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MCO 1754.4C
M&RA (MF)
8 OCT 2020

MARINE CORPS ORDER 1754.4C

From: Commandant of the Marine Corps
To: Distribution List

Subj: EXCEPTIONAL FAMILY MEMBER PROGRAM

Ref: See enclosure (1)

Encl: (1) References
(2) Exceptional Family Member Program (EFMP) Requirements/Details

Report Required: EFMP Respite Care Report (Report Control Symbol EXEMPT),
par. 2e

1. Situation. To implement the provisions of references (a) and (b), disseminate policy, and assign responsibility for the Marine Corps Exceptional Family Member Program (EFMP). The Marine Corps EFMP ensures continuum of care for eligible Marine Corps family members via this Order and alignment with references (a) through (w). By identifying families with special needs and maximizing the provision of services, the quality of life provided to the Marine Corps family is enhanced while meeting the mission of the Marine Corps. This Order is accordance with references (a) through (v).

2. Cancellation. MCO 1754.4B

3. Mission. EFMP will improve the quality of life of Marine families that supports an Exceptional Family Member (EFM) with a special medical and/or educational need. Quality of life is improved through family support via Marine Corps Community Services (MCCS) programs provided aboard Marine Corps installations and through other governmental and private entities. By following specific procedures and guidelines, EFMP supports the assignment of Marine sponsors with an EFM to duty stations where services exist to support the EFM with access and availability to medical and educational services. Families and service providers must work together in a climate of mutual respect and trust to be successful. Enrollment in the EFMP shall not prejudice assignment or promotion opportunities.

4. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent. EFMP supports enrolled sponsors, and their families, ensuring that family member's special medical and/or educational needs are considered during the assignment process. Sponsors and family members are offered transition assistance before, during and after Permanent Change of Station (PCS) transitions to assist with the transition of care requirements.

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(2) Concept of Operations

(a) Sponsors shall promptly enroll a family member into the EFMP when they become aware of a qualifying medical or educational need, per criteria or elements described in references (a) and (b).

(b) Enrollment is through the sponsor's Marine Corps installation EFMP office or directly to the Deputy Commandant, Manpower and Reserve Affairs (DC M&RA), Headquarters Marine Corps (HQMC), Marine and Family Programs (MF), Family Care Branch (FC), Exceptional Family Member Program (EFMP). A DD Form 2792 is required for each family member being enrolled in EFMP and DD Form 2792-1 is required for children with a current Individualized Family Services Plan (IFSP) or Individualized Education Program (IEP).

(c) All PCS orders generated by Military Occupational Specialist (MOS) monitors for EFMP-enrolled sponsors shall be routed to HQMC EFMP for individualized screening. HQMC EFMP will review proposed PCS assignment to assess the availability and accessibility to TRICARE-authorized medical treatment, as well as availability of related support services such as priority housing considerations and/or housing modification authorizations.

(d) EFMP personnel shall provide the sponsor and family with knowledge, skills, and support so that they can become the best advocate for themselves or their family member. This support includes increased awareness of relevant laws and policy such as the Individuals with Disabilities Education Act (IDEA), reference (c), Family Educational Rights and Privacy Act, reference (d), and the Nondiscrimination on the Basis of Handicap in Programs or Activities Assisted or Conducted by the Department of Defense, reference (e).

(e) Installation EFMP staff, under the supervision of the Installation EFMP Program Manager, shall provide family support services to include, but not limited to: information and referral, transition support, Family Needs Assessment (FNA) and Service Plans (SP), and other services to support the continuum of care for the EFM. EFMP staff does not advocate on behalf of sponsors and families, but supports and educates individuals as they learn to become effective advocates for themselves and/or their family member(s).

(f) A well-trained and empowered EFM sponsor and/or parent/guardian is the most effective advocate for his or her family member.

(g) EFMP-enrolled sponsors, families, and service providers must work together in a climate of mutual respect and trust to facilitate continuum of care requirements.

b. Subordinate Element Missions. Comply with the intent and content of this Order.

(1) Deputy Commandant, for Manpower and Reserve Affairs (DC M&RA). Ensure overall policy implementation and oversight of the Marine Corps EFMP.

(2) Deputy Commandant, for Installations & Logistics (DC I&L). Ensure consideration of required modifications and access to military housing for EFMP enrolled families.

(3) Director, Marine and Family Programs Division (MF)

- (a) Serve as the Marine Corps EFMP policy proponent.
- (b) Administer the EFMP by providing guidance, policies, procedures, and required training support.
- (c) Monitor and assess program effectiveness with regard to impact on Marine Corps families and family readiness.
- (d) Develop resource strategies and seek funding support as required.
- (e) Oversee assignment review functions in conjunction with Director, Manpower Management Division (MM).
- (f) Ensure an EFMP eHQMC Gear Locker site is maintained for posting of HQMC-approved forms, policy, protocols and program documents.
- (g) Evaluate and support the EFMP to ensure the applicable requirements of quality assurance, inspections, managers' internal control program, privacy program, privileging/credentialing and certification are met.
- (h) Review this Order annually to ensure that it is necessary, current, and consistent with statutory authority.

(4) Director, Manpower Management Division (MM)

- (a) Ensure that enrollment in the EFMP does not prejudice assignment or promotion opportunities and ensure EFMP enrollment information is not provided to selection and promotion boards.
- (b) Ensure that MOS monitors comply with this Order as it pertains to their duties.
- (c) Ensure that orders directing accompanied assignment of sponsors with EFMs are provided to HQMC EFMP for screening and recommendation prior to publication.

(5) Director, Reserve Affairs Division. Ensure that Active Reserve monitors are aware of assignment policy as it pertains to this Order and ensure sponsor awareness prior to mobilization.

(6) Medical Officer of the Marine Corps

- (a) Designate an EFMP point of contact.
- (b) Serve as the liaison between MF and the Surgeon General of the Navy for issues pertaining to EFMP.

(7) Marine Corps Installations Command. Provide oversight of subordinate installation EFMP, as appropriate.

(8) Commanders, Marine Corps Installations-East, West and Pacific

(a) Manage program processes to provide consistency and policy compliance.

(b) Fund the EFMP with proper funding sources.

(9) Installation Commanders

(a) Operate EFMP in accordance with this Order.

(b) Ensure the installation EFMP office is accessible to persons with disabilities.

(c) Support installation EFMP with resources sufficient to meet the requirements of this Order.

(d) Establish or utilize an existing advisory forum as a semi-annual Special Needs Forum, ensuring participation by installation leadership or designee(s) and EFMP Manager. EFM sponsors and family members are always invited to attend. Key stakeholders are invited, when appropriate. Key stakeholders include, but may not be limited to, EFMP, Child and Youth Program (CYP), base housing, facilities, Semper Fit and Recreation, and Military Treatment Facility (MTF) staff.

(e) Ensure participation in ongoing outreach, communication, activities, and events with Service members and their families to promote prevention of problematic behaviors that may compromise military or family readiness.

(10) Unit Commanders

(a) Ensure sponsors enroll family members in EFMP at the time they become aware of a special medical and/or educational need.

(b) Ensure EFMP-enrolled sponsors submit an update every three years per the procedures outlined in Chapter 2 of this Order.

(c) Ensure EFMP enrollment information remains a confidential matter. EFMP enrollment information must not be reflected in service record books, officer qualification records, command records, or in performance appraisals.

(d) Ensure command personnel are aware of this Order. Coordinate with installation EFMP Manager to include EFMP information in unit briefs at least annually.

(e) Ensure that EFMP is included as part of the PCS check in and out processing. Sponsors stationed in remote locations contact, via phone, the installation EFMP office to which they are assigned, for check in and out.

(f) Ensure a Remain Behind Element is identified and prepared to handle EFMP command functions during deployment.

(g) In accordance with reference (k), take appropriate disciplinary and/or administrative action on a sponsor, who becomes aware of

a qualifying medical or educational need of a family member, but refuses to enroll in EFMP, refuses to submit required documentation for such enrollment, or knowingly submits false information. This may include denial of command sponsorship for accompanied OCONUS orders.

