

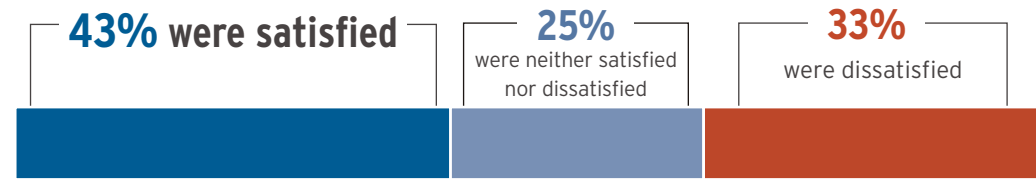
# 2022 EFMP Survey Results



The 2022 Exceptional Family Member Program Survey, sponsored by the Defense Department, was fielded from November 2022 to March 2023 to assess the experience of military families as they navigate EFMP. Approximately 100,000 active-duty service members enrolled in EFMP were invited to complete the web-based survey. The results represent active-duty members who have (or had) a dependent enrolled in EFMP.

The Office of Special Needs values input from families enrolled in EFMP. The findings from the first DOD-wide EFMP survey will inform program enhancements and further standardization efforts.

## Overall satisfaction



**83%**

of military service members indicated the needs of their family member(s) who were enrolled in EFMP were met to some extent in the past 12 months.

## Satisfaction with individual components of EFMP

### EFMP ENROLLMENT PROCESS



### EFMP FAMILY SUPPORT SERVICES

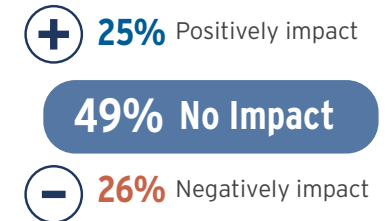
Of those who received services from their local Family Support office:



- 79%** of respondents were **satisfied** with the professionalism of the **Family Support provider**.
- 65%** of respondents were **satisfied** with the **providers accurately acknowledging concerns**.
- 64%** respondents were **satisfied** with providers **tailoring support to meet their needs**.

### RETENTION

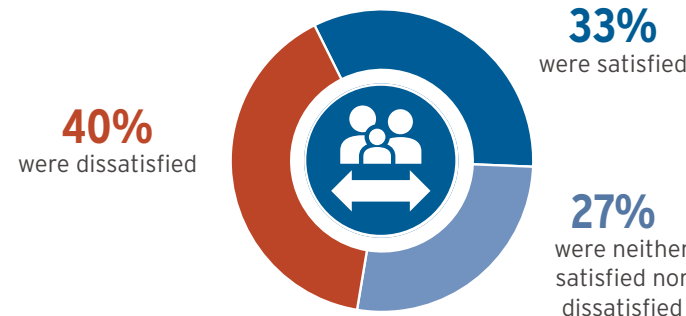
Service members indicated the impact their EFMP enrollment would have on their decision to stay on active duty.



### SUPPORT DURING PCS MOVES

- 59%** of respondents indicated EFMP Family Support providers at the new location **were able to provide support** during the move.
- 49%** of respondents indicated that **EFMP Family Support made their PCS smoother**.

### SATISFACTION WITH THE ASSIGNMENT COORDINATION PROCESS



Service members indicated family support to stay on active duty based on the services received through EFMP.

- 37%** of service members **avored staying** in the military **based on EFMP services received**.
- 25%** of respondents **avored leaving**
- 38%** had no opinion