



SECRETARY OF THE ARMY  
WASHINGTON

22 MAR 2024

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Army Exceptional Family Member Program Office

1. References. See references enclosed.

2. Purpose. This memorandum establishes a central oversight office for the Army Exceptional Family Member Program (EFMP) at the Headquarters, Department of the Army (HQDA).

3. The Assistant Secretary of the Army for Manpower and Reserve Affairs (ASA (M&RA)) has oversight responsibility for the central EFMP Office.

a. The EFMP Office, under the direction of the DCS, G-9, oversees and directs program funding and execution for the EFMP and the Enterprise EFMP (E-EFMP) system pursuant to references 1a–1e, ensuring that the program provides transparent, readily accessible, and comprehensive support to Family members with special needs. The EFMP office, in collaboration with the Office of The Surgeon General (OTSG), U.S. Army Human Resources Command, and U.S. Army Materiel Command, assists installation EFMP staff members and Families with special needs before, during, and after relocation.

b. The DCS, G-9 retains the authority to redefine support relationships of liaisons to the central office as necessary.

c. The EFMP Board of Directors (BOD) is an intra-Army committee comprising stakeholders with a vested interest in improving the EFMP. The BOD is chaired by the DCS, G-9 and provides the Army's executive senior leadership with a strategic forum to ensure the synchronization EFMP components, including identification/enrollment, assignment coordination, and Family support services.

d. The DCS, G-9 will convene the BOD at least once a year with Senior Executive Service (SES) or general officer (GO) representatives of Secretariat and Army Staff officials as assigned in the responsibilities section of this directive.

e. The BOD will—

(1) Serve as the Army's collaborative body for issues related to EFMP management and integration.

(2) Review performance measures to ensure effective program oversight.

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(3) Promote Army wide visibility and awareness of EFMP initiatives with senior leaders and commands.

(4) Evaluate survey results or findings from EFMP Families from other venues to identify unmet needs and recommend areas for program improvement.

(5) Promote strategies that will enhance the EFMP Families' experience with services that address their concerns.

f. The E-EFMP system is the Army's system of record for all EFMP enrollments, enrollment updates, disenrollments, and overseas Family Member Travel Screening (FMTS) documents. The system provides centralized access to the system users while improving quality and effectiveness, service delivery, transparency, and measurable outcomes for the Total Army. The system also allows for assignment coordination for Servicemembers, and transparency support services being provided to Families with special needs.

**4. Responsibilities.**

a. The ASA (M&RA) will—

(1) Provide policy oversight and guidance for the EFMP, including strategic implementation across the Total Force and development of metrics.

(2) Provide SES/GO support and representation to the EFMP BOD.

b. The Inspector General will provide SES/GO support and representation to the EFMP BOD.

c. The Chief of Legislative Liaison will provide SES/GO support and representation to the EFMP BOD.

d. The DCS, G-1 will—

(1) Provide SES/GO support and representation to the EFMP BOD.

(2) Provide technical training and operational guidance to the installation EFMP service providers.

e. The DCS, G-4 will—

(1) Provide SES/GO support and representation to the EFMP BOD.

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(2) Provide technical and professional guidance to the DCS, G-9.

f. The DCS, G-9 will—

(1) Advise the Secretariat and Army Staff on the EFMP, including resources, facility requirements, certification standards, program evaluations and deficiencies, business plans, research projects, policies, processes, data collection mechanisms, metrics, and enterprise-wide challenges affecting successful delivery of programs and services.

(2) Develop processes and make policy recommendations to the ASA (M&RA) to ensure robust communication and cooperation between the EFMP central office, OTSG/U.S. Army Medical Command, the U.S. Army Installation Management Command (IMCOM), the U.S. Army Human Resources Command, and other external agencies.

(3) Oversee and direct program funding and execution in support of Army EFMP operations, including EFMP Office personnel salaries/supplies/equipment and contracts for the E-EFMP system, system navigators, and respite care.

(4) Oversee the E-EFMP system to support the EFMP enterprise strategy for enrollments/disenrollments, assignment inquiry, overseas Family member travel screening, Family support access, and EFMP reminder notifications.

(5) Develop installation- and command-level reports and dashboards in compliance with the National Defense Authorization Act for Fiscal Year 2021 to monitor service delivery trends and program effectiveness metrics.

(6) Appoint an EFMP Manager responsible for coordinating and leading the development, management, and execution of the EFMP Office.

(7) Facilitate the HQDA EFMP workgroup with EFMP subject-matter experts to review policies and processes and provide topics for consideration by the EFMP BOD.

(8) In coordination with the EFMP Manager, oversee the systems navigators and respite care contracts.

g. The Director, Army National Guard will—

(1) Provide SES/GO support and representation to the EFMP BOD.

(2) Provide technical and professional guidance to the DCS, G-9.