5. Administration and Logistics

a. Recommendations concerning the contents of this Order may be forwarded to HQMC EFMP via the appropriate chain of command.

b. Privacy Act. Any misuse or unauthorized disclosure of Personally Identifiable Information (PII) may result in both civil and criminal penalties. The Department of the Navy (DON) recognizes that the privacy of an individual is a personal and fundamental right that shall be respected and protected. The DON's need to collect, use, maintain, or disseminate PII about individuals for purposes of discharging its statutory responsibilities shall be balanced against the individuals' right to be protected against unwarranted invasion of privacy. All collection, use, maintenance, or dissemination of PII shall be in accordance with the Privacy Act of 1974, as amended (reference (f)) and implemented per reference (t).

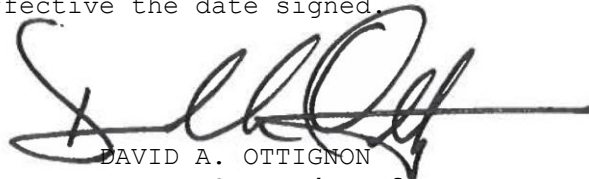
c. Records Management. Records created as a result of this Order shall be managed according to National Archives and Records Administration (NARA)-approved dispositions per reference (g) to ensure proper maintenance, use, accessibility and preservation, regardless of format or medium. Records disposition schedules are located on the Department of Navy/Assistant for Administration (DON/AA), Directives and Records Management Division (DRMD) portal page at: <https://portal.secnav.navy.mil/orgs/DUSNM/DONAA/DRM/Records-and-Information-Management/Approved%20Record%20Schedules/Forms/AllItems.aspx>. Refer to reference (s) for Marine Corps records management policy and procedures.

d. Department of Defense (DoD) Directives Division (DD) forms mentioned in this Order are available at <http://www.dtic.mil/whs/directives/infomgt/forms/index.htm> and Navy/Marine Corps (NAVMC) forms are available at <https://navalforms.documentservices.dla.mil>.

6. Command and Signal

a. Command. This Order is applicable to the Marine Corps Total Force.

b. Signal. This Order is effective the date signed.



DAVID A. OTTIGNON
Deputy Commandant for
Manpower and Reserve Affairs

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References

- (a) DoD Instruction 1315.19, "The Exceptional Family Member Program," April 19, 2017
- (b) SECNAVINST 1754.5C
- (c) Public Law 108-446, "Individuals with Disabilities Education Improvement Act of 2004," December 3, 2004
- (d) Title 20 Chapter 31
- (e) DoD Directive 1020.1, "Nondiscrimination on the Basis of Handicap in Programs or Activities Assisted or Conducted by the Department of Defense," March 31, 1982, as amended
- (f) SECNAVINST 5211.5F
- (g) SECNAV M-5210.1 CH 1
- (h) SECNAV M-5214.1
- (i) TRICARE Policy Manual 6010.57-M
- (j) MCO 5512.11E
- (k) 10 USC Chapter 47, Uniform Code of Military Justice
- (l) MCO 11000.22 CH 1
- (m) MCO 7220.56A
- (n) BUMEDINST 1300.2B
- (o) MCO 1000.6
- (p) MCO 1300.8
- (q) DoDI 1342.22, "Military Family Readiness," July 3, 2012, as amended
- (r) DoD Instruction 1402.05, "Background Checks on Individuals in DoD Child Care Services Programs," September 11, 2015
- (s) MCO 5210.11F
- (t) 5 U.S.C. 552a
- (u) DoDI 1315.18, "Procedures for Military Personnel Assignments," June 24, 2019
- (v) IRS Publication 926, Household Employer's Tax Guide
- (w) Exceptional Family Member Program Functional Analysis, 2007

Chapter 1

Scope

1. Purpose. The primary purpose of the Marine Corps EFMP is to ensure family member's medical and educational needs are considered during the assignment process. By identifying families with special medical and/or educational needs and maximizing confidentiality and the provision of services, EFMP is able to enhance the quality of life provided to the Marine Corps family in order to meet the mission of the Marine Corps.

2. Intent

a. With appropriate EFMP family support services, the sponsor can perform official duties for the Marine Corps while supporting the EFM.

b. This Order defines and assigns specific responsibilities for PCS assignment procedures and family support services for sponsors enrolled in EFMP.

c. This Order is not intended to create entitlement for the sponsor, or sponsor's family, change career requirements, affect worldwide deployment status, or infringe on the privacy of the sponsor or the sponsor's family.

3. Definitions. Definitions used in this Order and those pertinent to EFMP are listed in Appendix A.

4. Eligibility. Per references (a) and (b), Marine Corps EFMP is a mandatory enrollment program for Active Duty Service members and Active Reservists, who have a family member with special medical and/or educational needs and is designed to support the PCS assignment process.

Chapter 2

General Policy

1. Privacy and Confidentiality

a. References (f) and (h) govern the collection, safeguarding, maintenance, use, access, amendment, and dissemination of PII including EFMP records and related information. Protecting the privacy and confidentiality of the health and educational information pertaining to the EFM is necessary for a successful program. Personnel shall receive access to EFMP information only when required in the course of their duties and shall preserve the confidentiality of enrollees' information, and safeguard written and electronic correspondence and databases. Included in this responsibility is the proper storage and, when authorized, disposal of EFM's information.

b. Authorization of DD Form 2792 and DD Form 2792-1. DD Form 2792 and DD Form 2792-1, including information and addenda contained in or supporting these forms, shall be used for the purposes provided on such forms and as follows:

(1) Headquarters Marine Corps Exceptional Family Member Program (EFMP) Management. The principal purpose of the special medical and/or educational information provided via DD Form 2792 and DD Form 2792-1 is to aid the continuum of care process by determining whether adequate medical, housing, and community resources are available to meet the EFM's special medical and/or educational needs at a proposed duty location. This information shall be maintained in the HQMC approved EFMP Case Management System (CMS). HQMC EFMP staff have access to information contained on the DD Form 2792 and 2792-1 for enrollment determination, assignment coordination and family support services. Non-identifying information may be used for statistical purposes including, but not limited to, program improvement, grant requirements, and other purposes.

(2) Unit Commanders (Battalion/Squadron level and above). Installation EFMP Managers will provide, on a quarterly basis, a list of EFMP enrolled sponsors to unit Commanding Officers, and/or their individual appointed designees. Appropriate designees include the Executive Officer, Sergeant Major and Adjutant. This list will include the sponsor's name, EFMP enrollment date, and the date next update is due. EFMP staff shall not provide any additional details or information. The primary purpose of this information is to ensure timely re-enrollment of the sponsor prior to the enrollment expiration date. Commanding Officers shall not use this list as a means to screen personnel for particular assignments or responsibilities. Neither the list, nor the information on the list, shall be disclosed to additional personnel (e.g., Executive Officer, Sergeant Major, Deployment or Uniformed Readiness Coordinator, etc.) other than the Commander's specific designated appointee, identified in writing. The sponsor may, but is not required to, disclose further details to his or her chain of command. Commanders may request the list to be provided more frequently, as desired to ensure compliance.

(3) Installation Exceptional Family Member Program (EFMP) Manager and Assigned Family Case Worker (FCW). The sponsor's installation EFMP Manager and assigned FCW will have access to the sponsor's demographic information and the family member's medical and educational information documented in the DD 2792 and DD 2792-1 forms, and supporting documentation. Installation

staff have access to all recommendations completed by HQMC EFMP for the purposes of providing effective family support. Recommendations may include, but are not limited to, priority housing, modifications to housing, and respite care reimbursement information.

(4) TRICARE Extended Care Health Option (ECHO) Verification. HQMC EFMP and installation EFMP staff may transmit EFMP enrollment letters to TRICARE ECHO representatives, as proof of EFMP enrollment completion for ECHO eligibility, in accordance with reference (i).

