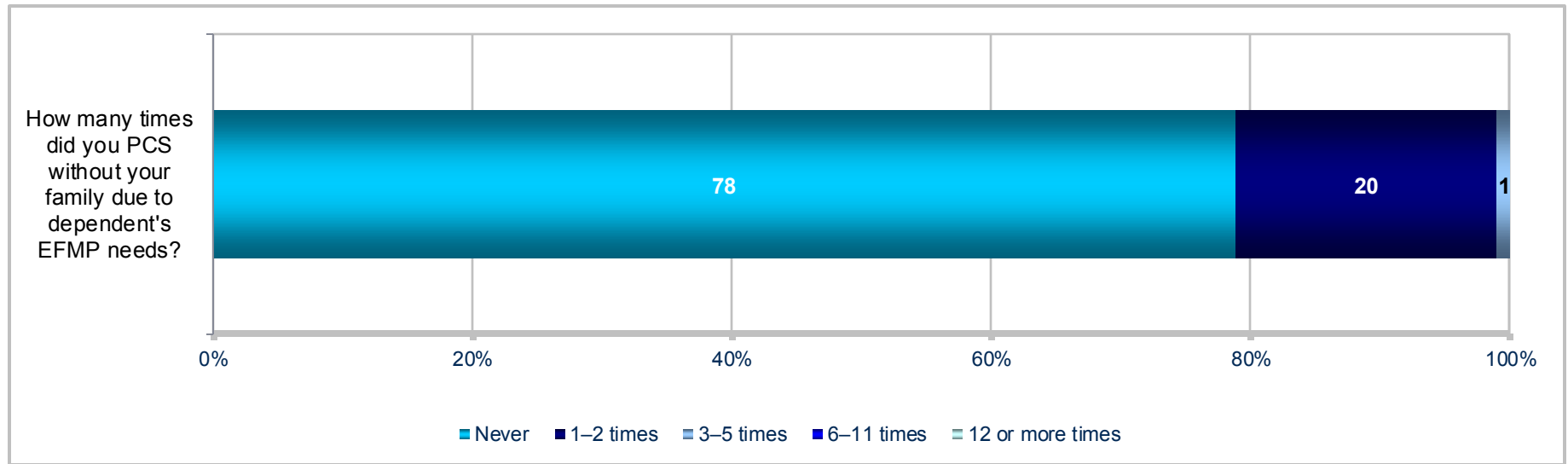


Margins of error do not exceed  $\pm 0.4$  months

- **Of members who had to relocated because of a PCS move since being enrolled in EFMP, the *average* number of months it has been since the last PCS move is about 22.5 months**
  - **More than *average*:** Navy (26.4 months) and E5–E9 (23.4 months)
  - **Less than *average*:** E1–E4 (16.8 months), O1–O3 (19.4 months), Army (21.0 months), and O4–O10 (21.6 months)

# Number of Times PCSed Without Family Because of EFMP Needs

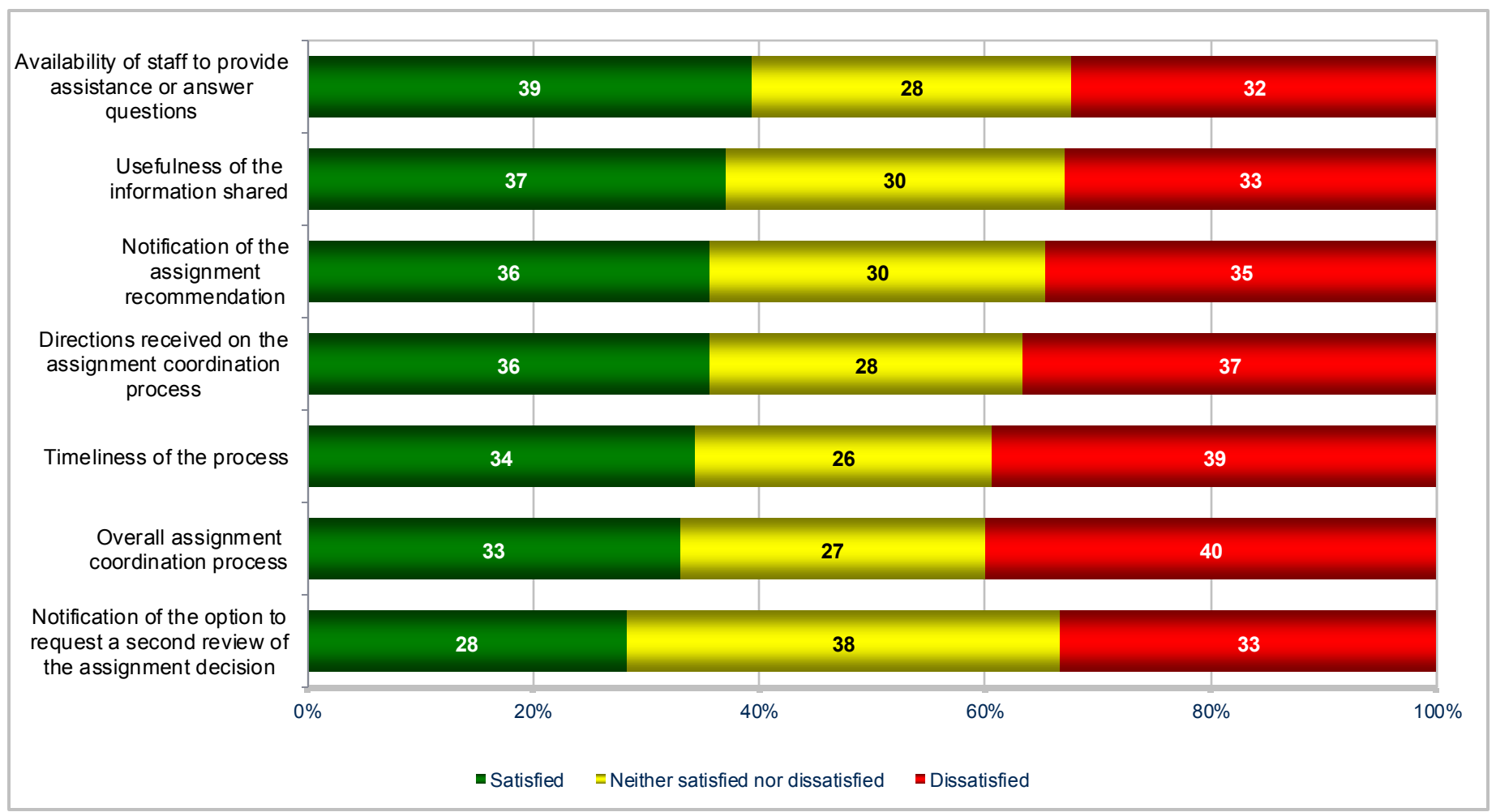
Percent of Active Duty Members Who Have a Dependent Enrolled in EFMP and Who Relocated Because of a PCS Since EFMP Enrollment



- **Of members who had to relocated because of a PCS move since being enrolled in EFMP, 78% of members indicated they never had to PCS without their family due to their dependent's EFMP needs, 20% indicated 1-2 times, 1% indicated 3-5 times, <1% indicated 6-11 times, and <1% indicated 12 or more times.**
  - Higher response of *never*: Air Force (85%), O1-O3 (83%), and O4-O10 (82%)
  - Higher response of *1-2 times*: Army (25%) and E5-E9 (22%)
  - Higher response of *3-5 times*: Army (2%)

# Satisfaction With Assignment Coordination Process During Most Recent PCS Move

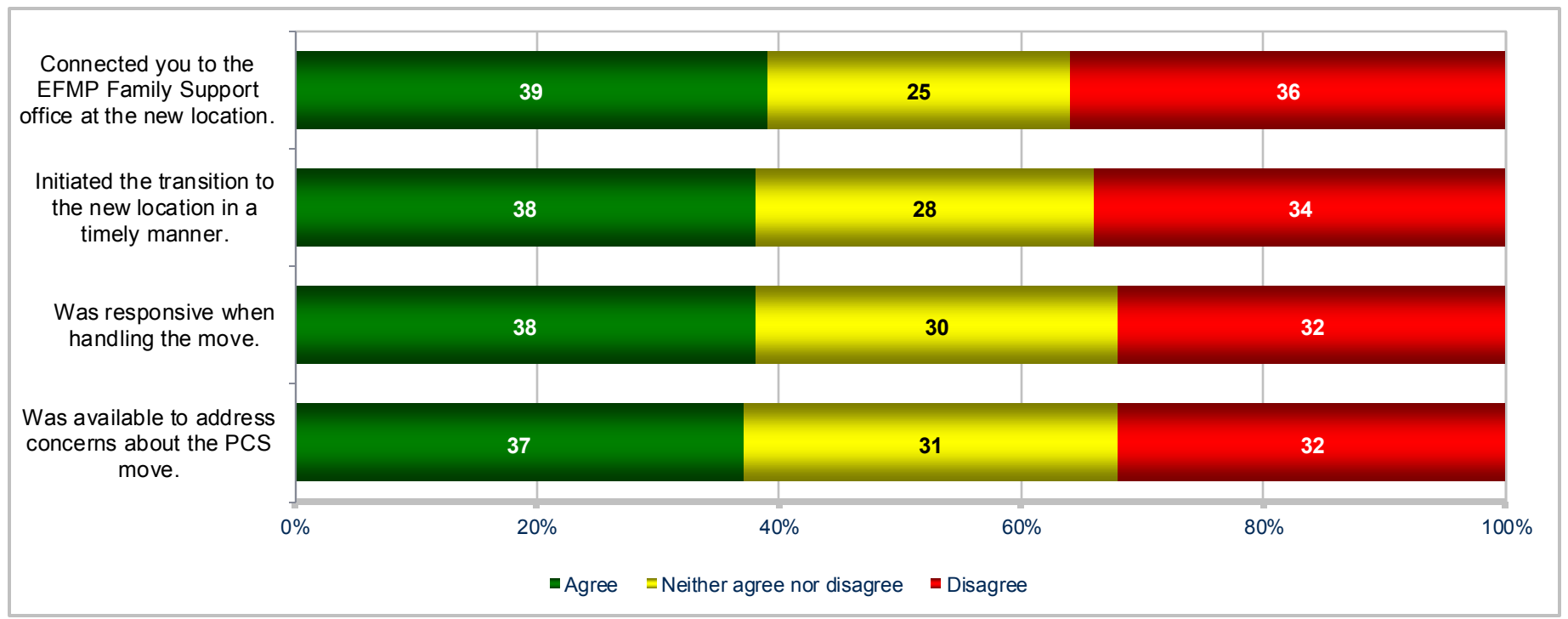
Percent of Active Duty Members Who Have a Dependent Enrolled in EFMP and Who Relocated Because of a PCS Since EFMP Enrollment



Margins of error range from ±1% to ±2%

# Agreement With Statements About EFMP Family Support Provider at Previous Location

Percent of Active Duty Members Who Have a Dependent Enrolled in EFMP and Who Relocated Because of a PCS Since EFMP Enrollment