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**h. The Chief of Army Reserve will—**

- (1) Provide SES/GO support and representation to the EFMP BOD.**
- (2) Provide technical and professional guidance to the DCS, G-9.**

**i. The Surgeon General will—**

- (1) Provide SES/GO support and representation to the EFMP BOD.**
- (2) Identify a liaison to support the DCS, G-9 and the EFMP Office.**
- (3) In coordination with the EFMP Manager, supervise and manage EFMP screening and enrollment by medical components.**
- (4) Provide technical and professional guidance to the DCS, G-9 for development of medical policy related to the Army EFMP.**
- (5) Ensure that procedures are implemented for overseas Family member travel screening pursuant to Army Regulation (AR) 608–75.**
- (6) Ensure that procedures are implemented to screen Family members for enrollment in EFMP during the provision of routine health services.**
- (7) Ensure that procedures are implemented to refer Soldiers for enrollment in EFMP immediately on diagnosis of an eligible EFMP condition of a Family member.**
- (8) Provide technical training and operational guidance to the installation's medical EFMP service providers.**
- (9) Use the E-EFMP system to respond to assignment coordination inquiries based on the need of Exceptional Family Members in the military personnel assignment process.**

**j. The Judge Advocate General will—**

- (1) Provide SES/GO support and representation to the EFMP BOD.**
- (2) Provide technical and professional guidance to the DCS, G-9.**
- (3) Manage and supervise legal assistance on special education advocacy to Soldiers and their Family members with special education needs for school-aged children in public schools.**

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(4) Provide technical training and operational guidance to legal assistance attorneys to ensure each installation has an attorney trained in special education advocacy.

(5) In coordination with EFMP Manager, develop policies, processes, data collection mechanisms, and metrics for legal assistance associated with special education cases.

k. The Chief of Chaplains will provide SES/GO support and representation to the EFMP BOD.

l. The Chief of Public Affairs will—

(1) Provide SES/GO support and representation to the EFMP BOD.

(2) In coordination with the EFMP Manager and the G-9 Strategic Communication Advisor, assist in planning and executing EFMP communication initiatives and provide advice to synchronize communication efforts to raise awareness on Army wide EFMP initiatives.

m. The Commander, AMC will—

(1) Provide SES/GO support and representation to the EFMP BOD.

(2) Provide a point of contact to support the EFMP Manager.

n. The Commander, IMCOM will—

(1) Provide SES/GO support and representation to the EFMP BOD.

(2) Identify liaisons (IMCOM G-1 and IMCOM G-9) to support the EFMP Office.

(3) In coordination with the EFMP Manager, IMCOM G-1 Military Personnel Divisions will initiate documents for overseas Family Member Travel Screenings, and IMCOM G-9 will execute EFMP Family support.

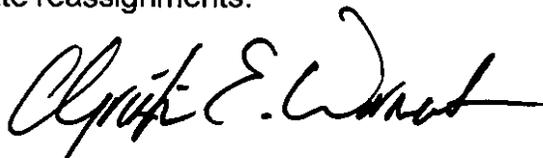
(4) Provide technical training and operational guidance to installation EFMP service providers.

o. The Commander, U.S. Army Human Resources Command will—

(1) Provide SES/GO support and representation to the EFMP BOD.

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- (2) Identify a liaison to support the EFMP Office.
- (3) Coordinate with the appropriate medical special needs advisor to determine availability of medical resources for Soldiers and their Families.
- (4) Process alternate assignment for Soldiers pending assignments to locations where care for Exceptional Family Members is not available or where Family travel or command sponsorship is disapproved due to lack of general medical care.
- (5) Ensure Soldiers are continually advised during the assignment process and establish procedures for informing Soldiers of the criteria for assignment selection and non-selection.
- (6) Provide technical training and operational guidance to installation EFMP service providers.
- (7) In coordination with the EFMP Manager, advise the ASA (M&RA) on the development of policies, processes, data collection mechanisms, and metrics for assignment coordination and compassionate reassignments.



Christine E. Wormuth

Encl

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**CF:**

**Principal Cyber Advisor  
Director of Enterprise Management  
Director, Office of Analytics Integration  
Commander, Eighth Army**

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### REFERENCES

- a. Title 5, U.S. Code, section 552a (Privacy Act of 1974, as amended)
- b. Title 10, U.S. Code, section 1781c (Office of Special Needs)
- c. Title 45, Code of Federal Regulations, Part 164 (Security and Privacy)
- d. Federal Register, Volume 78, Issue 146 (Privacy Act of 1974; System of Records)
- e. Public Law 116-283, "National Defense Authorization Act for Fiscal Year 2021," section 582
- f. Department of Defense (DoD) Instruction 1315.19 (Exceptional Family Member Program), 23 June 2023
- g. DoD Instruction 1342.22 (Military Family Readiness), 5 August 2021
- h. DoD Instruction 5400.11 (DoD Privacy and Civil Liberties Program), 29 January 2019, incorporating Change 1, effective 8 December 2020
- i. Department of Defense Manual 6025.18 (Implementation of the Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule in DoD Health Care Programs), 13 March 2019
- j. Army Regulation 600–20 (Army Command Policy), 24 July 2020
- k. Army Regulation 608–1 (Army Community Service), 19 October 2017
- l. Army Regulation 608–75 (Exceptional Family Member Program), 27 January 2017

Enclosure