2. Information Management

a. Consent to Share Information. Enrollment in EFMP provides authorization for installation EFMP to provide individual family support to sponsors and their families. When families desire EFMP staff to share information with organizations external to MCCS programs, EFMP staff will use the NAVMC 11720, USMC Family Care Programs Consent to Release Information form. EFMP staff may subsequently disclose information for purposes not identified in DD Form 2792, if permission is expressly provided in a signed release of information by parent/legal guardian of a dependent minor, or by a person of majority age for themselves.

b. Exceptional Family Member Program (EFMP) Records, Files and Forms

(1) All EFMP records (DD Forms 2792 and 2792-1, IFSP, IEP, contact and assignment notes, respite care forms, additional consent authorization forms, and other documents directly related to family support) will be maintained as an electronic record in the EFMP CMS, in accordance with reference (h) and the EFMP System of Records Notice.

(2) Neither PII, Protected Health Information (PHI), nor Privacy Act protected information will be stored on laptop computers or mobile devices without encryption, nor stored on personal non-government computers or mobile devices.

(3) EFMP enrollment shall not be included in the individual record books, the unit records or reflected in performance evaluations.

(4) Records shall be readily available for all authorized inspections, audits and certification requirements.

(5) Requests by individuals for their own, or a dependent family member's records shall be coordinated through the installation Privacy Officer.

(6) EFMP shall use the following forms and checklists which are available for download at the HQMC EFMP Gear Locker site or from the DoD Forms website, <http://www.dtic.mil/whs/directives/infomgt/forms/>:

NAVMC 11719 - EFMP Family Support Service Declination

NAVMC 11720 - USMC Family Care Programs Consent to Release Information

NAVMC 1750/1 - Respite Care Eligibility Form

NAVMC 1750/2 - Respite Care Statement of Understanding

NAVMC 1750/3 - Respite Care Reimbursement Log

EFMP Warm Hand-Off Checklist

EFMP Communication Checklist

c. Storage of Records. All paper records must be properly maintained and safeguarded at all times, and managed in accordance with their National Archives and Records Administration (NARA) records schedules. They are to be kept in a locked cabinet or secured area. All paper records or documents will include the DD Form 2923, Privacy Act Data Cover Sheet.

d. Family Support Service Declination. While EFMP enrollment and assignment coordination are mandatory, families may elect to decline EFMP family support services, through the submission of the Family Support Services Declination Statement. If submitted, sponsor and/or family members will not receive offers of service to include information regarding possible military or civilian benefits related to EFMP. Sponsors with a signed declination statement will be assigned to the installation EFMP office for contact by the installation EFMP Manager only when required for update or assignment coordination.

e. Authorization for Meeting Attendance. A goal of EFMP family support is to educate, inform, and empower individuals to effectively advocate for themselves and/or on behalf of their family member(s). The sponsor and/or family may request an EFMP representative to attend outside agency meetings with the family. EFMP staff may attend to provide support to family members, but shall not act as an advocate on the family's behalf. Such support may be needed when the family experiences difficulty receiving appropriate services. With EFMP Manager approval, EFMP staff are typically authorized to attend early intervention, school or social service meetings. EFMP staff will not attend medical appointments. EFMP staff will not transport sponsor or family member(s) to/from meetings.

Chapter 3

Identification and Enrollment

1. Identification and Enrollment

a. Per reference (b), EFMP enrollment is mandatory and may result from:

(1) Identification of a qualifying condition during routine healthcare by an MTF provider, TRICARE authorized provider, purchased care provider, or other qualified medical provider.

(2) Self-identification.

(3) Identification during the Family Member Travel Screening (FMTS) portion of the suitability screening process. FMTS, conducted by the Military Medical Departments, takes place prior to executing orders overseas or to remote CONUS locations. FMTS continues separately from the EFMP enrollment process.

(4) Identification of Early Intervention Services (EIS) documented in an IFSP or special education supports and/or related services documented in the IEP.

b. Family members enrolled as dependents in the Marine Corps Total Force System (MCTFS) and the Defense Eligibility Enrollment Reporting System (DEERS), who legally reside with the sponsor, qualify for enrollment in the program. If sponsor shares custody of a child, the sponsor must maintain primary physical custody (at least 51%) for enrollment eligibility purposes. Reference (j) addresses DEERS eligibility.

2. Criteria for Enrollment. Enrollment criteria are established by and outlined in reference (a). Sponsors are required to identify and enroll all family members who have a qualifying medical and/or educational condition, at the time of identification, or diagnosis of the condition by a qualified medical provider or educational authority. HQMC EFMP will make final determination concerning EFMP enrollment of Marine Corps sponsors.

3. Enrollment Procedure and Responsibilities. HQMC EFMP will oversee the identification and enrollment process, as the responsible authority. The installation EFMP office has access to the CMS to provide direct support to complete the application, education and outreach of eligible sponsors and family members. Installation EFMP staff will:

a. Provide EFMP enrollment information to sponsors, family members and commands, as needed.

b. Provide education and training to commands, unit personnel and families regarding the mandatory enrollment requirements and program benefits associated with EFMP.

c. For each family member being considered for enrollment, provide to the sponsor:

(1) DD Form 2792, Family Member Medical Summary.

(2) DD Form 2792-1, Special Education/Early Intervention Summary, when a child is being evaluated for eligibility or has an IFSP or IEP.

d. For DD Form 2792, sponsor shall:

(1) Ensure the medical summary (to include applicable addenda) is completed by a qualified medical provider, for each family member being considered for enrollment.

(2) Include any additional information for consideration, if desired. Generally, medical records should not be submitted, unless specifically requested by HQMC EFMP. Any medical records submitted as part of the EFMP enrollment process will be destroyed upon review.

(3) Ensure that the parent/guardian or person of majority age signs and dates all required releases and certifications.

e. For DD Form 2792-1, sponsor shall:

(1) Ensure parent/guardian or student of majority age signs and dates all required releases and certifications. Reference paragraph 3.i for implications of adult dependent refusal to sign their own forms.

(2) Complete form for all dependent children who attend private or charter schools or who are privately home-schooled and who also remain eligible for special education under IDEA as documented through special education documents, per reference (c).

(3) If the child is enrolled in school (public, private or charter), a school official will complete the DD Form 2792-1.

(4) If the child is home-schooled, but receives special education or related services through a school, the school shall complete the DD 2792-1.

(5) If the child is home-schooled and eligible for an IFSP or IEP, but does not receive services from the school, a parent may complete the DD 2792-1.

(6) Parental declination of or request for termination of services while the child remains eligible for an IFSP or IEP, does not negate eligibility for EFMP enrollment.

(7) Children ages 0 through 2 inclusive, and receiving EIS will have the DD Form 2792-1 completed by the local early intervention program.

(8) Sponsor will attach the current IFSP or IEP to the completed DD Form 2792-1.

f. The sponsor shall ensure, to the best of his/her ability, that the information on DD Form 2792 and 2792-1 is complete, correct, current. Current paperwork is defined as receipt of paperwork by HQMC EFMP no more than 90 days after the date of signature by the qualified medical provider and school official.

g. The sponsor shall submit an update every three years, or sooner, if the medical and/or educational requirements change.

h. When enrollment paperwork is complete, the sponsor may return forms to the local installation EFMP office or forward directly to HQMC EFMP via:

- (1) Encrypted email to hqmc.efmp@usmc.mil.
- (2) Fax to 703-432-9269
- (3) Mail to:

HEADQUARTERS MARINE CORPS
MANPOWER AND RESERVE AFFAIRS
MARINE AND FAMILY PROGRAMS DIVISION, (HQMC EFMP)
3280 RUSSELL ROAD
QUANTICO, VA 22134

i. Refusal of a dependent family member(s) of majority age to submit DD Form 2792 and/or DD 2792-1 (when applicable), may result in the sponsor assignment to a location that is unable to support the medical and/or educational requirements of the family member, and/or denial of command sponsorship of the family member.

j. Procedures for installation EFMP submission of paperwork or to notify HQMC EFMP of dependent adult refusal to submit enrollment forms, is found in the Program Protocols Library on the EFMP Gear Locker page.