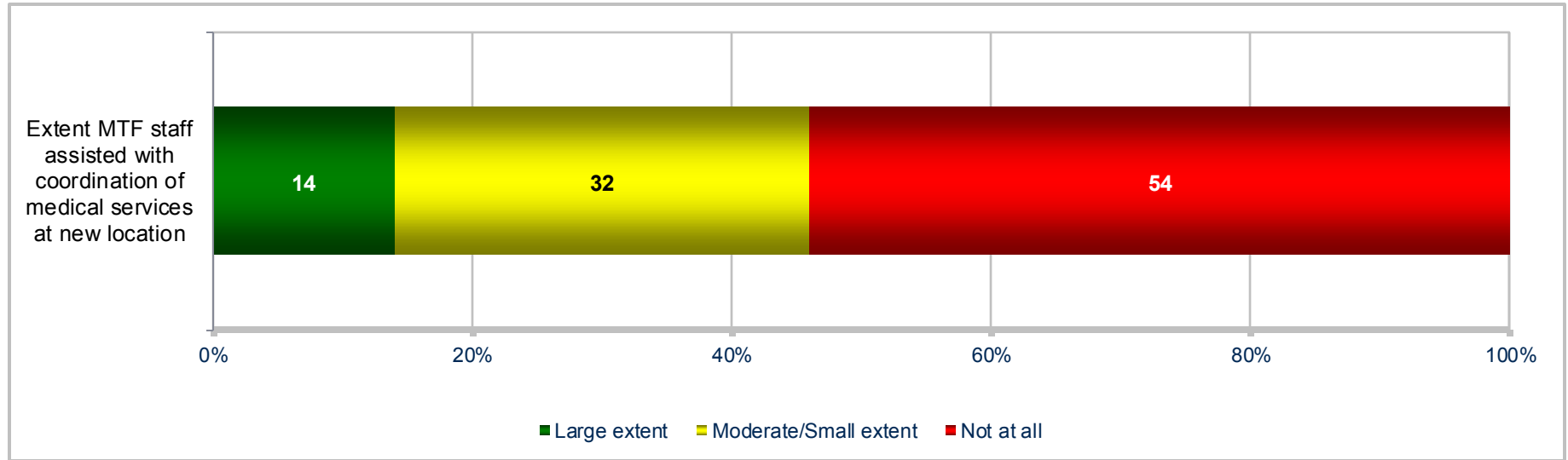


Margins of error range from ±1% to ±2%

- Of members who had to relocated because of a PCS move since being enrolled in EFMP, more than one-third **agreed** with the statements about their EFMP Family Support Provider at their previous location; about one-third **disagreed**

# Extent MTF Staff Assisted With Coordination at New Location Before Recent PCS Move

Percent of Active Duty Members Who Have a Dependent Enrolled in EFMP and Who Relocated Because of a PCS Since EFMP Enrollment

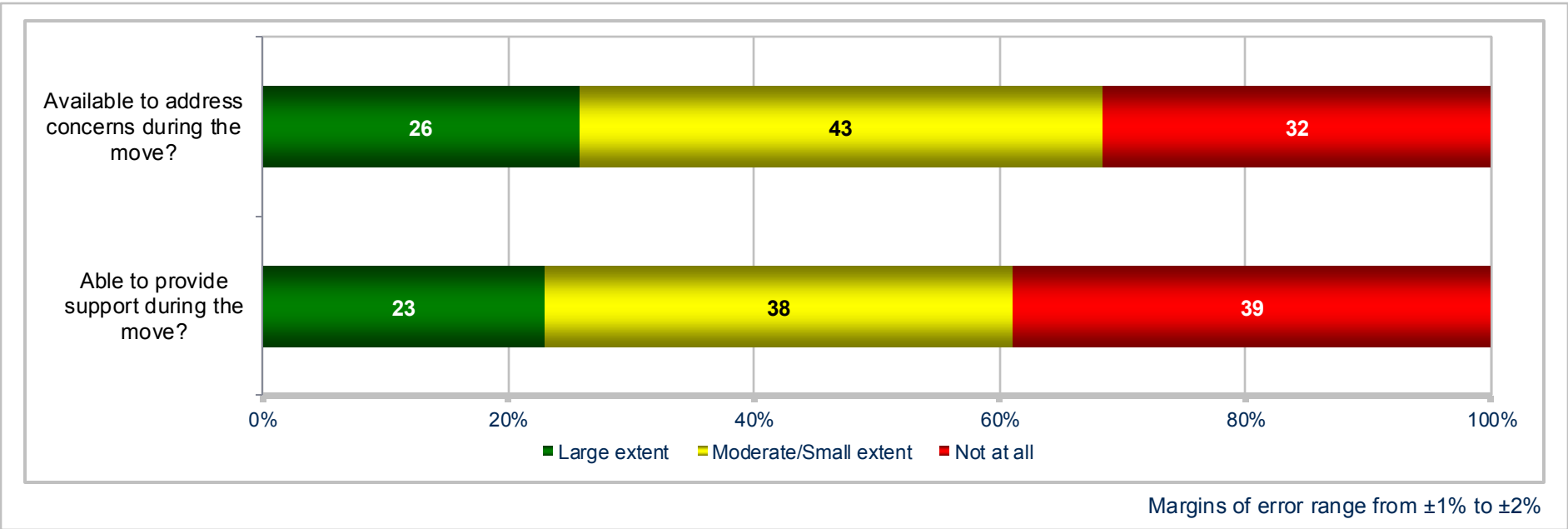


Margins of error range from  $\pm 1\%$  to  $\pm 2\%$

- Of members who had to relocated because of a PCS move since being enrolled in EFMP, 14% indicated the MTF staff assisted with the coordination of medical services at their new location to a **large extent**, 32% indicated they assisted to a **moderate/small extent**, and 54% indicated **not at all**
  - Higher response of **large extent**: Navy (18%) and E5–E9 (15%)
  - Higher response of **not at all**: Army (63%) and O4–O10 (58%)

# Extent EFMP Family Support Provider at Previous Location Was Able To Do During Most Recent PCS Move

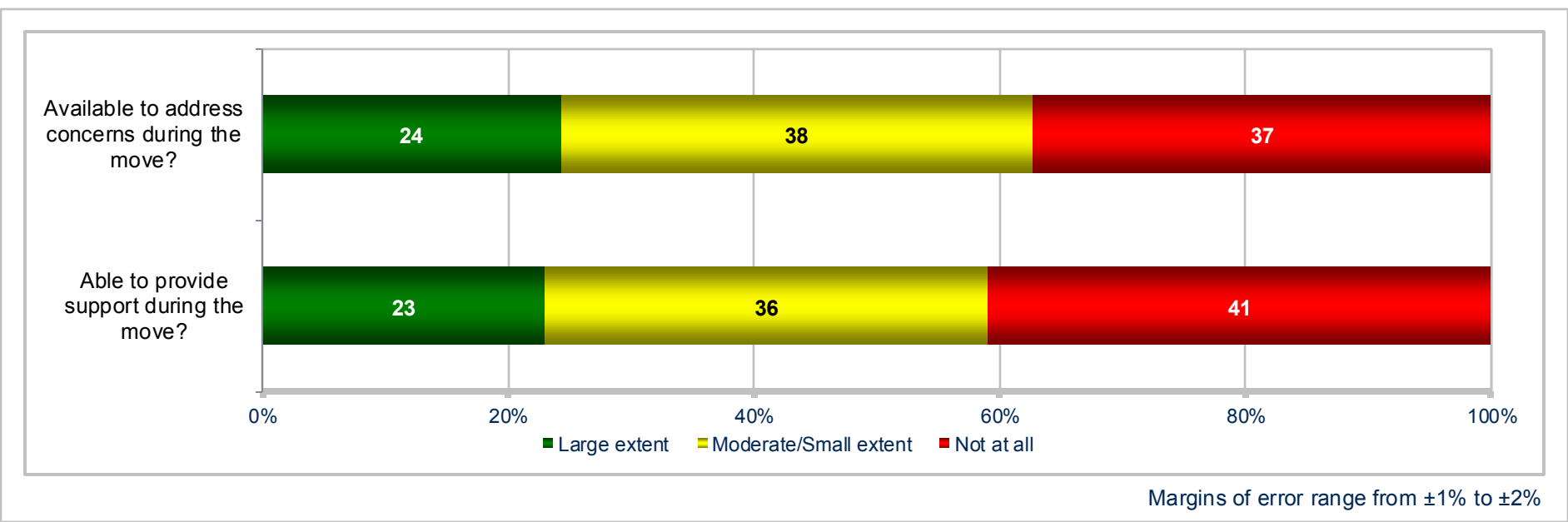
Percent of Active Duty Members Who Have a Dependent Enrolled in EFMP and Who Relocated Because of a PCS Since EFMP Enrollment



- Of members who had to relocated because of a PCS move since being enrolled in EFMP, about one-quarter indicated the EFMP support provider at the previous location was available to address concerns, to a **large extent**, during the PCS move (26%) or was able to provide support during the move (23%); about one-third indicated **not at all**
  - Higher response of **large extent** for available to address concerns: Marine Corps (43%), Navy (34%), and E5–E9 (27%)
  - Higher response of **not at all** for available to address concerns: Army (41%) and O4–O10 (34%)
  - Higher response of **large extent** for available to address concerns: Marine Corps (40%), Navy (31%), and E5–E9 (24%)
  - Higher response of **not at all** for available to address concerns: Army (48%), O1–O3 (43%), and O4–O10 (42%)

# Extent EFMP Family Support Provider at New Location Was Able To Do Each During Most Recent PCS Move

Percent of Active Duty Members Who Have a Dependent Enrolled in EFMP and Who Relocated Because of a PCS Since EFMP Enrollment

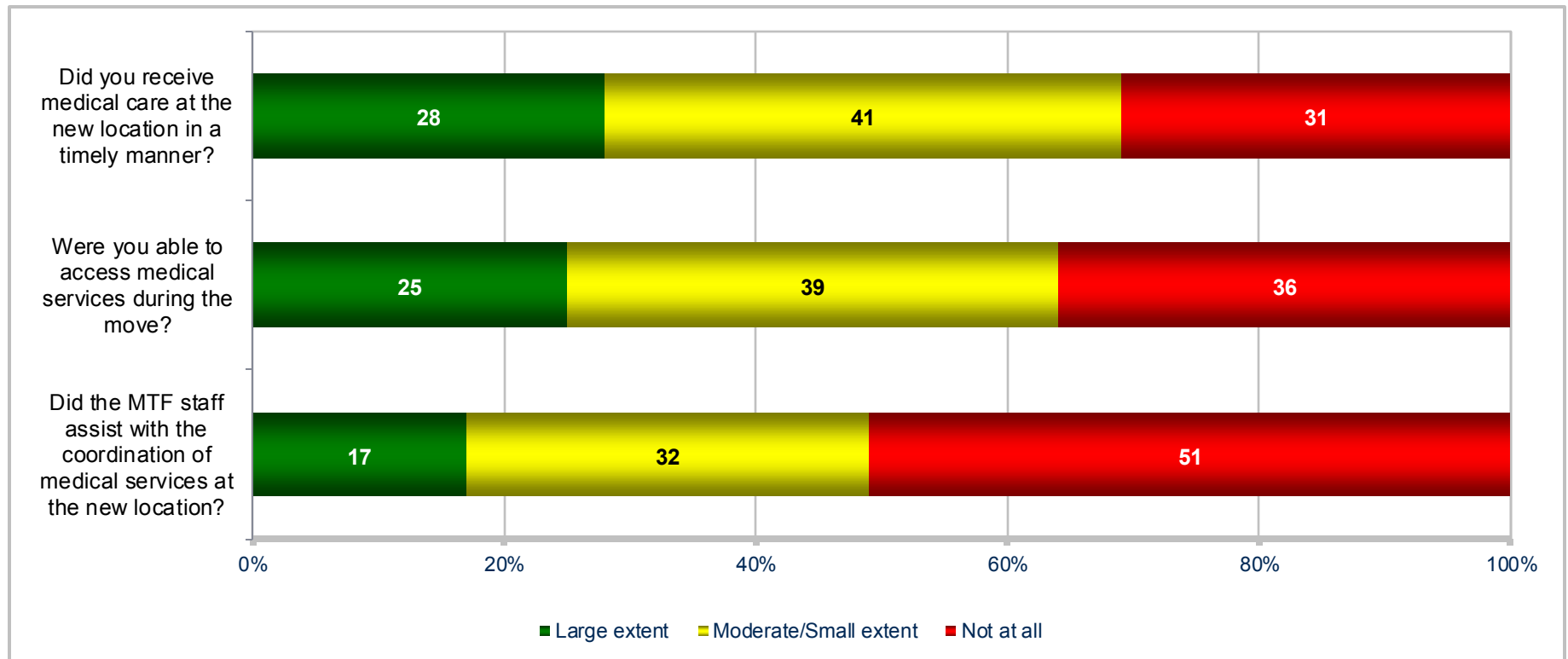


- Of members who had to relocated because of a PCS move since being enrolled in EFMP, about one-quarter indicated the EFMP support provider at the new location was available to address concerns, to a **large extent**, during the PCS move (24%) or was able to provide support during the move (23%); about one-third indicated **not at all**
  - Higher response of **large extent** for available to address concerns: Marine Corps (44%), Navy (33%), and E5–E9 (25%)
  - Higher response of **not at all** for available to address concerns: Army (48%)
  - Higher response of **large extent** for available to address concerns: Marine Corps (41%), Navy (32%), and E5–E9 (24%)
  - Higher response of **not at all** for available to address concerns: Army (52%)



