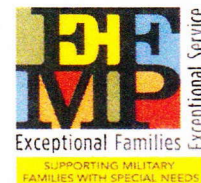




EFMP Standardization Project

June 2014



13



Overview of Office of Special Needs (OSN)



- National Defense Authorization Act for Fiscal Year 2010 established OSN.
- Mission of OSN to enhance and improve Department of Defense (DoD) support for military families with special needs.
- OSN and Services undertook a multi-year functional analysis towards the standardization of:
 - Identification/enrollment
 - Assignment coordination
 - Family support components of the Exceptional Family Member Program (EFMP).
- EFMP works to ensure Military families have the same level of access to support services regardless of their military Service affiliation or assigned installation.

14



EFMP Standardization Project Overview



- Standardization Project initiated June 2011 with the goal of:
 - Analyzing EFMP current state
 - Making recommendations for the future of the EFMP
 - Planning development of a centralized EFMP record database for use by all services
- Two main areas:
 - Business Process Reengineering (BPR) – Involves the review of existing process, forms and procedures resulting in recommendations to improve the EFMP.
 - Technology – Involves the understanding of the existing 15 EFMP technology portfolio across the Services and identifies the possible technological enhancements.
- Efforts have identified 10 recommendations (collapsed into 5 focus areas) which are the basis for ongoing efforts.

15



FOCUS AREA: Identification and Enrollment



Standardized enrollment forms (DD 2792 and 2792-1) used across the Services.

Identified Gaps:

- Different enrollment processes impact families enrolling at joint-bases and on sister-Service installations.
- Medical providers and local school systems unaware of enrollment criteria.
- The process is non-electronic and there is not an automatic notification of enrollment in each Service.

Actions Taken	Benefits
Developed and published Quick Reference Guide (QRG) to provide guidance on navigating EFMP process across Services.	Provides a tool to assist families with the EFMP process when on joint or sister-Service installations.
Developed materials to educate local medical providers and school staff on enrollment requirements.	Increases the likelihood a family member will be enrolled when a medical or educational need is identified.
Explored the capabilities for automatic notification of EFMP enrollment.	Immediate sponsor and Service-wide notification of EFMP enrollment.
Designed prototype for a Electronic EFMP Enrollment Form.	Provides a web-based format for families to initiate the enrollment process.

16



FOCUS AREA: Assignment Coordination



Each Service considers the needs of family members with special needs during the assignment coordination process.

Identified Gaps:

- Different screening and medical review processes for family member travel.
- Different qualifications for medical screeners.

Actions Taken	Benefits
Designed standard screening process.	Ensures families and service providers have accurate medical and educational information that is completed by a qualified screener and accepted across Services.
Developed initial standard qualifications for medical screeners.	
Developed cross-Service forms for Family Member Travel Screening.	

Note: The EFMP Standardization Project does not change the Services' assignment processes.

17



FOCUS AREA: Family Support



Each Service provides Family Support to military families with special needs.

Identified Gaps:

- Family support provided differently across Services, ranging from assessing families' needs to transferring necessary records to a joint basing or sister-Service installation.
- Limited understanding of another Services' EFMP family support processes.

Actions Taken	Benefits
Developed and published Quick Reference Guide (QRG) to provide guidance on navigating EFMP process across Services.	Provides a tool to assist families with the EFMP process when on joint or sister-Service installations.
Developed and piloted standardized Family Needs Assessment and Services Plan (FNA)	Assists providers in identifying and prioritizing the scope of a family's needs and planning next steps consistently across the Services.
Developed and conducted FNA training	
Developed Inter-Services Transfer Summary (ISTS)	Provides continuity of care when a family transfers to and from a joint or sister-Service installation.

18



FOCUS AREA: Technology



Each Service has several IT systems that are involved with the EFMP process.

Identified Gaps:

- Total of 15 different systems involved with the EFMP process.
- Limited sharing of communication and data sharing between IT systems within a Service.
- No automatic communication or data sharing between IT systems across Services.

Actions Taken	Benefits
Conducted analysis of EFMP IT systems to determine possibility for IT systems to interface with each other both within and across Services.	Identified system requirements and provided data on the potential solutions for developing an IT Roadmap.
Designing a Future State Technology Roadmap to be finalized by September 2014.	Services share access to centralized source of data with ability to send and receive pertinent information (two-way communication) across EFMP components.
Built core functionality of EFMP Data Repository.	Reduces the level of effort to generate data reports on status of EFMP and assists to identify potential gaps.
Developed Data Dictionary	Standardization of definitions for submission of data to the Data Repository.

19



FOCUS AREA: Communication



Services are interested in sharing information about the EFMP Standardization Project.

Identified Gaps:

- Every Service manages its communication program independently and essential EFMP information may be messaged inconsistently.
- Communication efforts are often duplicated.

Actions Taken	Benefits
Developed multiple tools containing different representations of information on the standardization efforts tailored to specific audiences.	Provides standardized information for communicating the progress made and the way forward to individuals with different backgrounds and levels of familiarity with the EFMP.