4. Reimbursement to Sponsors for Completion of the DD Form 2792. When sponsors are charged a fee for completion of the DD Form 2792, they may be eligible for USMC EFMP reimbursement. Reimbursement requests shall be processed according to the process outlined in Program Protocols Library on the EFMP Gear Locker page. Reimbursement is contingent upon the availability of funding.

5. Disenrollment Procedure and Responsibilities. Family members are disenrolled when they meet at least one of the following criteria:

- a. The family member is no longer a DEERS-eligible dependent.
- b. Dependent children who are no longer eligible for EI, special education or related services through an IFSP or IEP and do not require ongoing health care, specialty medical or mental health services, as defined by reference (a).
- c. Adult dependents who no longer require ongoing health care, specialty medical or mental health services, as defined by reference (a).
- d. Marine Corps EFMP disenrollment procedures and responsibilities are found in the Program Protocols Library.

6. Medical Screening Procedure and Responsibilities. The HQMC EFMP Nurse Case Manager will review the initial, updated and disenrollment packages.

- a. Ensure applications are complete and signed and dated by a qualified medical provider, or school official, as applicable.
- b. Ensure that family member qualifies as a dependent through confirmation via DEERS and MCTFS.
- c. Sponsor will be found eligible for enrollment, not appropriate for

enrollment, disenrolled, or not appropriate for disenrollment in the Marine Corps EFMP and formally notified by letter through the official government email account. When the sponsor does not have a government account, the letter will be mailed to the home address identified by DEERS.

d. Nurse Case Managers will make determinations regarding eligibility for consideration for Priority Housing, housing accommodations and modifications, and Level of Need (LoN) for EFMP respite care reimbursement program eligibility

7. Enrollment Resolution Procedure. Sponsors may request reconsideration of the enrollment determination based upon continuum of care concerns.

a. Sponsor ensures the information on DD Form 2792 and 2792-1 (when applicable) is current (as defined in 3(f)). If not current, sponsor shall update before initiating the exception to policy (ETP) request.

b. Sponsor submits a written request for an ETP via an Administrative Action (AA) form to their command, stating conditions and continuum of care deficiencies. The AA package, including a minimum of two command endorsement letters, with at least one from the battalion/squadron (or equivalent) commander level, will be routed to HQMC EFMP for review and decision.

8. Housing Modifications. When appropriate, HQMC EFMP will provide endorsements for housing modifications as a component of the enrollment/update process. Housing modifications and priority housing considerations will be annotated directly in the enrollment letter and will be based on the identified requirements as outlined by the qualified medical provider on the DD Form 2792 or through formal correspondence from the medical provider. Sponsor or adult EFM may request EFMP provide the enrollment letter to the Military Housing Office (MHO). Such requests will be documented in the CMS.

a. A medical provider's recommendation for accommodation must identify the relationship between the individual's disability, current level of functioning, and the identified modification/accommodation.

b. Some environmental considerations, accommodations and possible modifications noted by a family member's health care provider will be determined on a case-by-case basis by the housing provider. Appropriate federal laws and regulations will be applied in making the determinations. Some requests, while approved by the housing provider, may be at the sponsor's expense.

9. Priority Housing. Endorsements for eligibility for consideration for priority housing are the authority of HQMC EFMP and are a component of the enrollment/update process.

a. Installation commanders are the onsite housing managers and have broad authority to decide best use of resources for access to housing for eligible personnel, per reference (1). The installation commander will have the final determination for priority housing when recommended for consideration from HQMC EFMP.

b. HQMC EFMP uses a standardized quantitative scoring rubric will be utilized to support consistent and objective determinations. Priority Housing endorsements will be articulated on the EFMP enrollment letter.

10. Housing Flexibility. EFMP-enrolled Service members undergoing a PCS within the United States (including Alaska and Hawaii) may request the housing flexibility options, specified in reference (u), by contacting HQMC Manpower Management Integration Branch (MMIB-3).

Chapter 4

Assignment Coordination

1. Assignment Procedure. All PCS orders for EFMP-enrolled sponsors are generated by MOS monitors and are based upon the needs of the Marine Corps and individual career progression of the sponsor. HQMC EFMP does not direct the location or timing of PCS orders. EFMP-enrolled sponsors will remain eligible for orders within their MOS and maintain world-wide assignment eligibility. EFMP-enrolled sponsors are equally considered for Special Duty Assignments; any exception to Special Duty assignment is the authority of MM.

a. All CONUS and accompanied OCONUS orders for EFMP enrolled sponsors, are routed to HQMC EFMP for individualized screening. HQMC EFMP will review PCS orders to determine the availability and accessibility, to TRICARE-authorized medical treatment of the EFM.

b. HQMC EFMP Assignment Case Managers will review and assess proposed orders by:

(1) Contacting the sponsor if family member EFMP status is not current.

(2) Researching all authorized TRICARE medical specialists and sub-specialists indicated on the DD Form 2792, for availability and accessibility of medical services. Travel distance is calculated from the installation zip code to the TRICARE-published address of the provider. Approximate one-way travel limits for appointments are as follows:

- (a) Weekly: 30 miles
- (b) Monthly: 50 miles
- (c) Quarterly: 75 miles
- (d) Bi-Annually: 100 miles
- (e) Annually: 150 miles

(3) Reviewing educational requirements for Continental United States (CONUS) orders and coordinating an educational screening with Department of Defense Educational Activity for all Outside Continental United States (OCONUS) assignments.

(4) When a location is not recommended, notify the MOS monitor for consideration of an alternative assignment which meets career requirements of the sponsor and needs of the family member.

c. If EFMP is unable to validate the availability and accessibility of medical care or educational services for an OCONUS assignment, MM shall modify the orders to another location or to a reduced length unaccompanied tour. This determination is made by the MMEA/MMOA/RAM, based upon the needs of the Marine Corps and individual career progression of the sponsor.

2. Assignment Resolution Options

a. Reconsideration of Orders. When HQMC EFMP does not recommend an assignment, sponsors may request reconsideration of the established requirements for availability, accessibility and distance to TRICARE-authorized medical treatment, through HQMC EFMP. This is available for CONUS locations only.

b. Assignment Reconsideration. When HQMC EFMP validates the availability and accessibility of care requirements, but the sponsor believes the assignment may be medically or educationally inappropriate, the sponsor may request an Assignment Reconsideration through HQMC EFMP.

c. EFMP assignment resolution procedures and responsibilities are found in the Program Protocols Library on the EFMP Gear Locker page.

3. Continuation on Location (CoL). Some EFM families face challenges maintaining continuity of care disrupted by PCS assignments when there is a severe medical condition or significant educational need. CoL is designed to reduce significant risks associated with disruptions in medical care and/or educational services. CoL is not an endorsement for personal convenience or preference, but a stabilization of care for individuals with complex needs.

a. CoL for a sponsor's family will be investigated subsequent to the sponsor's request. Through the completion of a request package as described below, CoL is endorsed by HQMC EFMP when the continuum of care for the EFM with a severe medical condition or significant educational need would be seriously disrupted by the family member's relocation. Criteria for consideration is as follows (must meet one of the following situations):

(1) Family member requires on-going substantial medical treatment which cannot be transferred to another provider at this time without substantial risk.

(2) Family member requires significant educational supports which cannot be transferred to another school, at this time, without substantial risk.

b. The process for CoL decisions is outlined below.

(1) A sponsor must have approved CONUS PCS orders to be considered for CoL. For timely CoL submissions, sponsors should apply with AA form via his or her chain of command as soon as orders are received, but prior to PCS execution, allowing more time to make an informed decision on the family location. Sponsors who have already executed PCS orders will not normally be considered eligible for CoL.

(2) Complete packages for a CoL request include an AA form with supporting documentation, a minimum of two command endorsements, with at least one from the battalion/squadron (or equivalent) level leadership, and review by Manpower Management Enlisted Assignments (MMEA)/Officer Assignments (MMOA). Incomplete packages will be returned to the sponsor for correction.