# Extent the Following Happened During Most Recent PCS Move

Percent of Active Duty Members Who Have a Dependent Enrolled in EFMP and Who Relocated Because of a PCS Since EFMP Enrollment

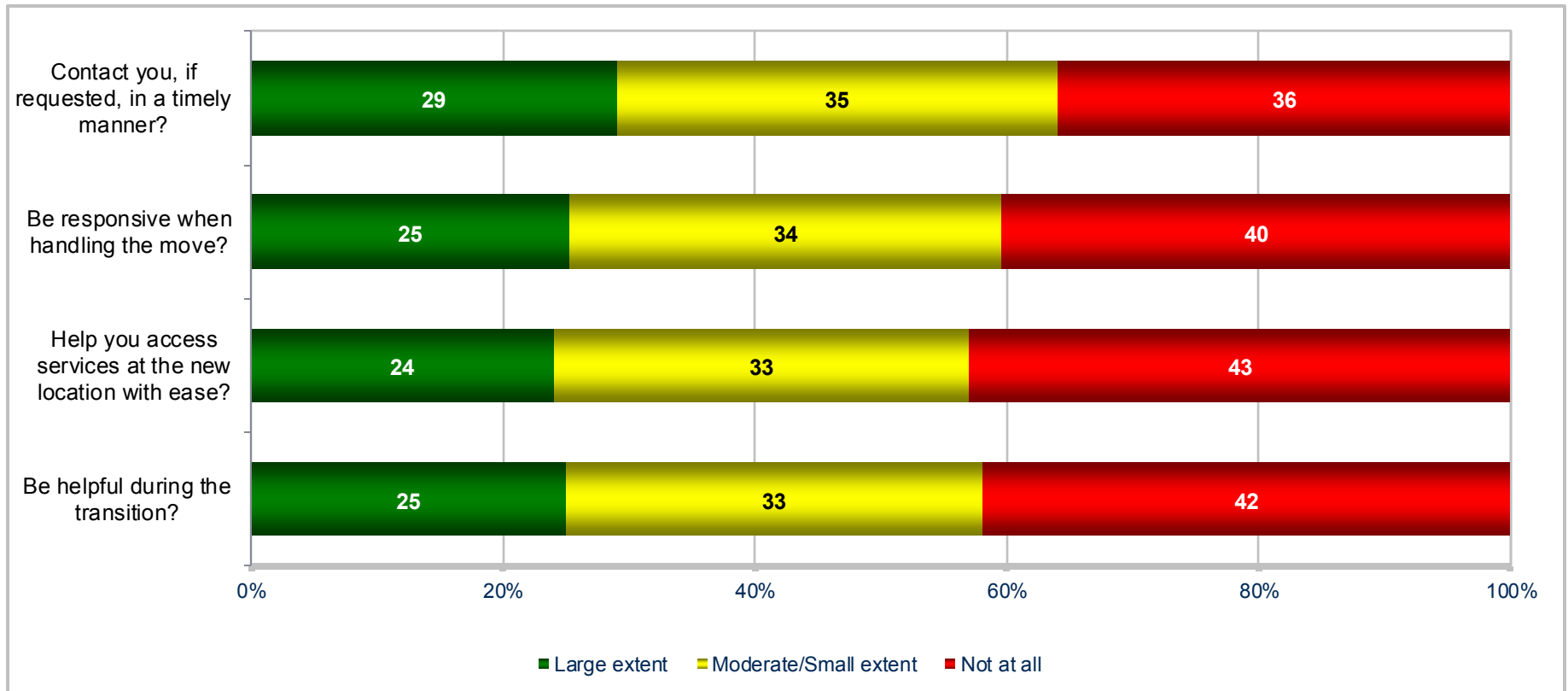


Margins of error range from  $\pm 1\%$  to  $\pm 2\%$

- Of members who had to relocated because of a PCS move since being enrolled in EFMP, about one-quarter or less agreed with the statements, to a **large extent**; more than one-third to over one-half indicated **not at all**

# Extent EFMP Family Support Provider at New Location Was Able To Do Each After Most Recent PCS Move

Percent of Active Duty Members Who Have a Dependent Enrolled in EFMP and Who Relocated Because of a PCS Since EFMP Enrollment

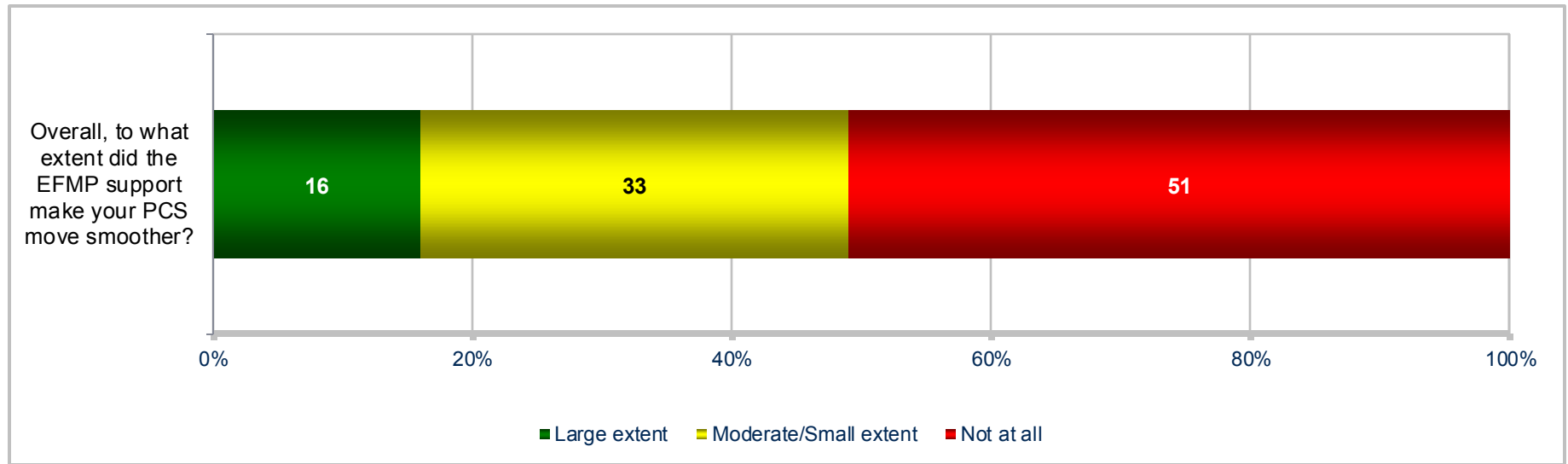


Margins of error range from  $\pm 1\%$  to  $\pm 2\%$

- Of members who had to relocated because of a PCS move since being enrolled in EFMP, about one-quarter agreed with the statements, to a **large extent**; more than one-third indicated **not at all**

# Overall Extent EFMP Support Made PCS Move Smoother

Percent of Active Duty Members Who Have a Dependent Enrolled in EFMP and Who Relocated Because of a PCS Since EFMP Enrollment



Margins of error range from ±1% to ±2%

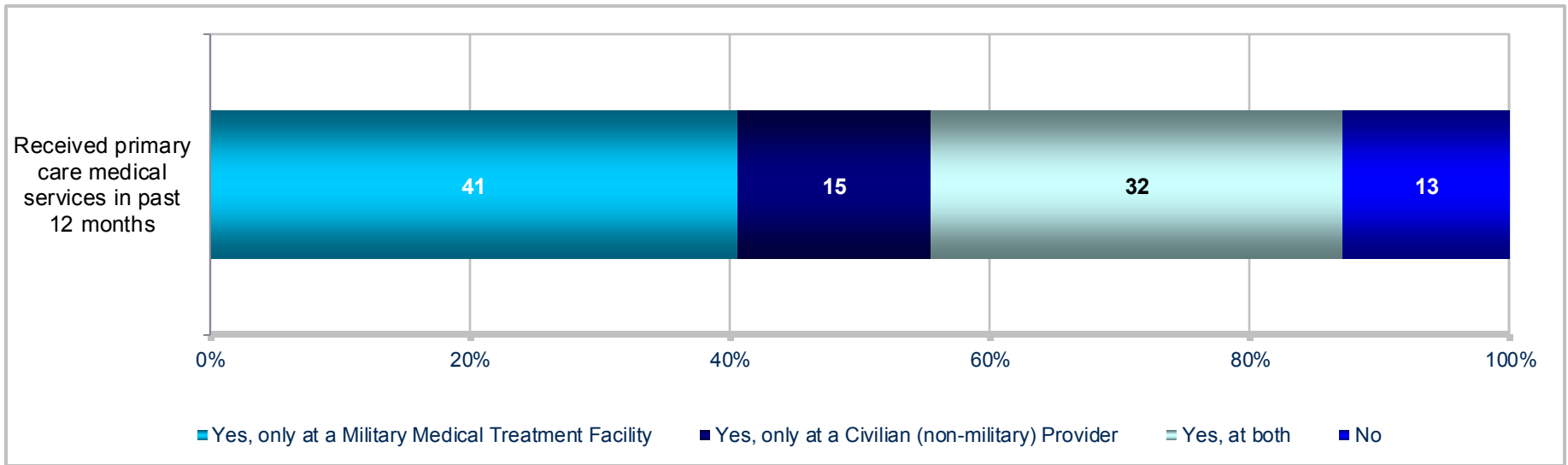
- Of members who had to relocated because of a PCS move since being enrolled in EFMP, 16% indicated, to a **large extent**, the EFMP support made their PCS move smoother; 51% indicated **not at all**
  - Higher response of **large extent**: led by Marine Corps (29%), Navy (23%), and E5–E9 (18%)
  - Higher response of **not at all**: Army (60%), O4–O10 (57%), and O1–O3 (56%)

# Briefing Overview

	Slide
Survey Details and Introduction	3
Background Information	6
Satisfaction	17
Enrollment Process	21
Family Support Services	25
Assignment Coordination During PCS Move	33
Medical Services, Educational Services, and Legal Services	45
Use of Programs and Services	56
Retention	63

# Received Primary Care Medical Services in Past 12 Months

Percent of Active Duty Members Who Have a Dependent Enrolled in EFMP

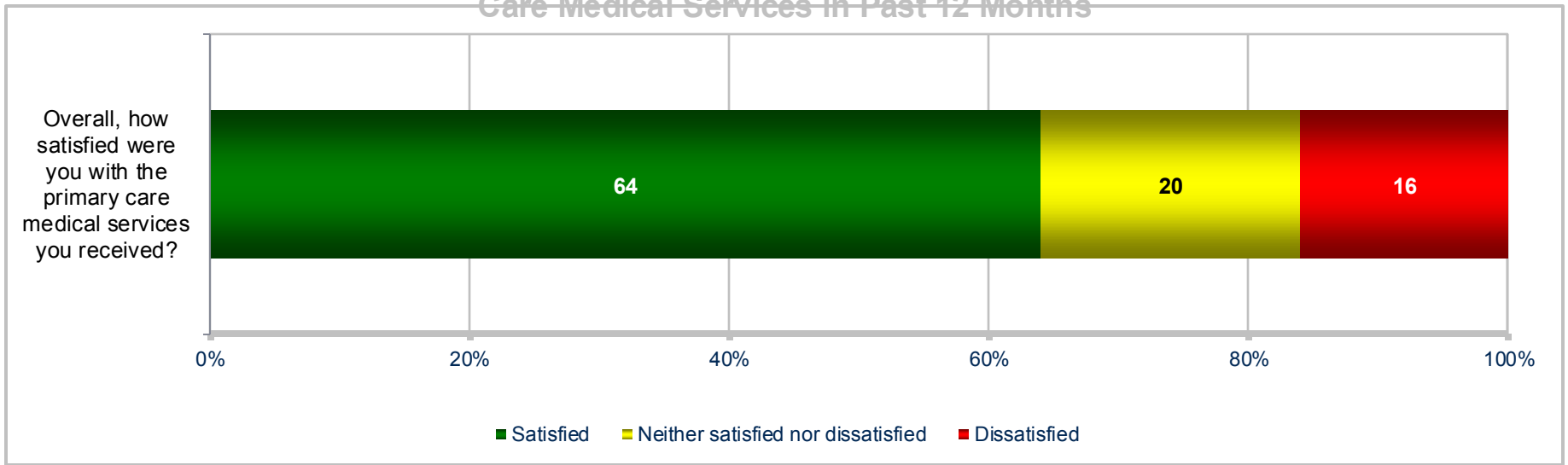


Margins of error range from  $\pm 1\%$  to  $\pm 2\%$

- **41% of members received primary care medical services in the past 12 months at a *Military Medical Treatment Facility*, 15% received it at a *Civilian Provider*, 32% went to *both*, and 13% indicated they *did not* receive primary care services in the past 12 months**
  - Higher response of *Military Medical Treatment Facility*: E1–E4 (52%), Army (45%), and O4–O10 (43%)
  - Higher response of *Civilian (non-military) Provider*: Navy (25%) and Marine Corps (23%)
  - Higher response of *both*: Air Force (37%)
  - Higher response of *no*: Army (16%) and E5–E9 (14%)

