

## EFMP Office Hours

Monday	1000-1200 hrs
Tuesday	1400-1600 hrs
Wednesday	Closed
Thursday	1400-1600 hrs
Friday	1000-1200 hrs

The Exceptional Family Member Program (EFMP) is a mandatory enrollment program that works with other military and civilian agencies to provide comprehensive and coordinated community support, housing, educational, medical and personnel services to families with special needs.



---

Exceptional Family Member Program

Exceptional  
Family Member



**EFMP**

Army Community Services  
Vicenza, Italy

## Frequently asked questions about EFMP



### **What is an exceptional family member?**

An exceptional family member is a family member (child or adult) with any physical, emotional, developmental, or intellectual disorder that requires special treatment, therapy, education, training or counseling.

### **Who must enroll in the program?**

The following soldiers with exceptional family members are required to enroll in the program:

- Active Army.
- U.S. Army Reserve (USAR) soldiers in the USAR-Active Guard Reserve program and other USAR soldiers on active duty exceeding 30 days.
- Army National Guard (AGR) personnel serving under authority of Title 10, United States Code.
- Department of the Army civilian employees do not enroll in the program. However, they must identify dependent children with special education and medically related service needs and family members with medical needs, each time they process for an assignment to a location outside the United States where family member travel is authorized at government expense.

### **How does the EFMP assist families?**

The Army Community Services EFMP staff will assist eligible family members by providing the family with information, referrals, crisis intervention and assistance to meet the individual needs of each exceptional family member.

### **How do I enroll in the program?**

If you have questions, concerns or need more information about the program contact your EFMP manager during the office hours indicated on the back of the brochure.

Or, contact the patient representative at the U.S. Army Health Clinic, Vicenza.

The exceptional family member must be re-enrolled at least every three years unless his or her condition changes before that time.

### **EFMP Services**

- Information and referral
- Advocacy
- Resource directory
- Workshops
- Support groups
- Respite information
- Relocation assistance
- Crisis intervention

### **If we are already enrolled in the program is it important to visit the EFMP office when we relocate?**

Yes! If you are already enrolled in the program or need to enroll, it's important to visit the EFMP office when you arrive in Vicenza and when you are preparing to PCS.

It's also important to inform the EFMP office of any changes in the exceptional family member's needs.

The more we work together, the more we can make sure your families needs are met.

### **Will enrolling a family member in the EFMP adversely affect my career?**

EFMP enrollment is not a career deterrent. The program will help your family members receive the resources they require to address their individual needs and concerns.

Every effort is made to find assignments that meet family members' needs. However, if the Army needs the soldiers skills in locations where services aren't available for the exceptional family member, the soldier might have to serve an unaccompanied tour.