

Military OneSource Video — Exceptional Family Member Program Standardization

Program title: Office of Special Needs

Video transcript: Exceptional Family Member Program Standardization

Patricia Montes Barron, deputy assistant secretary of defense, Military Community and Family Policy:

Mission readiness is a top priority of the Defense Department. To make that priority a reality, we must ensure to take care of and support our service members and their families in all aspects of military life.

A major concern expressed by military families was the inconsistency of procedures and processes for the Exceptional Family Member Program across the department. With that in mind, the DOD has taken steps to standardize EFMP to improve the experience of military families and create consistency across EFMP for all branches of service.

Standardization will provide a more seamless experience and promote personal, family and mission readiness for the more than 104,000 service member sponsors and the more than 140,000 adults and child family members with special medical and/or educational needs that are now enrolled in EFMP across the services.

The Office of Special Needs has established standard processes and procedures for identification and enrollment, disenrollment and CONUS assignment coordination across the department. So now families enrolled in EFMP will see standardization-driven changes in EFMP Family Support and respite care as well. And through monitoring and oversight of the program, we're going to stay on top of it.

We've heard your concerns and have improved our processes and increased transparency across the services. There may be some cases, though, where in order to deliver that consistency, military families may experience a change with the delivery of services. But overall, these standardization efforts will minimize the challenges experienced during relocation for service members and other essential stakeholders.

We will increase system efficiencies and enable a more in-depth data analysis for continual process improvements. The EFMP Family Support warm handoff can provide connections and help smooth the transition during relocation. And these changes also allow service members to advocate for their families' needs during the CONUS assignment coordination process.

This is such exciting news for families enrolled in EFMP. These enhancements show you that we are listening and we are focused on ways to help families thrive in military life.

So learn more about the EFMP changes on [EFMPandMe.MilitaryOneSource mil](https://EFMPandMe.MilitaryOneSource.mil).