# Overall Satisfaction With Primary Care Medical Services in Past 12 Months

Percent of Active Duty Members Who Have a Dependent Enrolled in EFMP and Who Received Primary Care Medical Services in Past 12 Months

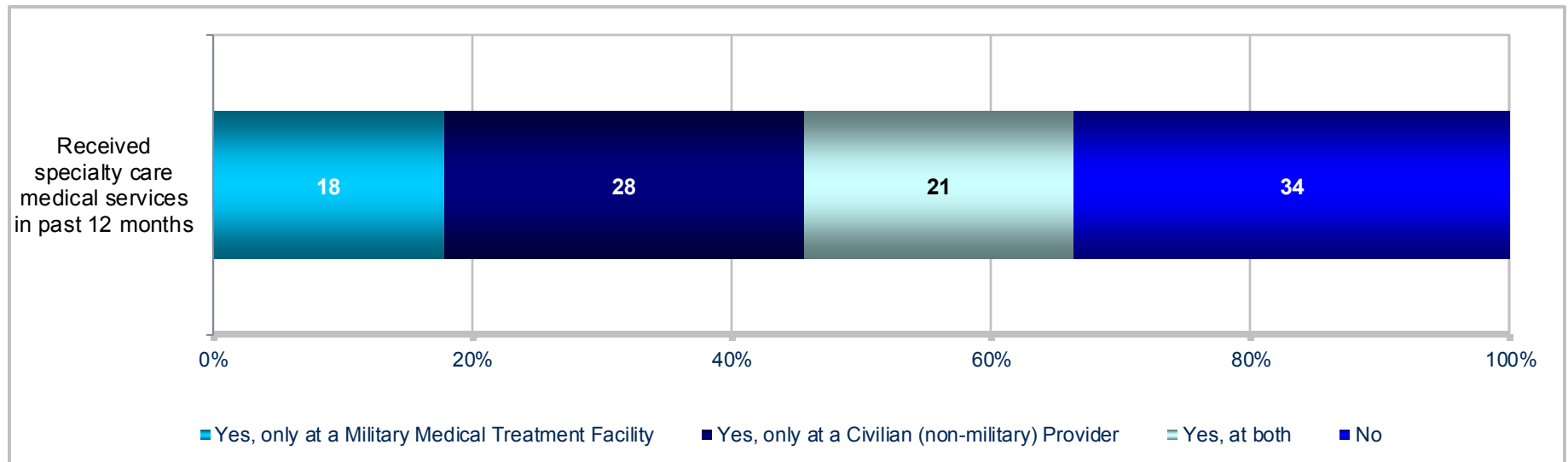


Margins of error range from ±1% to ±2%

- Of those who received Primary Care Medical Services in the past 12 months, 64% were *satisfied* with the primary care medical services they received; 16% were *dissatisfied*
  - Higher response of *satisfied*: O4–O10 (72%) and Navy (70%)

# Received Specialty Care Medical Services in Past 12 Months

Percent of Active Duty Members Who Have a Dependent Enrolled in EFMP

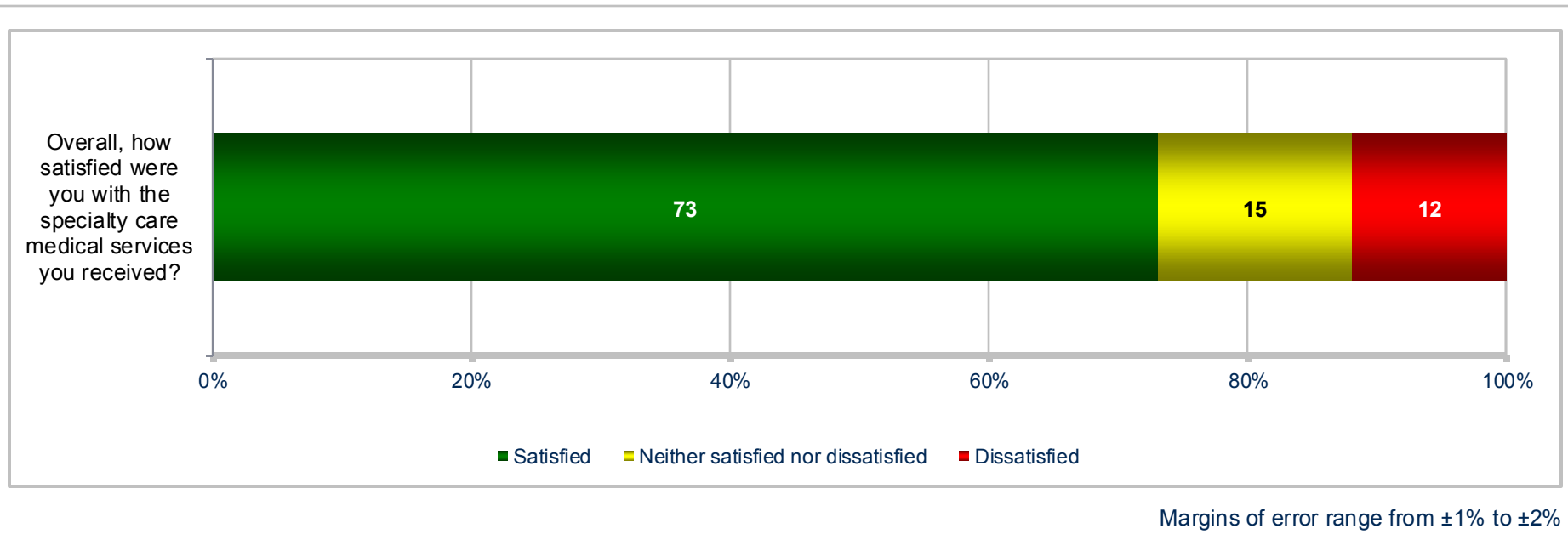


Margins of error range from  $\pm 1\%$  to  $\pm 2\%$

- **18% of members received specialty care medical services in the past 12 months at a *Military Medical Treatment Facility*, 28% received it at a *Civilian Provider*, 21% went to *both*, and 34% indicated they *did not* receive specialty care services in the past 12 months**
  - Higher response of *Military Medical Treatment Facility*: E1–E4 (29%) Army (21%), and O4–O10 (20%)
  - Higher response of *Civilian (non-military) Provider*: Navy (33%), Air Force (33%), and O4–O10 (32%)
  - Higher response of *No*: Army (39%) and E5–E9 (35%)

# Overall Satisfaction With Specialty Care Medical Services in Past 12 Months

Percent of Active Duty Members Who Have a Dependent Enrolled in EFMP and Who Received Specialty Care Medical Services in Past 12 Months

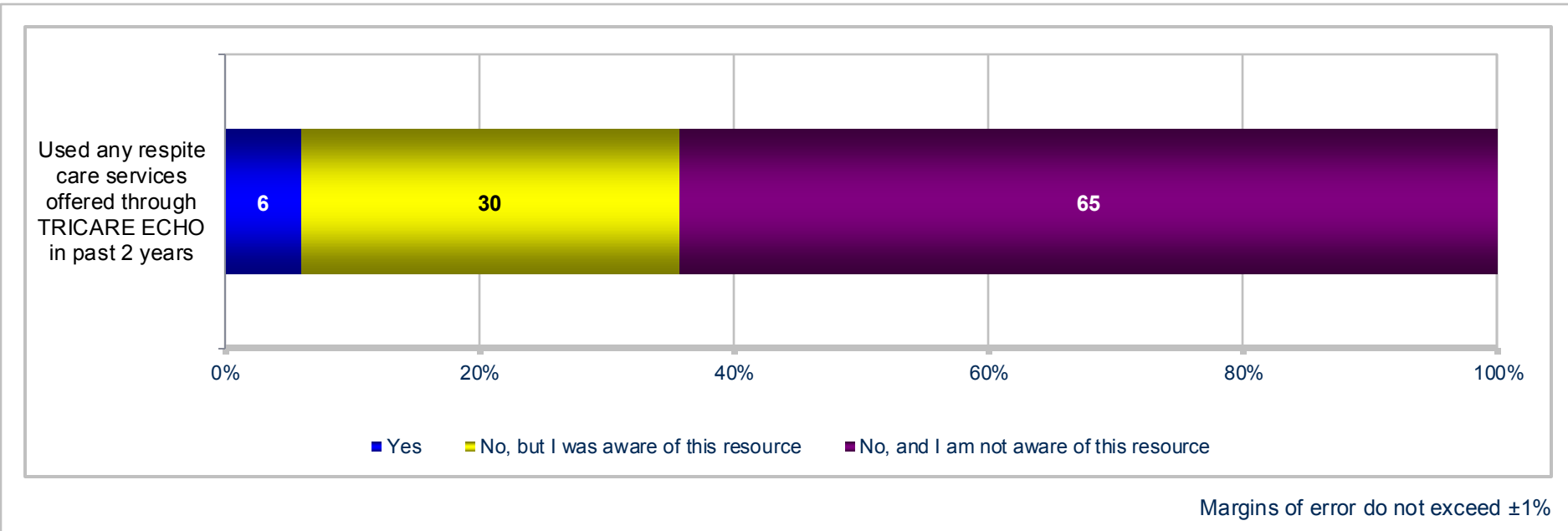


- Of those who received Specialty Care Medical Services in the past 12 months, 73% were **satisfied** with the specialty care medical services they received; 12% were **dissatisfied**
  - Higher response of **satisfied**: O4–O10 (80%), Navy (79%), and O1–O3 (78%)
  - Higher response of **dissatisfied**: Air Force (13%)



# Used Respite Care Services Through TRICARE ECHO in Past 2 Years

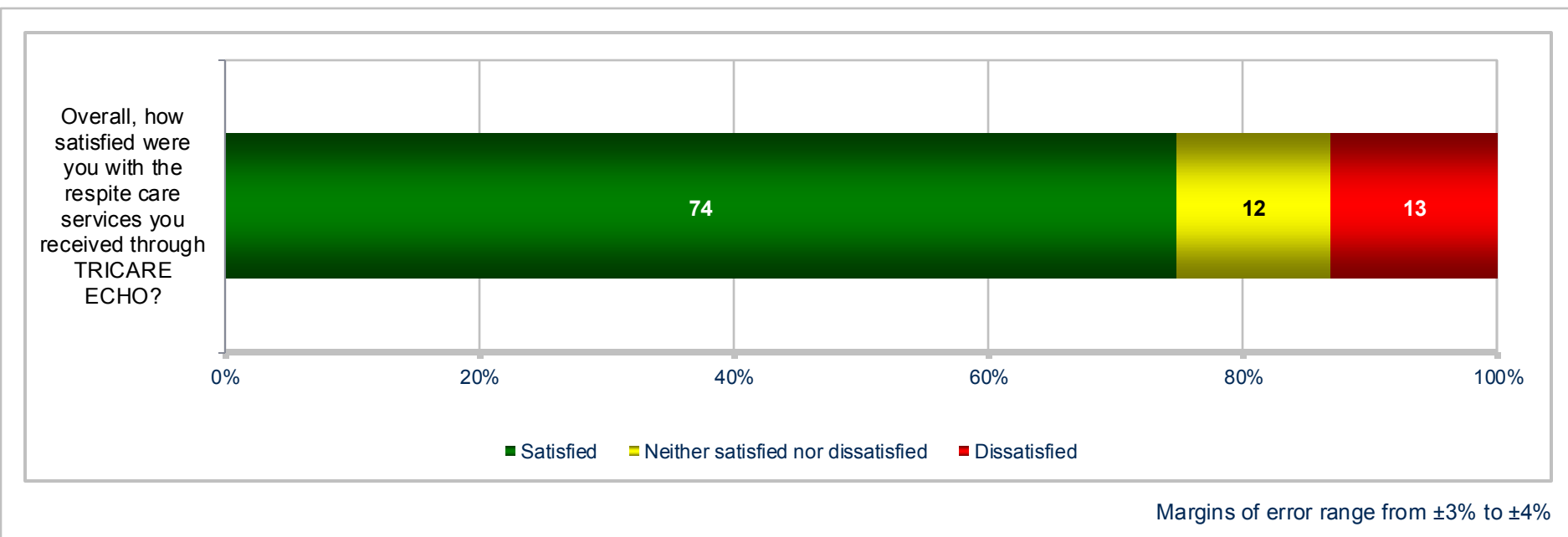
Percent of Active Duty Members Who Have a Dependent Enrolled in EFMP



