

Taking Care of Our People

INCREASE SUPPORT FOR FAMILIES WITH MEMBERS WHO HAVE EXCEPTIONAL NEEDS

MARCH 21, 2023



THIS INITIATIVE ANNOUNCES MORE SUPPORT FOR FAMILIES WITH MEMBERS WHO HAVE EXCEPTIONAL NEEDS.

FAST FACTS:

- **WHAT IS IT?** A revision of the Exceptional Family Member Program (EFMP) Department of Defense Instruction and changes to Military OneSource to improve support for families with EFMP needs.
- **WHAT DOES IT DO?** There are approximately 144,000 adult and child family members with exceptional needs enrolled in the EFMP across the military services. This initiative helps these families in two ways: 1) raises awareness of a forthcoming revision to the EFMP DODI; and 2) identifies enhancements to Military OneSource services for EFMP families seeking support. The EFMP DODI revision will be published within 90 days of the release of the *Strengthening Our Support to Service Members and Their Families memo*. Once published it will:
 - Establish a standard process for EFMP enrollment and disenrollment across the Department.
 - Mandate personal contact with each family assigned to an EFMP Family Support provider at least once per year.
 - Establish a standard process for CONUS assignment coordination across the Department.
 - Mandate a “warm handoff” between losing and gaining installation EFMP Family Support personnel.

Military OneSource specialty consultants will provide tailored support to military families with exceptional needs. To the greatest extent feasible, each family will work with an assigned Military OneSource specialty consultant to foster relationships and provide better continuity of support. The Military OneSource specialty consultants and families will meet at agreed-upon times, ensuring that continuity of support does not pose an undue burden on the family.

- **DOES THIS IMPACT EFMP FAMILY SUPPORT PERSONNEL AT THE INSTALLATION?** The two changes announced in this initiative will complement the services provided by installation EFMP Family Support personnel. Families with members who have exceptional needs should continue to seek services from EFMP Family Support personnel, who are the first resource for our Service members and their families.
- **WHO IS ELIGIBLE?** Eligibility for EFMP will continue to be governed by DOD and service policy. Active duty, National Guard and Reserve (regardless of activation status) and their immediate family members are eligible for Military OneSource services. In addition, Veterans, including Coast Guard and their immediate families, can access Military OneSource for up to 365 days after separation/retirement.



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- **HOW DO I GET IT?** Eligible participants can connect with Military OneSource by calling 800-342-9647 or initiating a live chat via the My Military OneSource app at <https://www.militaryonesource.mil/>.