(3) HQMC EFMP will research upcoming assignment location and consider the EFM's medical and/or educational requirements, current functioning, treatment or educational plans, and the risk associated with transferring medical care or educational supports. In some instances, HQMC EFMP may request submission of NAVMC Form 11720, for permission to communicate directly with current medical and/or educational providers.

(4) All CoL requests will have a panel review. Panel members include HQMC EFMP, Officer Assignments, Enlisted Assignments, Manpower Management Integration (MMIB-3) and Resources Fiscal Finance (RFF). This panel is advisory in nature and provides a recommendation to the Director, MF, to either approve or decline the CoL request.

(5) If the Director, MF, approves the CoL, the sponsor executes the PCS assignment as a geographic bachelor in order to fill a billet vacancy that promotes career progression and does not adversely impact the career progression of others.

(6) CoL is approved only for the current PCS assignment. Sponsors must submit a new CoL request whenever subsequent orders are issued.

(7) Sponsors who requested and were approved for a reconsideration of orders, are not normally considered eligible for a CoL.

c. Housing Allowances and Requests to Remain in Housing

(1) Housing Allowance. An approved CoL package will include notification from MMIB-3 regarding eligibility for Basic Allowance for Housing (BAH), per reference (m), and RFF regarding eligibility for Family Separation Allowance (FSA-R).

(2) Request to Remain in Housing. Sponsors must submit, to the applicable MHO, an official written request for their family to remain in Marine Corps owned, Public Private Venture (PPV), or leased family housing, during the sponsor's absence.

4. Family Member Travel Screening (FMTS) for Overseas and Remote Continental United States (CONUS) Assignments. FMTS is required for all sponsors with Overseas or remote CONUS PCS orders and is a function of the Military Medical Departments, not Marine Corps EFMP. Per references (a) and (n), final medical, dental and educational suitability for Overseas and remote CONUS assignments is the authority of MTF staff located within the screening office. Sponsors should immediately initiate screening upon receipt of PCS orders. If requested, HQMC EFMP shall forward the sponsor's EFMP enrollment package to the requesting screening location to support suitability determinations, per reference (n). Locations requiring screening are identified in references (a) and (n).

a. Unsuitable Screening Determinations for Dependents

(1) DD 2792 and DD 2792-1 forms, developed as a result of suitability screening, will be forwarded to HQMC EFMP for EFMP enrollment determination, per references (a) and (n).

(2) HQMC EFMP staff will notify MOS monitors of all unsuitable screening determinations for dependents.

(3) Sponsors executing orders to locations where an unsuitable determination for a dependent family member(s) was identified through screening, may be entitled to FSA-R. Requests for consideration are submitted via an AA Form to CMC (RFF) through the sponsor's command.

5. Humanitarian Assignment. Per reference (o), humanitarian transfer requests or cancellation of PCS orders, to permit retention on station, are initiated at the request of the sponsor through DC M&RA (MM). If the request is related to the needs of the EFM, HQMC EFMP will investigate and advise DC M&RA (MM) based upon the information of record. Humanitarian assignment is not a function of EFMP.

6. Tour Curtailment. Per reference (p), MMEA/MMOA/RAM may grant tour curtailments on a case-by-case basis, provided that it is the only recourse available and is clearly in the best interest of the Marine Corps. Tour curtailment is not a function of EFMP. If the tour curtailment request is specific to the needs of the EFM, HQMC EFMP will investigate upon notification by DC M&RA, MM.

Chapter 5

Family Support Services

1. Installation Assignment for Family Support. All EFMP-enrolled sponsors are assigned to an installation EFMP office and receive an assigned FCW, based upon the location of their Permanent Duty Station.

a. Sponsors assigned to the Western Recruiting District shall receive family support services from Marine Corps Recruit Depot (MCRD) San Diego.

b. Sponsors assigned to the Eastern Recruiting District shall receive family support services from Marine Corps Air Station Beaufort/MCRD Parris Island.

c. Sponsors assigned to Independent and Special Duties (except recruiting duty), west of the Mississippi River, will receive family support services from Marine Corps Base Camp Pendleton.

d. Sponsors assigned to Independent and Special Duties (except recruiting duty) east of the Mississippi, or assigned OCONUS in Canada, Europe, Africa, South America, Central America and the Middle East, will receive family support services from Marine Corps Base Quantico.

e. Sponsors assigned to Independent and Special Duties, in OCONUS locations other than Canada, Europe, Africa, South America, Central America or the Middle East, will receive family support services from Marine Corps Base Camp Butler.

f. Sponsors with a HQMC EFMP approved CoL will have their case(s) assigned to the EFMP office with responsibility for the geographic location in which the family resides.

g. Sponsors executing a reduced length unaccompanied OCONUS assignment will remain assigned to the installation EFMP office responsible for support prior to execution of the unaccompanied assignment.

2. Family Support Services. EFMP family support services provide the sponsor and family members with information, knowledge, skills and support to become empowered advocates for themselves and their family member(s). Sponsor and/or family member participation is always optional.

a. Family support staff document all efforts in the EFMP CMS. Family support reports are submitted to HQMC EFMP on a quarterly basis. This reporting requirement is exempt from reports control according to reference (h), Part IV, paragraph 7q.

b. To ensure the EFMP meets national standards of quality, each installation EFMP shall be certified by HQMC, using standards developed by a national accrediting body, not less than once every four years, in accordance with reference (q).

c. Family support services, excluding respite care, shall be made available to military families with special needs, regardless of Service affiliation, enrollment status, or installation assignment, in accordance with reference (a).

d. Sponsors and their family members may participate in the family support services provided by any Marine Corps installation EFMP office, or sister Service EFMP family support program, regardless of the case assignment in CMS. Respite care reimbursement and quarterly contact are the responsibility of the assigned Marine Corps EFMP office.

e. The installation EFMP Manager will ensure that families enrolled in the EFMP are represented at CYP Inclusion Action Team meetings.

f. Family support shall include regular coordination with School Liaisons to address special educational concerns that are systemic to the local education agency (LEA). The School Liaison coordinates LEA organizational support while EFMP provides direct family support to include attendance at IEP meetings.

3. Documenting Family Support. All efforts associated with the delivery of family support services will be documented in the EFMP CMS, to include FNA, SP, case notes, direct or indirect engagement, type and sub-type of support, and increment of time associated with service delivery.

a. Families who are stabilized shall be contacted, at minimum, quarterly. Families in a critical phase should be contacted as often as needed.

b. FCW may use a combination of phone, approved mobile device communication, face-to-face meetings, and email to provide quarterly contact. Emphasis shall be placed on developing relationships with families and providing unique, family-targeted communication and support.

c. Mass email communication shall not be used to document quarterly contact.

d. FCW will maintain a record of time spent in direct or indirect support of families. At least 50% of FCW weekly work hours shall be spent providing direct and indirect support services. This data will be reported to HQMC EFMP on a quarterly basis.

(1) Direct support includes time spent meeting with families in person, via phone, or other approved real-time communication methods.

(2) Indirect support includes time spent on research, collaboration with other providers on behalf of the family, paperwork, travel or individual email and text communication.

4. Family Case Worker (FCW) Responsibilities. EFMP family support services include, but are not limited to:

a. EFMP Enrollment and Update Assistance. FCW will alert sponsors when updates are within six months, three months and one month of expiration. All efforts to alert the family will be noted in the CMS. It is the sponsor's responsibility to maintain current EFMP paperwork for all family members with special needs.

b. Family Needs Assessment (FNA), Service Plan (SP) and Inter Service Transfer Summary (ISTS) Development. FCW shall assess individual and family needs through the use of the DD Form 3054, and, when appropriate, implement family-identified goals through the development, coordination, and

implementation of an SP. FNA and SP are available to all families and requires sponsor and/or family member(s) participation.