- **6% of members indicated yes, they used respite care services that were offered through TRICARE ECHO in the past two years; 30% indicated no, but I was aware of the resource; and 65% indicated no, and I was not aware of the resource**
  - Higher response of yes: Navy (11%)
  - Higher response of no, but I was aware of this resource: Navy (41%), Marine Corps (39%), and O4–O10 (36%)
  - Higher response of no, and I am not aware of this resource: Army (74%)

# Overall Satisfaction With Respite Care Services Through TRICARE ECHO in Past 2 Years

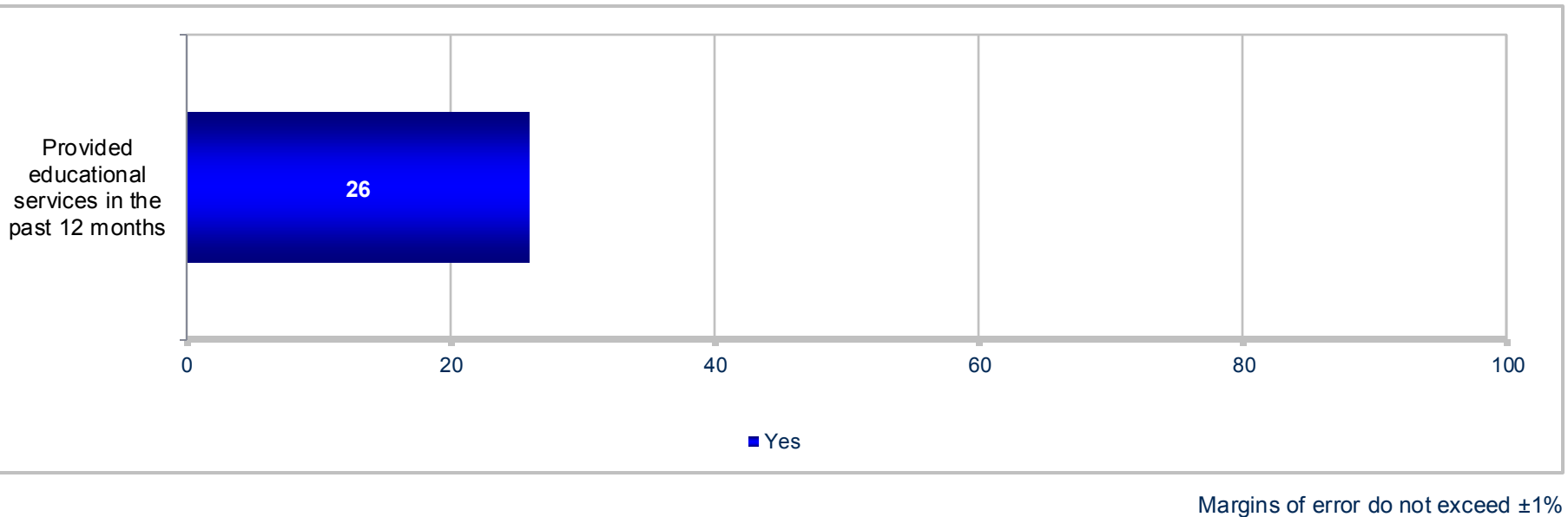
Percent of Active Duty Members Who Have a Dependent Enrolled in EFMP and Who Received Respite Care Through TRICARE ECHO in Past 2 Years



- Of members who received respite care services through TRICARE ECHO in the past two years, 74% were **satisfied** with the respite care services they received; 13% **dissatisfied**
  - Higher response of **dissatisfied**: O4–O10 (23%)

# Provided Educational Services in Past 12 Months

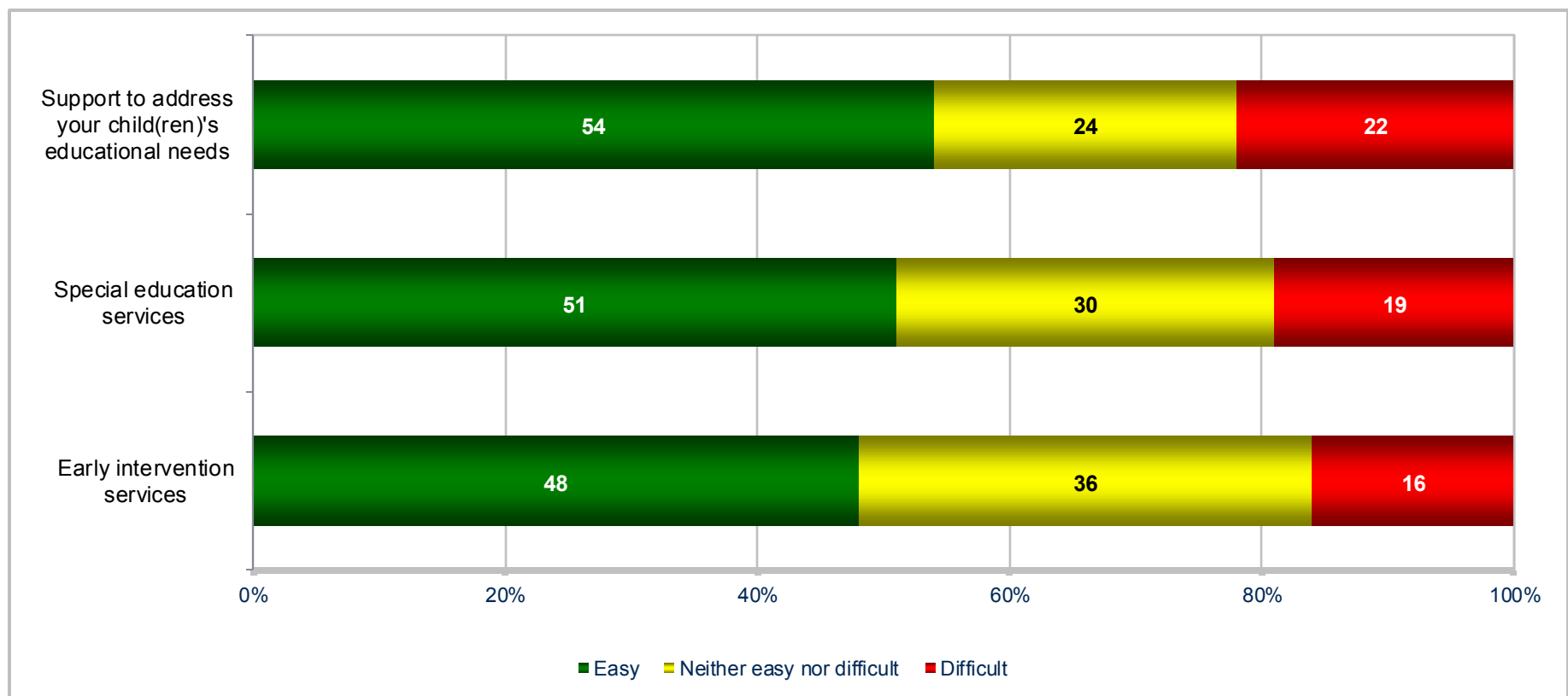
Percent of Active Duty Members Who Have a Dependent Enrolled in EFMP



- **26% of members indicated yes, they were provided educational services in the past 12 months**
  - Higher response of yes: Marine Corps (38%), Navy (29%), and E5–E9 (27%)
  - Lower response of yes: O4–O10 (23%) and Army (23%)

# Ease or Difficulty With Receiving the Following Educational Services in Past 12 Months

Percent of Active Duty Members Who Have a Dependent Enrolled in EFMP and Who Were Provided Educational Services in Past 12 Months

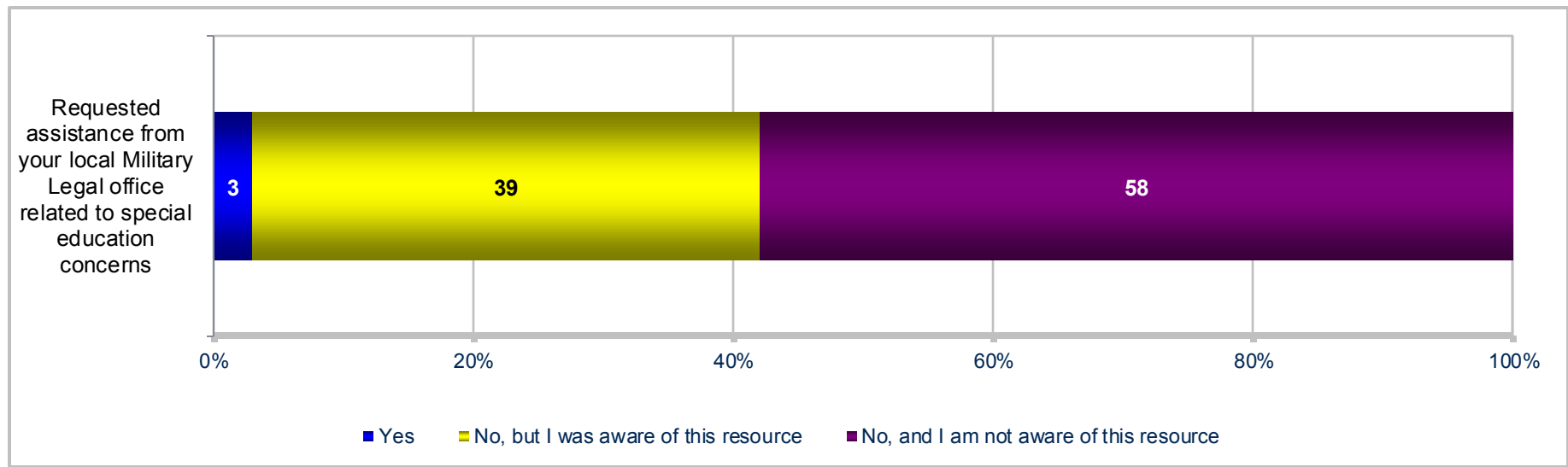


Margins of error range from ±2% to ±3%

- Of members who were provided educational services in the past 12 months, about one-half indicated accessing the educational services was **easy** (48%-54%); 16%-22% indicated **difficult**