20



Exceptional Family Member Program (EFMP) Standardization Overview



Focus Area	Gaps Identified	Standardization Goals	Actions	Next Steps
IDENTIFICATION / ENROLLMENT	<p>GAP: Each Service has some unique enrollment procedures, ranging from usage of standard criteria to notification procedures, and potential EFMP enrollees are not identified in a timely manner</p> <p>IMPACT: Families may have difficulties in enrolling at joint bases or sister-Service installations, may lack awareness of their enrollment status, and may not be identified until Assignment Coordination</p>	Families will be identified in a timely manner and correctly enrolled into the EFMP at any installation regardless of Service affiliation, and notified of their EFMP status	<ul style="list-style-type: none"> Initiated examination of capabilities to automatically notify stakeholders of EFMP enrollment Developed brochures to help local medical and educational providers to identify potential EFMP enrollees in a timely manner Initiated ongoing review of current EFMP criteria to determine if it needs to be revised 	<ul style="list-style-type: none"> SHORT-TERM: Recommend guidance to the Services on adding automatic notification capabilities to their current Systems SHORT-TERM: Submit educational brochures for publication and release LONG-TERM: Determine if current criteria needs to be revised, and continue periodic reviews
ASSIGNMENT COORDINATION (FAMILY MEMBER TRAVEL SCREENING)	<p>GAP: Each Service has a different screening and medical review process for dependent travel, ranging from staff qualifications to process steps</p> <p>IMPACT: Families and staff may navigate the process incorrectly in a joint base or sister-Service environment, leading to a complicated and extensive process that may not correctly identify potential EFMP enrollees or accurately determine their needs</p>	Families will experience a consistent Family Member Travel Screening (FMTS) process and their needs will be determined accurately and consistently	<ul style="list-style-type: none"> Developed standard forms for the FMTS process Developed initial standard qualifications for screeners Developed standard screening processes for potential use by the Services Initiated pilot planning for all proposed changes to the screening process 	<ul style="list-style-type: none"> SHORT-TERM: Finalize FMTS forms SHORT-TERM: Finalize standard qualifications and process changes LONG-TERM: Pilot the new FMTS forms, processes, and credentials LONG-TERM: Release new forms, processes, and staffing requirements LONG-TERM: Train all staff involved in the screening on the new processes
FAMILY SUPPORT	<p>GAP: Each Service provides family support differently, ranging from assessing families' needs to transferring necessary records to an installation of a different Service affiliation</p> <p>IMPACT: Families may receive inconsistent family support services. Additionally, the Services lack understanding of each other's EFMP processes, making it difficult for staff to assist Service members of a different Service affiliation</p>	Families will receive improved and consistent support in identifying services and resources at any location regardless of Service affiliation	<ul style="list-style-type: none"> Developed Family Needs Assessment and Services Plan (FNA) to consistently document and understand families' needs Delivering FNA Training to Family Support staff Developed Inter-Services Transfer Summary (ISTS) to document family support assistance received for families transferring from a Sister-Service back to their own 	<ul style="list-style-type: none"> SHORT-TERM: Finalize and release FNA to the Services SHORT-TERM: Finalize training for staff to understand how to best use the FNA SHORT-TERM: Pilot the ISTS and release across the Services SHORT-TERM: Deliver training for ISTS to staff to understand how to best use the form
CROSS-COMPONENT (TECHNOLOGY)	<p>GAP: Each Service uses different IT Systems across their components, with limited sharing of data within a Service's components and no sharing of data across Services</p> <p>IMPACT: Some processes lack automation across the EFMP components, and EFMP information that is necessary for the successful delivery of EFMP services is not accessible to different Services in a joint base or sister-Service environment</p>	Families and staff will have streamlined and consistent interactions with improved EFMP technology and their necessary EFMP information will be more easily managed	<ul style="list-style-type: none"> Built the core functionality of the EFMP Data Repository, which will allow Services to submit non-PHI / non-PHI EFMP demographic data to OSN for storage and reporting purposes Initiated the blueprint design for the Cross-Service EFMP IT System that each Service can use for their EFMP processes, and including automated processes and forms, where possible 	<ul style="list-style-type: none"> SHORT-TERM: Finalize the build of the EFMP Data Repository and gain approval for release SHORT-TERM: Finalize blueprint design of Cross-Service EFMP IT System LONG-TERM: Following the completion of the blueprint design, build the Cross-Service EFMP IT System LONG-TERM: Leverage EHR
CROSS-COMPONENT (COMMUNICATION)	<p>GAP: Each Service manages its program independently, including communications and partnerships, and could collaborate more with the other Services</p> <p>IMPACT: Essential EFMP information may be messaged inconsistently, and the Services may duplicate efforts in standardization efforts and not capitalize on leading practices from other Services</p>	Families will receive helpful EFMP information in a consistent manner, and Services will better understand each other's processes and be able to assist any Service member, regardless of affiliation	<ul style="list-style-type: none"> Developed the Quick Reference Guide (QRG) to explain each Service's EFMP processes across all three components, for staff to assist families across the Services Developed cross-Service Working Groups for Family Support and Family Travel Screening, to share effective practices and pursue standardization initiatives Conducted a sentiment analysis on the EFMP's social media presence, to understand the overall public's opinions and sentiments on the EFMP 	<ul style="list-style-type: none"> SHORT-TERM: Release QRG on Military OneSource SHORT-TERM: Continue Working Group meetings SHORT-TERM: Develop additional Working Groups to collaborate on various initiatives, such as technology, as needed SHORT-TERM: Continue to perform sentiment analysis on the EFMP's social media presence on a periodic basis