(1) FNA consists of open-ended questions to help the FCW gain an understanding of a family's needs and organize thoughts around how to best support them.

(2) FNA is completed by the FCW through conversation with sponsor and/or family member(s) and is not provided to the family to complete.

(3) An FNA may be completed by the FCW, following an office or phone conversation with the family, during which needs were assessed and identified.

(4) Family support staff shall attempt to assess family needs with every EFMP-enrolled family. If the family does not identify needs, declines to participate or does not respond after three documented attempts, the staff member will check the 'Declined FNA' box in the CMS.

(5) An FNA will be attempted at each deployment and with each set of PCS orders, regardless of previous declines to participate.

(6) An SP shall be developed following completion of an FNA, when a family desires and/or needs enhanced support to determine the goals, objectives and a way forward to manage or overcome unique family challenges. FCW will assist the sponsor and/or family member(s) to identify goals. FCW will support completion of the goal by offering resources, information and referral, and targeted case management support. If an SP is not developed, installation EFMP staff will mark the appropriate box indicating the reason why an SP was not developed.

(7) An ISTS enables warm hand off between losing and gaining sister Service EFMP offices, when sponsor and/or family member(s) desires local EFMP family support services delivered by Army, Navy or Air Force EFMP.

(8) FCW will complete the ISTS and use the EFMP Quick Reference Guide to identify the appropriate sister Service gaining EFMP office to receive the ISTS.

c. Relocation Assistance. The FCW will assist sponsors and their families in providing relocation assistance before, during, and after relocation required by a PCS. When accepted by the family, the FCW will conduct an FNA, develop an SP, and provide the necessary information and resources to assist sponsors and families through a successful relocation. Losing and gaining Marine Corps installation EFMP offices shall coordinate the delivery of support to eliminate redundancy, and provide for a seamless transfer through the use of the Warm Hand-Off checklist, Warm Hand-Off Guide, FNA, SP, telephonic and email communication.

d. Deployment Support. FCW shall address the unique needs of sponsors and their families during deployment through the provision of FNA, SP, resources, and referrals, education and networking opportunities. FNA and SP will direct the frequency of support provided to the family. At minimum, quarterly contact will be maintained.

e. Service Coordination. Liaise and coordinate with medical, state, or educational providers when requested and with appropriate written consent. Network with state, local, and military agencies to include, but not limited to, MHO, school districts, Supplemental Security Income (SSI)/Social Security Disability Insurance (SSDI), Medicaid/Medicare, State Developmental Disability Services (DDS), State Mental Health Services (MHS), Independent Living Centers, Disability Rights Network (DRN), Parent Training & Information Centers and local non-profit agencies.

f. Meeting Attendance. Attend local meetings scheduled during the regular business day (with approval of the installation EFMP Manager) to support efforts to ensure the provision of services. The sponsor, parent/guardian or person of majority age should notify all the members of the meeting that a representative of the installation EFMP will be in attendance. Meeting support can be made by telephone or video conferencing for families in remote and isolated areas.

(1) EFMP staff coordinate with the family, prior to scheduled meetings, to review applicable paperwork, identify concerns, prioritize desired outcomes and educate families on appropriate laws and processes associated with the meeting.

(2) EFMP staff do not attend meetings in place of the family and/or advocate on behalf of a family. EFMP staff do not attend medical appointments.

g. Life Cycle Transition Support. FCW shall address the unique needs of sponsors and their families experiencing natural and life transitions (e.g. new diagnosis, separation from military to community support services, family member transition from childhood to adulthood), through the provision of FNA, SP, information and referral, education, and networking opportunities.

5. Training Education and Outreach Specialist (TEO) Responsibilities. The installation TEO delivers educational opportunities, conducts outreach with installation and community partners and markets the EFMP.

a. An annual outreach plan should be developed to ensure all commands have an opportunity for annual EFMP training.

b. In accordance with reference (a), establish a generic email address for the installation EFMP family support office, in order to facilitate easy access to the program.

c. Family Training. To increase knowledge and awareness of resources and related laws associated with family member needs, TEOs will provide family training on a variety of topics no less than monthly. When necessary, the training may be coordinated with subject matter experts within MCCS, EFMP, MTF, or community agencies. At a minimum, TEOs shall coordinate or provide training for families on the topics, with established frequency, identified below:

- (1) Introduction to EFMP (quarterly)
- (2) Respite Care (quarterly)
- (3) Accessing Community Resources (quarterly)

- (4) Recreation Inclusion Opportunities (quarterly)
- (5) Special Education Overview (semi-annually)
- (6) SSI/SSDI and Medicaid Waiver (semi-annually)
- (7) Successful PCS Transitions (semi-annually)
- (8) Early Intervention Overview (semi-annually)
- (9) Managing Deployments (semi-annually)
- (10) Building Networks of Support (semi-annually)
- (11) Establishing Permanent Dependency (semi-annually)
- (12) Service Animals (semi-annually)

d. Special Needs Forum. EFMP shall publicize and conduct a Special Needs Forum at least semi-annually. The forum is open to all sponsors and family members and should address issues and concerns identified by families with special needs. At a minimum, installation leadership, or designee, and EFMP Manager will attend. TEO are encouraged to attend. Key stakeholders, such as MCCS program representatives, MHO and MTF staff, school and community partners, sister Service EFMP may be invited to participate, as appropriate. This forum is an opportunity for families and key stakeholders to identify concerns or issues impacting family members with special needs, problem solve and seek resolution with appropriate installation and community partners.

e. Family Networking and Support Events. EFMP will provide opportunities for families to attend networking and support events, in order to promote the establishment and maintenance of natural support networks.

f. Resources. The TEO will establish and maintain a directory of special needs resources, materials and referral information, which is available to sponsors, families and commands. Referral information should include, but is not limited to MCCS programs, TRICARE, Supplemental Security Agency, Medicaid/Medicare, State DDS, State MHS, Independent Living Centers, DRN, Parent Training & Information Centers, non-profit agencies and local school districts.

g. Deployment/Separation Support. The TEO will identify resources to support families during deployment or extended absences. This information will be communicated to FCW for their use during Information and Referral and/or case management. Resources will also be maintained in the local resource directory identified in paragraph 5f.

h. Inclusive Recreation. The TEO will promote, support and facilitate inclusive recreation opportunities for EFMP enrolled families to ensure individuals of all abilities are able to participate in recreation opportunities available to MCCS patrons.

i. Social Media. The TEO will ensure that EFMP content on approved virtual platforms is current and applicable to families with special needs. When the platform is managed by the installation EFMP, the TEO is responsible for developing content and maintaining the site in a timely manner.

Chapter 6

Respite Care Reimbursement Program

1. Exceptional Family Member Program (EFMP) Respite Care Reimbursement Program. The respite care reimbursement program is intended to reduce stress on sponsor families by providing temporary rest periods for the primary caregiver(s) of individuals with severe and profound special needs. Respite care is a non-entitlement benefit. Authorized respite care use, eligibility criteria, and reimbursement procedures are as follows:

2. Authorized Use. EFMP respite care reimbursement is available for EFMs identified as LoN 3 and 4.

a. The maximum number of reimbursed hours is 20 per month, per family.

b. Respite care reimbursement may not be used to pay for pre-school programs, child care to allow sponsor or spouse to work or attend school, therapy sessions, or therapeutic recreation for the EFM.

c. Respite care is typically provided in the sponsor or respite care provider's home.

d. Certain immediate family members with appropriate certification and/or licensure, are eligible to provide respite care. Parents, step-parents, and legal guardians of the EFM are not authorized to be reimbursed for respite care.

e. Respite care is not intended to provide custodial or long-term care. Long-term care is care for more than six consecutive hours.

f. Respite care providers shall not transport the EFM to activities or provide household chores, other than providing meals or snacks as per parental direction.

g. Personal travel, transportation, per diem, and other personal expenses, transportation of supplies, consumable materials and equipment are not a component of EFMP respite and are not authorized for reimbursement.

h. Families who use respite care reimbursement for any purpose, other than those established, will not be reimbursed

i. Concerns regarding the provision of respite care and/or the accuracy of reimbursement should be reported to the local installation Provost Marshal Office, Criminal Investigations Division, or other appropriate authority, for investigation. Results of the investigation shall be reported to HQMC EFMP.

j. Any substantiated fraudulent use terminates all current and future eligibility for participation in the respite care reimbursement program. HQMC EFMP will notify the sponsor, in writing, of ineligibility and update the CMS to reflect this status.

k. Reserve Marines on activated status are eligible to use the respite care reimbursement program in accordance with current policy.