# Requested Assistance From Military Legal Office for Special Education Concerns in Past 12 Months

Percent of Active Duty Members Who Have a Dependent Enrolled in EFMP

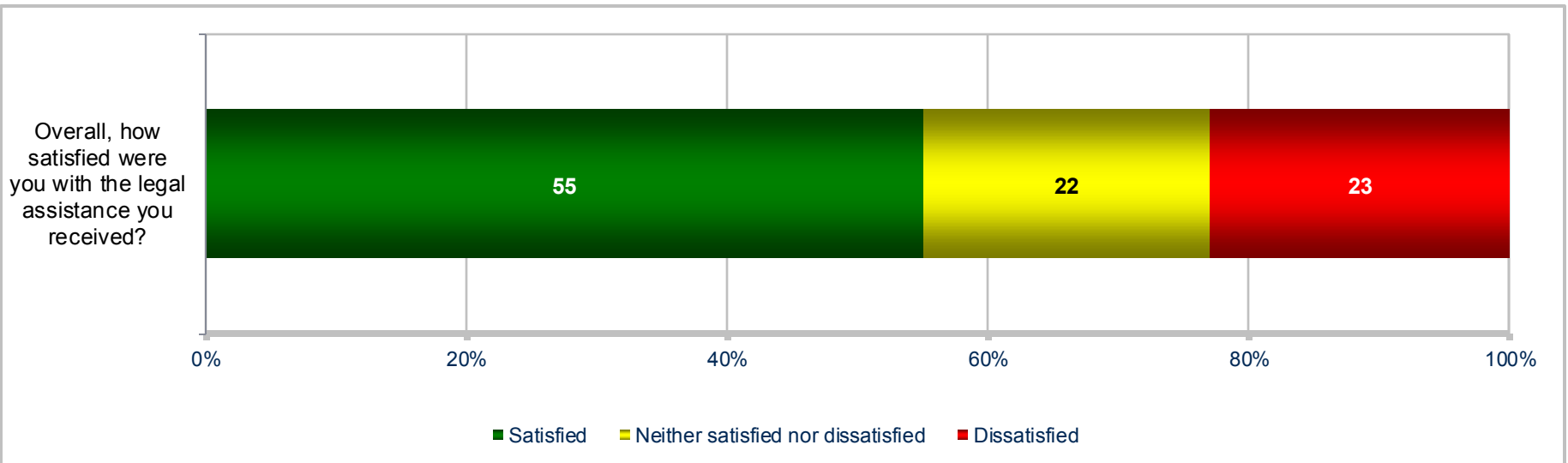


Margins of error range from ±1% to ±2%

- **3%** of members indicated **yes**, they requested assistance from their local Military Legal office related to special education concerns in the past 12 months; **39%** indicated **no, but they were aware of the resource**; and **58%** indicated **no, and they were not aware of the resource**
  - Higher response of **yes**: Marine Corps (5%)
  - Higher response of **no, but I was aware of this resource**: O4–O10 (46%) and Marine Corps (45%)
  - Higher response of **no, and I am not aware of this resource**: E1–E4 (69%) and Army (62%)

# Overall Satisfaction With Assistance From Military Legal Office for Special Education Concerns

Percent of Active Duty Members Who Have a Dependent Enrolled in EFMP and Who Requested Assistance From Military Legal Office Related to Education Concerns in Past 12 Months



Margins of error range from  $\pm 6\%$  to  $\pm 7\%$

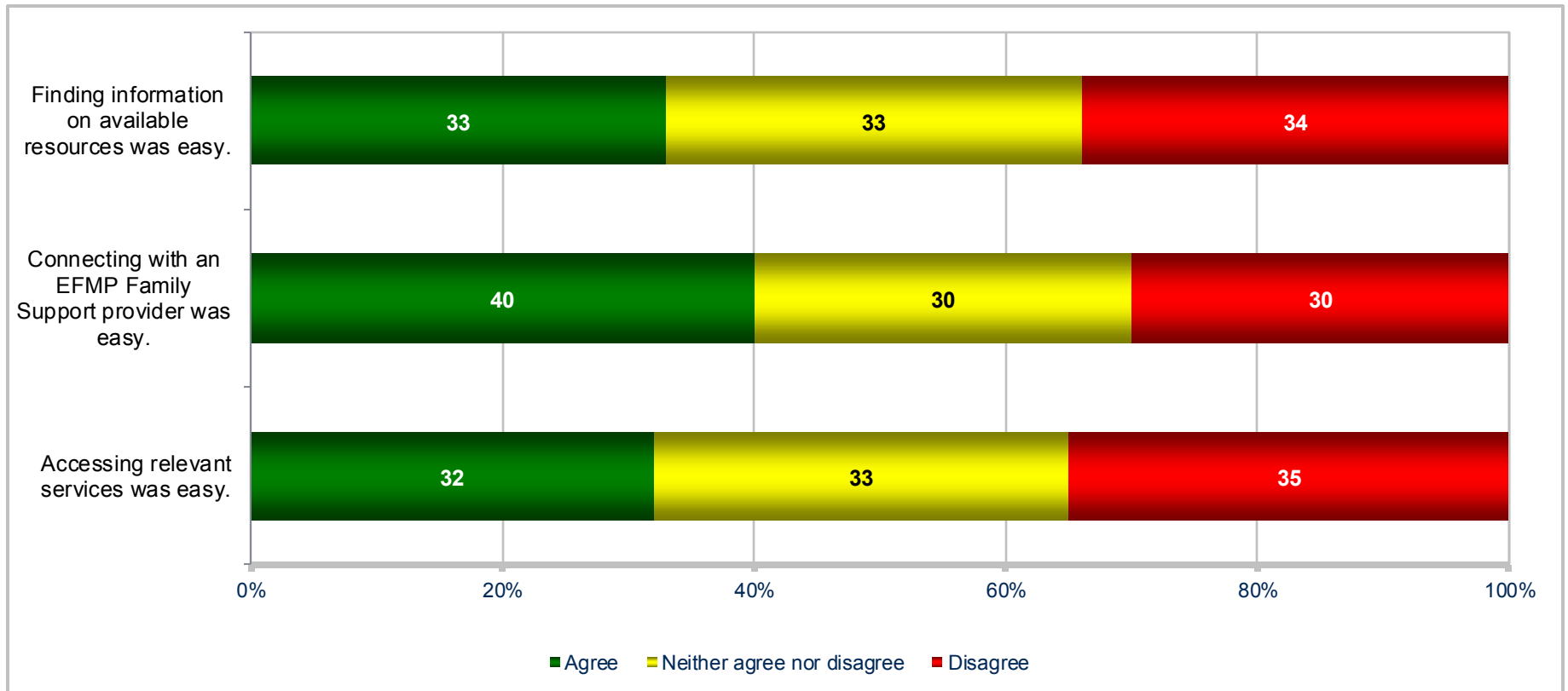
- Of members who requested assistance from the Military Legal office related to education concerns in the past 12 months, 55% were *satisfied* with the legal assistance they received; 23% were *dissatisfied*
  - No statistical differences by Service or paygrade

# Briefing Overview

	Slide
Survey Details and Introduction	3
Background Information	6
Satisfaction	17
Enrollment Process	21
Family Support Services	25
Assignment Coordination During PCS Move	33
Medical Services, Educational Services, and Legal Services	45
Use of Programs and Services	56
Retention	63

# Agreement With Statements About Programs and Services

Percent of Active Duty Members Who Have a Dependent Enrolled in EFMP



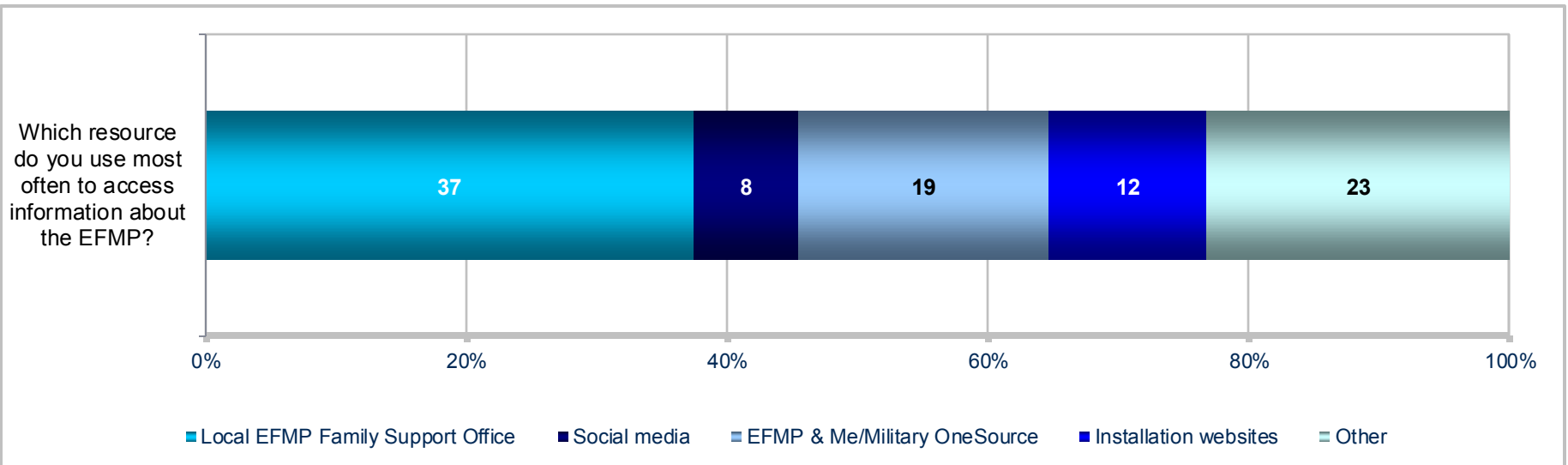
Margins of error range from ±1% to ±2%

- 32%-40% **agree** with the statements about the programs and services; 30%-35% were **disagree**



# Resource Used Most Often To Access EFMP Information

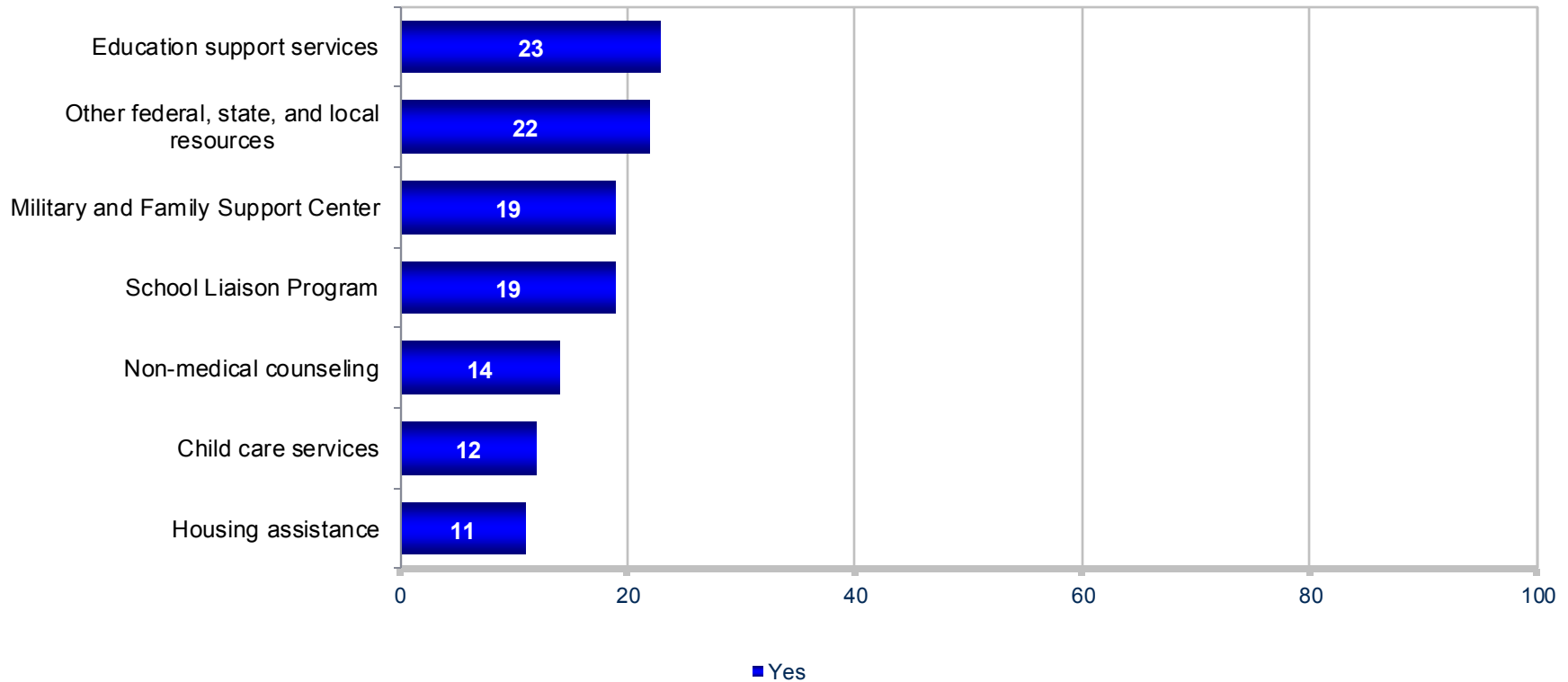
Percent of Active Duty Members Who Have a Dependent Enrolled in EFMP