2. Eligibility Criteria. EFMP respite care reimbursement is available for EFMs identified as LoN 3 and 4. Using a quantitative scoring rubric, LoN is

assessed during initial EFMP enrollment eligibility screening and subsequent three-year updates. HQMC EFMP will conduct additional LoN review, when requested by the installation EFMP staff. Updated enrollment paperwork or additional documentation may be necessary to support a possible change in LoN. LoN is not equivalent to the Navy enrollment categories and is used for respite care reimbursement only.

a. Level of Need (LoN) Three. Includes EFMP families with children 18 years old or younger, or incapacitated adult children under age 23 and enrolled in high school who have severe special needs. The severity of the condition requires support from certified providers to maintain health and safety. Provider certifications shall be appropriate to the care requirements of the EFM.

b. Level of Need (LoN) Four. Includes EFMP family members of all ages, with profound special needs who require skilled care services from licensed providers, to maintain health and safety. Provider licensure shall be appropriate to the care requirements of the EFM.

c. EFMP enrollment must be current for all EFMs listed under the sponsor. If updates are overdue, reimbursement eligibility is terminated and is only reinstated after the update is processed by HQMC EFMP with effective date noted on the enrollment letter. Reimbursement is not retroactive and any costs incurred by the sponsor, during the time of ineligibility, shall not be reimbursed.

d. The LoN 3 or 4 family member must legally reside full-time with the sponsor.

e. Sponsors with an approved CoL decision, or who are deployed, attending official schools, or serving unaccompanied overseas tours as a result of HQMC EFMP screening, FMTS or Overseas Suitability Screening, remain eligible for reimbursement.

3. Reimbursement. Respite care reimbursement rates are based on EFM LoN. Payment amounts are determined locally and do not exceed the hourly rates established by this policy and located at Appendix B.

a. Appropriated funds are authorized for respite care reimbursement. The Uniform Funding and Management practice is utilized to execute appropriated funds.

b. Sponsors submit respite reimbursement forms monthly to ensure prompt reimbursement. Families who elect to delay reimbursement submissions for more than 60 days, from the last day of the month in which care was used, forfeit reimbursement. It is the sponsor's responsibility to ensure the installation has received reimbursement submissions.

c. Sponsors who participate in the respite care reimbursement program may incur tax liability as a household employer. Installations will direct families who receive respite reimbursement to reference (v) and/or recommend they consult a tax professional or their local legal assistance office. Sponsors can access this publication at <http://www.irs.gov/publications/index.html>.

d. EFMP staff will not provide any additional advice or guidance regarding potential tax liability beyond directing families to the publication and/or a tax professional or legal assistance office.

4. Implementation. Installations establish program procedures to effectively implement the respite care reimbursement program, according to policy. Installations shall use all approved forms, ensure locally-established rates do not exceed amounts authorized in Appendix B, and submit utilization data to HQMC EFMP, on a quarterly basis. This reporting requirement is exempt from reports control according to reference (h), Part IV, paragraph 7q.

a. Records maintained at the installation shall include:

(1) Verification of Eligibility to Participate in the EFMP Respite Care Reimbursement Program (NAVMC 1750/1).

(2) Respite Care Statement of Understanding (NAVMC 1750/2).

(3) Reimbursement Care Reimbursement Log (NAVMC 1750/3).

(4) Provider certifications and/or licensure.

(5) Power of Attorney, if applicable, when sponsor is deployed, on Temporary Additional Duty (TAD), attending an official school, serving an unaccompanied overseas tour where HQMC EFMP, or the suitability screening process (conducted by the Military Medical Department), determines services are not available, or when the sponsor has a HQMC EFMP approved CoL.

b. EFMP enrolled families select providers for local respite services.

c. Families must submit proof of certification or licensure for all respite care providers. Installation EFMP Managers will review credentials to validate that providers meet requirements for the appropriate level of reimbursement. Provider skill will correspond to the documented need of the EFM. Respite care providers must be 18 years of age or older.

d. A request to use a provider who cannot provide the appropriate certification and/or licensure will be facilitated through an ETP request via AA form.

e. Installations shall determine and publish required submission dates for respite reimbursement forms in accordance with the administrative control procedures to facilitate timely reimbursement to families.

f. The system used to account for the cost of reimbursement will be no different than the current system used by management officials for normal administration and control of resources.

g. It is critical that respite care reimbursement program resources be safeguarded and access to respite care is managed carefully. Participation in the respite care reimbursement program should not be withheld from an eligible sponsor without cause. Local installations must coordinate such action with HQMC EFMP and show justification for any structure or decision that would terminate respite service.

5. Respite Care Exception to Policy. Sponsors may request an exception to policy (ETP) when they are not eligible due to LoN, but are experiencing a hardship, and/or when they desire to use a provider who does not have appropriate qualifications, as determined by the installation EFMP Manager.

a. To request ETP, the sponsor must provide justification via the AA form and submit the package through the chain of command for a minimum of two command endorsements, with at least one from the battalion/squadron (or equivalent) level leadership.

b. Following final endorsement, the command will forward the package to HQMC EFMP for review and decision.

c. HQMC EFMP will consider the justification and endorsements and make a determination to approve, approve with modification or deny the ETP request.

d. The signed ETP letter will be returned to the sponsor via the endorsing chain of command and will outline eligibility, rules for utilization and reimbursement rate.

Chapter 7

Personnel

1. Staffing Model. The approved staffing model of 1 FCW: 225 sponsors is based on a best practices benchmark study that was prepared as a component study of the reference (w). EFMP personnel incorporated in the continuum of care model include FCW, TEO, Administrative Assistant, and Manager.

2. Professional Development. HQMC EFMP and installation EFMP Managers and TEOs, shall ensure professional development training is provided to EFMP personnel in areas pertaining to their position. The training may be delivered via various methods, to include, but not limited to: standardized training modules, video conferences, telephone conferences, webinars, independent study training programs and 1:1 staff mentoring and coaching.

a. Professional development will include a broad range of subjects pertinent to the delivery of family support services to families with special needs. Topics may include, but are not limited to: community and installation resources, building collaborative relationships, privacy and confidentiality, record keeping, transition support, FNA and SP, respite care policy, TRICARE resources and programs, effective communication and relationship building, special education and disability-related law.

b. Professional development will be delivered at minimum, on a monthly basis. TEOs shall maintain a record of all professional development completed by EFMP staff.

c. All staff will complete, on an annual basis, the EFMP staff training modules.

3. Oversight and Supervision. Installation EFMP Managers will provide appropriate supervision and oversight to ensure that the family support activities are delivered in accordance with the policy.

a. On a monthly basis, Managers will select a random sample of at least four cases, per FCW, for audit to ensure:

- (1) Timely, individualized quarterly contact.
- (2) Comprehensive and appropriate documentation in the CMS.
- (3) Targeted, family-specific engagement.
- (4) Use of the FNA to assess need.
- (5) Appropriate development of and attention to SP, when applicable.
- (6) Transition support, when applicable.

(7) Appropriate use and selection of direct/indirect care types and applicable sub-types of care, as well as appropriate time increment selection.

b. Managers will discuss results of monthly audits with the FCW and provide appropriate support, coaching, supervision and training to address

concerns or skill gaps associated with the delivery of family support services.

3. Background Checks. Background checks shall be completed on all EFMP staff, to include Appropriated Fund and Non-Appropriated Fund (NAF) employees, as a condition of employment.

a. If the EFMP conducts activities where children under 18 are present without the parent/guardian, all employees shall undergo a criminal history background check, in accordance with reference (r).

b. Documentation of favorable completion of the required check shall be maintained by the installation Human Resource office and be available for verification by inspectors.

4. Mandated Reporting. EFMP staff are mandated reporters and shall report any incident or suspected incident of child abuse to the local Family Advocacy Program and Child Protective Services.

Chapter 8

Legal Services

1. Purpose. Installation-based legal services support EFMP families' access to the continuum of care. Marine Corps legal assistance attorneys provide individual attorney-client advice and representation for families primarily to obtain benefits and services under state and federal education laws, including IDEA and related disability laws and regulations benefiting individuals with disabilities. In addition to representation, attorneys provide advice on legal assistance issues unique to EFMP families, such as special needs trusts and landlord-tenant issues related to accommodations.

2. Headquarters Marine Corps (HQMC) Marine and Family Programs Division (MF) Attorney-Advisor. Provides EFMP program level legal advice on federal law, regulations and policies within Department of Defense, Department of the Navy, and U.S. Marine Corps.

a. Provides special education and related disability law advice, and where appropriate in coordination with Regional MCCS Counsel, to installation EFMP staff.

b. When requested by an EFMP family, legal will coordinate with legal assistance attorneys located at Camp Pendleton and Camp Lejeune to assist the family with access to pro bono attorneys for purposes of pursuing benefits and services under IDEA.

3. Legal Assistance Attorneys in Support of Families with Special Needs. The attorney (provided regionally at Camp Pendleton and Camp Lejeune) is a legal assistance attorney under the supervision of the Staff Judge Advocate to the Commandant of the Marine Corps. EFMP attorneys support EFMP by providing individual attorney-client representation for families, primarily to obtain benefits and services under state and federal education laws, including IDEA and related disability laws and regulations benefiting individuals with disabilities. The attorney:

a. Provides advice and represents families with special needs before schools, administrative forums, and if necessary, courts to obtain education and related services benefiting EFMs.

b. Provides advice and representation to families in administrative proceedings to obtain state (where office is located) disability benefits for the EFM.

c. Provides advice on legal assistance issues unique to families with special needs (e.g., special needs trusts, landlord-tenant issues related to accommodations, etc.). EFMP Attorneys shall not advise or represent families in any matter pertaining to base or PPV housing.

d. Coordinates access to pro bono legal representation as necessary, including for those practice matters that would require representation against the United States. Pro bono representation may require the sponsor to meet specific eligibility requirements, available at <http://www.militaryprobono.org/>.

e. Supports installation-level family support programs (e.g., installation EFMP and School Liaison Program) through presentations on disability law issues.

f. EFMP Attorneys are prohibited from representing clients with claims against the United States Government.

4. Coordination. EFMP personnel who require legal advice should first utilize EFMP supervisory chain of command. To protect confidentiality requirements, specific cases cannot be discussed with any attorney without the use of a signed consent to disclose. Legal assistance attorneys will coordinate with installation EFMP Manager to schedule trainings or provide guidance for EFMP personnel. Families who require legal services shall be referred by installation EFMP staff directly to the supporting legal assistance attorney for families with special needs.

APPENDIX A

Glossary of Terms and Definitions

Case Management System (CMS). The CMS is the computer-based EFMP case management system used by Marine Corps EFMP staff to document needs of enrolled sponsors and the delivery of services to support their family members with special needs.

Continuation on Location (CoL). An endorsement which allows the family to remain in an established location, when there is evidence of a substantial medical or educational risk associated with transferring medical care or educational services, due to a PCS assignment.

Continuum of Care. Continuum of care is a term to describe the spectrum of medical, therapeutic, educational, social, residential, rehabilitative and supportive needs of individuals.

Early Intervention Services (EIS). Defined in DoDI 1315.19.

Environmental Requirement. Environmental requirements refer to architectural considerations (such as limited numbers of steps, wheelchair accessibility/housing modifications and air conditioning).

Exceptional Family Member. A family member who has special medical and/or educational needs that meet criteria for enrollment, per DoDI 1315.19.

Family Member. A family member is a dependent whose relationship to the sponsor leads to entitlement to military benefits and privileges, through proper enrollment in MCTFS and DEERS.

Family Support Services. Defined in DoDI 1315.19

Inclusion. Philosophy and practice of identifying and eliminating barriers to participation, so that individuals of all abilities are able to live, play and work together.

Inclusion Action Team. Team approach to identify children and youth with unique physical, social or emotional requirements and provide reasonable and respectful accommodations at installation Child and Youth Program (CYP). The IAT uses an individualized approach to determine the type of support needed for successful inclusion/accommodation without fundamentally altering the child or youth program.

Majority Age. The age at which a person is considered an adult. The age of majority is defined by state laws, which vary by state, but is 18 in most states.

Qualified Medical Provider. A physician (Medical Doctor or Doctor of Osteopathic Medicine), nurse practitioner, clinical nurse specialist or physician assistant, as allowed under state law, who provide, coordinates or helps a patient access a range of health care services.

Respite Care. Respite care is a non-entitlement benefit intended to provide brief rest periods for the primary caregiver(s) and may not be used to fund pre-school programs, day care or babysitting to allow primary caregiver to

work or attend school, or therapy sessions or therapeutic recreation for the family member.

Special Needs. Defined in DoDI 1315.19

APPENDIX B

Respite Reimbursement Calculation Chart

	1 EFM	2 OR MORE EFM
LEVEL 3 EFM	NOT TO EXCEED \$18 PER HOUR	NOT TO EXCEED \$30 PER HOUR
LEVEL 4 EFM	NOT TO EXCEED \$45 PER HOUR	NOT TO EXCEED \$60 PER HOUR

1. Calculations for hourly reimbursement for Level 3 Exceptional Family Member (EFM).

a. When respite is provided for one Level 3 EFM, the rate will not exceed \$18 per hour.

b. When respite is provided for two or more Level 3 EFMs, the rate will not exceed \$30 per hour.

2. Calculations for hourly reimbursement for Level 4 EFM.

a. When respite is provided for one Level 4 EFM, the rate will not exceed \$45 per hour.

b. When respite is provided for two or more Level 4 EFMs, the rate will not exceed \$60 per hour.

3. Families are eligible for up to 20 hours of respite care, per month, per family.

APPENDIX C

Glossary of Acronyms and Abbreviations

AA	Administrative Action
BAH	Basic Allowance for Housing
CMS	Case Management System
CoL	Continuation on Location
CONUS	Continental United States
CYP	Child and Youth Programs
DDS	Disability Determination Services
DEERS	Defense Enrollment Eligibility Reporting System
DON	Department of Navy
DRN	Disability Rights Network
ECHO	Extended Care Health Option
EFM	Exceptional Family Member
EFMP	Exceptional Family Member Program
EI	Early Intervention
EIS	Early Intervention Services
ETP	Exception to Policy
FC	Family Care Branch
FCW	Family Case Worker
FMTS	Family Member Travel Screening
FNA	Family Needs Assessment
FSA	Family Separation Allowance
HQMC	Headquarters Marine Corps
IDEA	Individuals with Disabilities in Education Act
IEP	Individualized Education Program
IFSP	Individual Family Services Plan
ISTS	Inter Services Transfer Summary
LEA	Local Education Agency
LON	Level of Need
MCCS	Marine Corps Community Services
MCTFS	Marine Corps Total Force System
MF	Marine and Family Programs
MHO	Military Housing Office
MM	Manpower Management
MMIB-3	Manpower Management Integration Branch
MOS	Military Occupational Specialty
MTF	Military Treatment Facility
OCONUS	Outside Continental United States
PCS	Permanent Change of Station
PHI	Protected Health Information
PII	Personally Identifiable Information
PPV	Public Private Venture
SP	Service Plan
SSDI	Supplemental Security Disability Income
SSI	Supplemental Security Income
TAD	Temporary Additional Duty
TEO	Training Education and Outreach Specialist