- **37%** of members indicated the resource they use most often to access information about the EFMP is local EFMP Family Support Office, **8%** indicated social media, **19%** indicated EFMP & Me/Military OneSource, **12%** indicated installation websites, and **23%** indicated other
  - Higher response of *local EFMP Family Support Office*: Marine Corps (52%)
  - Higher response of *social media*: Air Force (13%)
  - Higher response of *EFMP & Me/Military OneSource*: Navy (27%)
  - Higher response of *installation websites*: Army (16%)
  - Higher response of *other*: Army (27%)

# Member Used Additional Services

Percent of Active Duty Members Who Have a Dependent Enrolled in EFMP

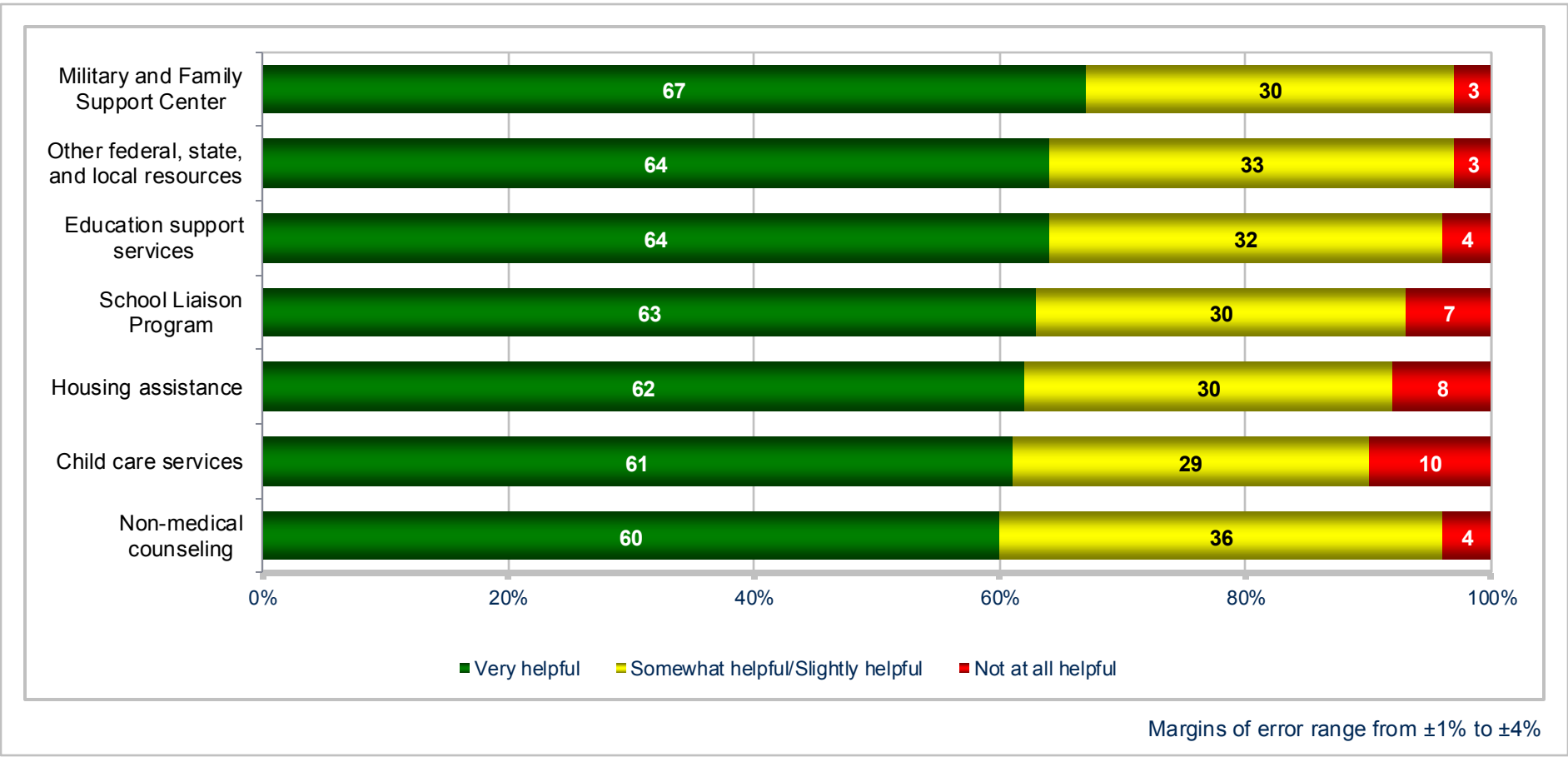


Margins of error do not exceed  $\pm 1\%$

- **The top two additional services members used were educational support services (23%) and other federal, state, and local resources (22%)**

# Helpfulness of Additional Services Used in Meeting Family's Needs

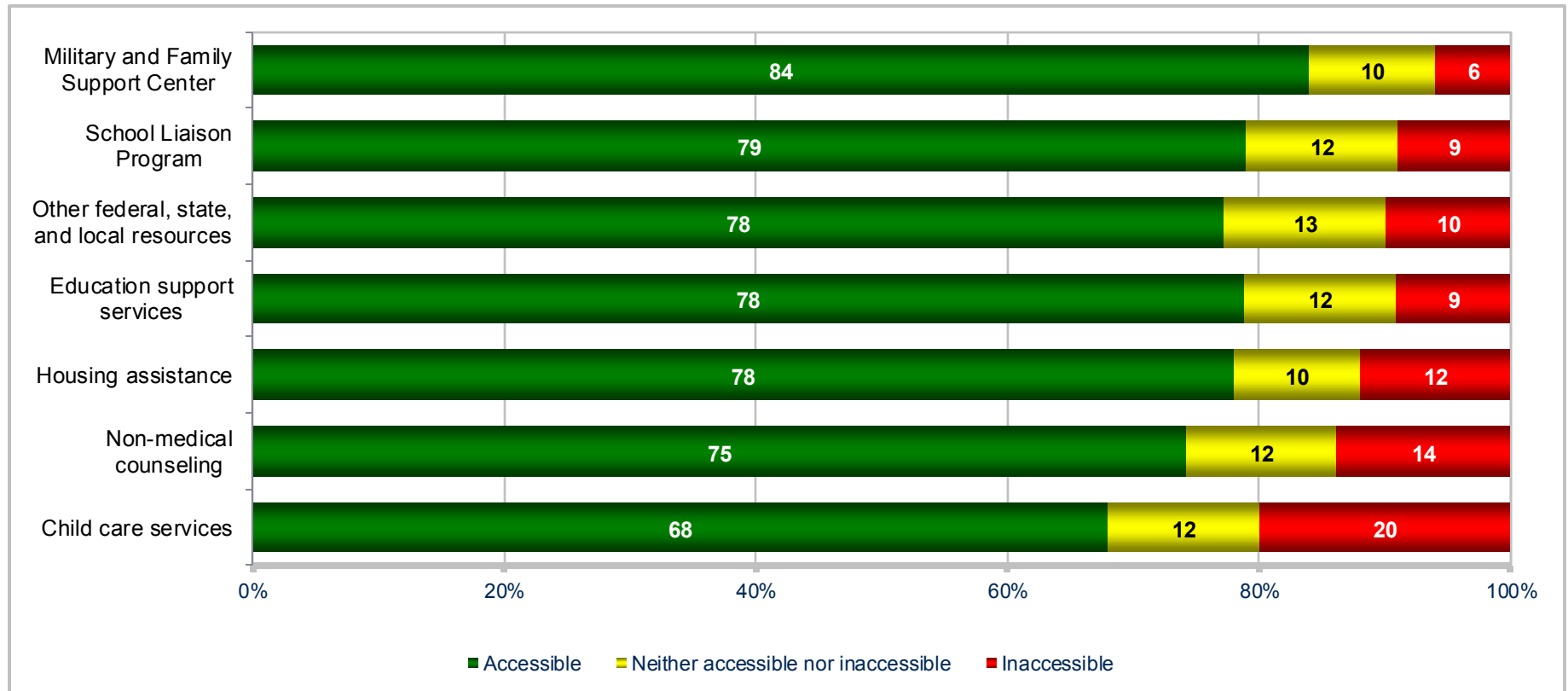
Percent of Active Duty Members Who Have a Dependent Enrolled in EFMP and Who Used Services From the Source



- Of members who used the additional services from the resource, more than 60% indicated it was **very helpful**; 3%–10% indicated **not at all helpful**

## Accessibility of the Additional Services Used

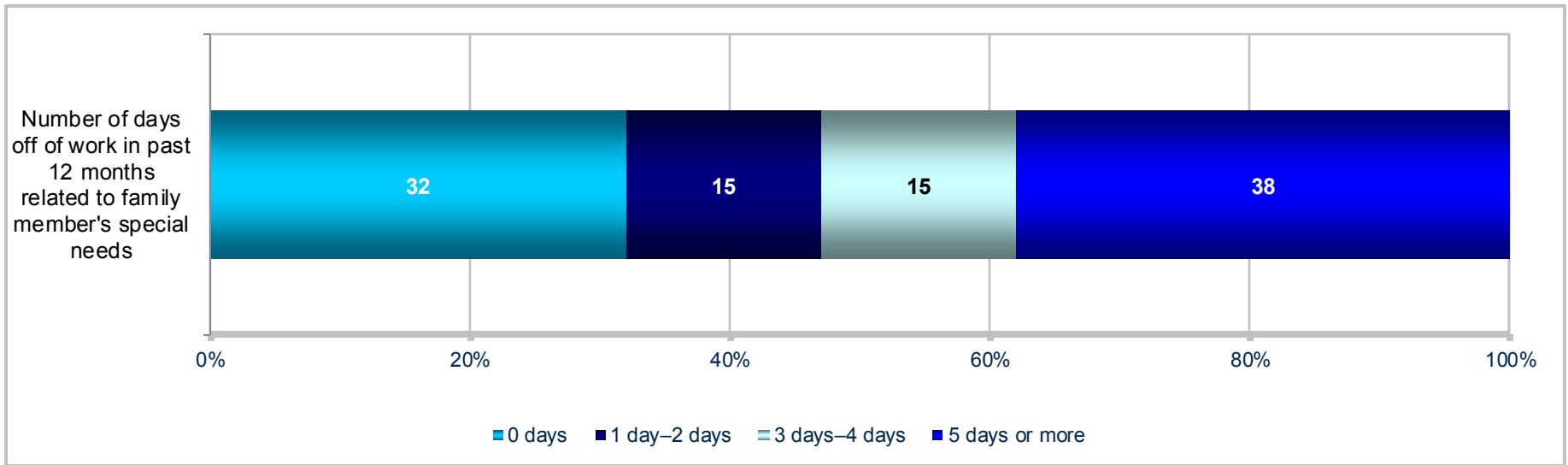
Percent of Active Duty Members Who Have a Dependent Enrolled in EFMP and Who Used Services From the Source



- Of members who used the additional services from the resource, more than two-thirds (68%–84%) indicated it was **accessible**; 6%–20% indicated **inaccessible**

# Number of Days Off Work Related to Family Member's Special Needs in Past 12 Months

Percent of Active Duty Members Who Have a Dependent Enrolled in EFMP



Margins of error range from  $\pm 1\%$  to  $\pm 2\%$

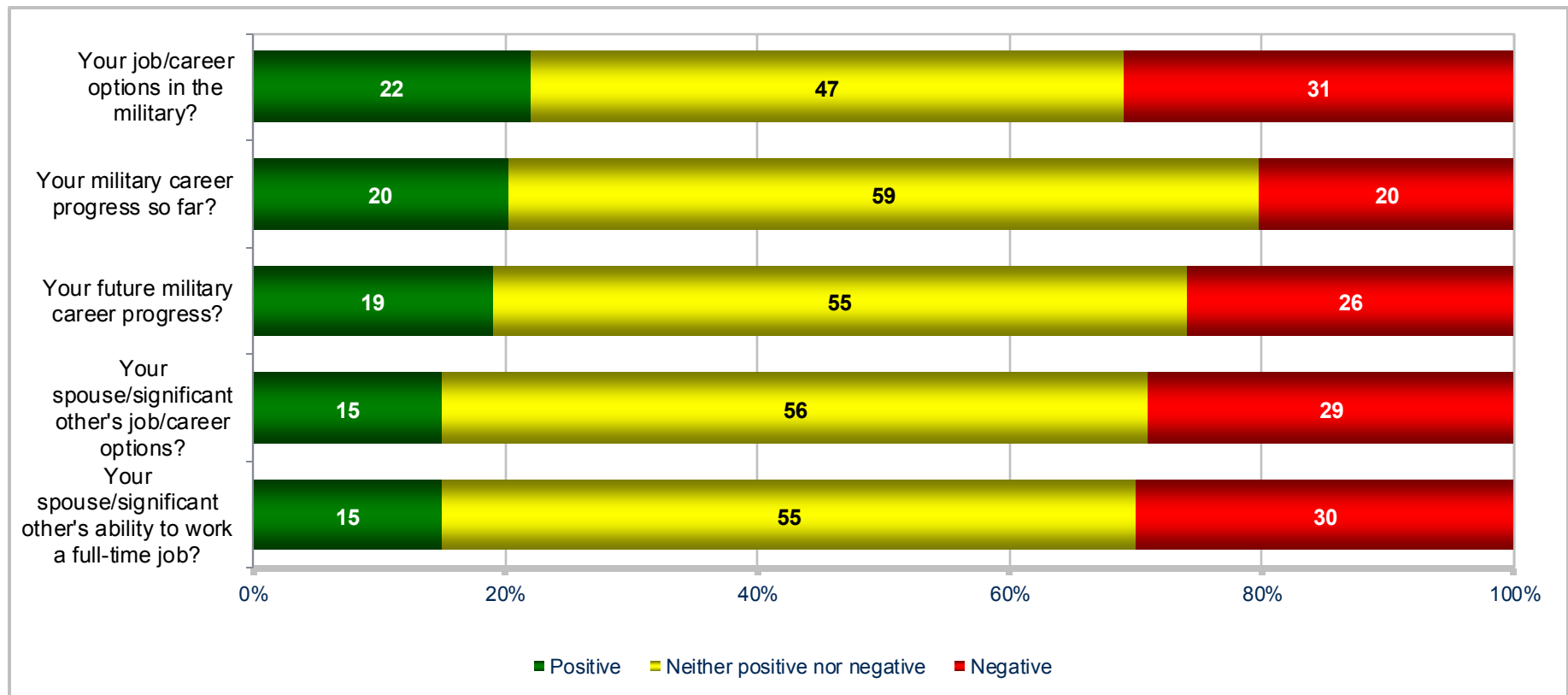
- **32%** of members indicated they took of *0 days* of work in the past 12 months related to their family member's special needs, **15%** indicated *1 day-2 days*, **15%** indicated *3 days-4 days*, and **38%** indicated *5 days or more*
  - Higher response of *0 days*: Air Force (36%)
  - Higher response of *3 days-4 days*: Navy (17%)
  - Higher response of *5 days or more*: Navy (42%)

# Briefing Overview

	Slide
Survey Details and Introduction	3
Background Information	6
Satisfaction	17
Enrollment Process	21
Family Support Services	25
Assignment Coordination During PCS Move	33
Medical Services, Educational Services, and Legal Services	45
Use of Programs and Services	56
Retention	63

# Extent EFMP Enrollment Has Had a Positive or Negative Impact on Member

Percent of Active Duty Members Who Have a Dependent Enrolled in EFMP

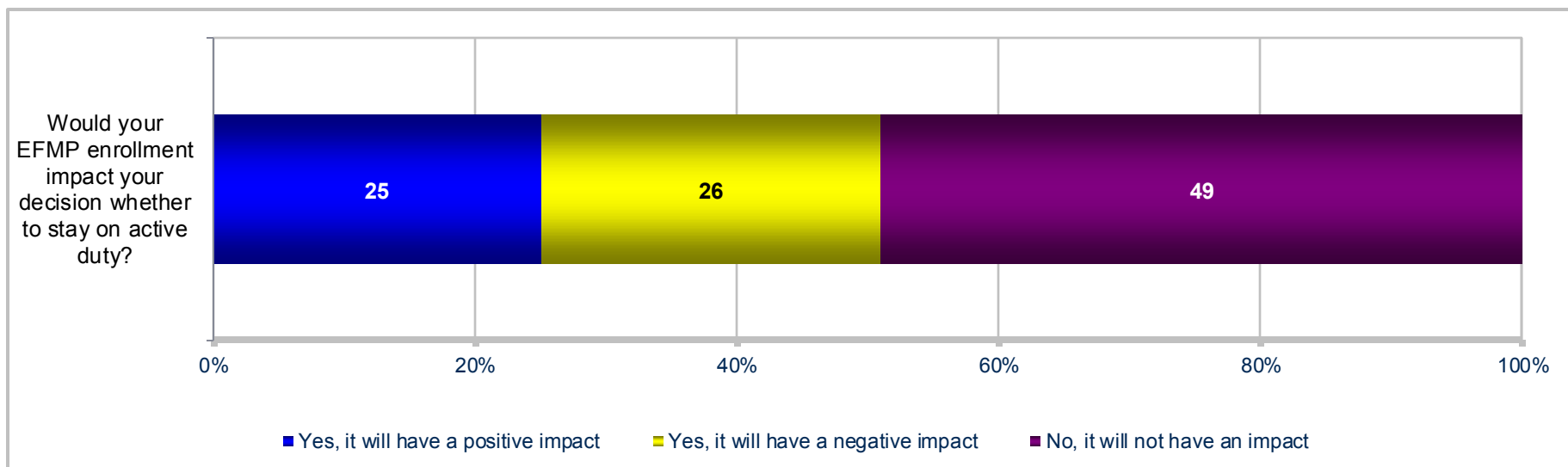


Margins of error range from ±1% to ±2%

- 15%–22% of members indicated EFMP enrollment has had **positive** impact across these aspects on them; 20%–31% indicated **negative**

# Impact of EFMP Enrollment on Member's Decision To Stay on Active Duty

Percent of Active Duty Members Who Have a Dependent Enrolled in EFMP

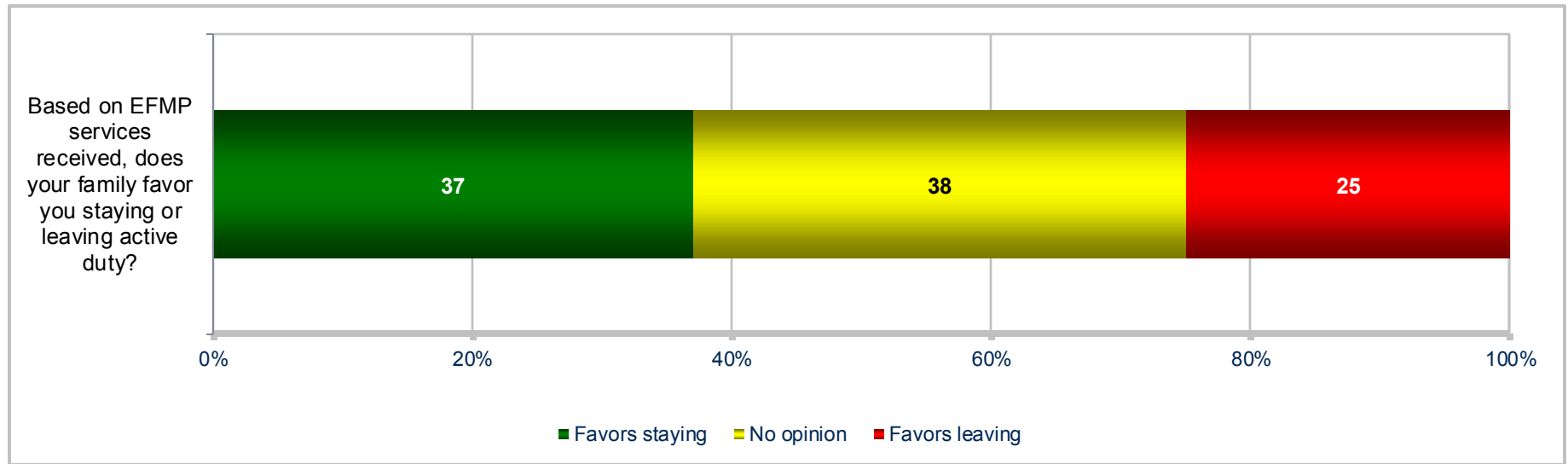


- **25%** of members indicated their EFMP enrollment will have a *positive* impact on their decision to stay on active duty, **26%** indicated a *negative* impact, and **49%** indicated it will *not have an impact*
  - Higher response of *yes, it will have a positive impact*: E1–E4 (37%), Navy (35%), Marine Corps (32%), and E5–E9 (26%)
  - Higher response of *yes, it will have a negative impact*: O4–O10 (31%), O1–O3 (31%), Air Force (30%), and Army (29%)
  - Higher response of *no, it will not have an impact*: O4–O10 (52%) and Air Force (51%)



# Family Support To Stay on Active Duty Based on Services Received Through EFMP

Percent of Active Duty Members Who Have a Dependent Enrolled in EFMP



Margins of error range from  $\pm 1\%$  to  $\pm 2\%$

- **37%** of members indicated that based on the EFMP services they received, their family favors **staying**; **25%** favors **leaving**
  - Higher response of **staying**: Navy (44%), Marine Corps (42%), and E5–E9 (39%)
  - Higher response of **leaving**: O4–O10 (28%) and Army (28%)

## Summary

- 70% of members indicated their *child* is enrolled in EFMP and 46% indicated *spouse*
- Nearly three-quarters of members indicated their EFMP enrollment was *medical* (74%), 27% indicated it was *both* (medical and educational), and 12% indicated it was *educational*
- 83% of members indicated their family member(s) needs had been met, to some extent, in the past 12 months
  - Groups with a statistically significant higher response of *large extent*: Navy (55%), O4–O10 (50%), and Marine Corps (49%)
  - Groups with a statistically significant higher response of *not at all*: Army (21%)
- 43% of members indicated that within the past 12 months, they were *satisfied*, overall, with EFMP; 33% indicated *dissatisfied*
  - Groups with a statistically significant higher response of *satisfied*: Navy (59%), Marine Corps (58%), and E5–E9 (44%)
  - Groups with a statistically significant higher response of *dissatisfied*: Army (39%) and Air Force (35%)
- 46% of members indicated they were *satisfied*, overall, with the EFMP enrollment process; 28% indicated they were *dissatisfied*
  - Groups with a statistically significant higher response of *satisfied*: Marine Corps (68%), Navy (65%), and E5–E9 (48%)
  - Groups with a statistically significant higher response of *dissatisfied*: Army (40%), O1–O3 (33%), and O4–O10 (32%)
- Of members who had to relocated because of a PCS move since being enrolled in EFMP, 16% indicated, to a *large extent*, the EFMP support made their PCS move smoother; 51% indicated *not at all*
  - Groups with a statistically significant higher response of *large extent*: Marine Corps (29%), Navy (23%), and E5–E9 (18%)
  - Groups with a statistically significant higher response of *not at all*: Army (60%), O4–O10 (57%), and O1–O3 (56%)
- 37% of members indicated that based on the EFMP services they received, their family favors *staying*; 25% favors *leaving*
  - Groups with a statistically higher response of *staying*: Navy (44%), Marine Corps (42%), and E5–E9 (39%)
  - Groups with a statistically higher response of *leaving*: O4–O10 (28%) and Army (28%)

**Bottom Line: Navy and Marine Corps members were *more positive* of their experiences with EFMP, while Army members were *less positive*.**