



Introducing EFMP ROC

from the Exceptional Family Member Program
and Military OneSource



About the EFMP

The Exceptional Family Member Program:

- Identifies and enrolls members
- Makes sure special needs are considered during assignments
- Helps families find and access services

The Department of Defense Office of Special Needs is enhancing EFMP support by:

- Working to create a more consistent, “user-centric” experience across locations
- Creating new tools and resources to help families minimize challenges

EFMP ROC is part of this effort.

Introduction to EFMP ROC

Along with installation services, families with special needs have a 24/7 source for enhanced support:

- **ROC: Resources, Options and Consultations**
- Enhanced EFMP assistance through Military OneSource
- Consultations with subject matter experts
- Easy access — by phone or through www.MilitaryOneSource.mil



Connecting Families to Answers

EFMP ROC offers enhanced support to service providers and the families they work with, including:

- Information and referrals – in the military and in the community
- Help navigating medical and educational programs and resources
- Assistance applying for benefits and entitlements
- A liaison to help with continuity of care through transitions
- “Warm” handoffs between service providers when families travel to new locations



EFMP ROC Special Needs Consultants

Families and service providers now have access to staff with subject matter expertise in:

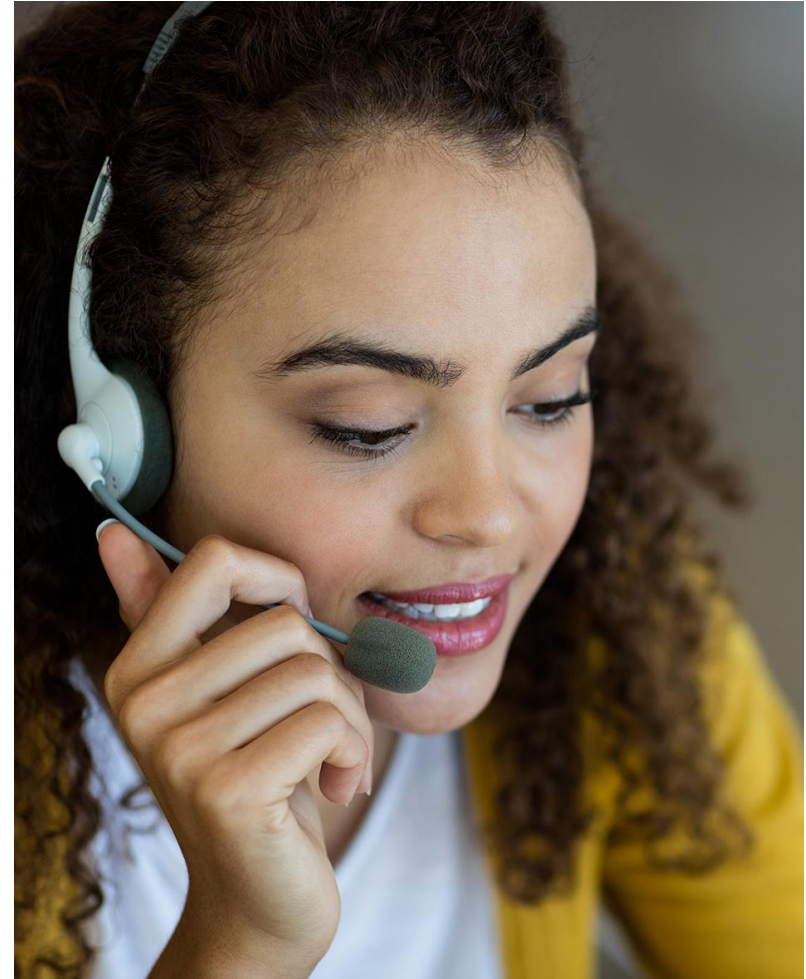
- Education
- The military health care system and TRICARE coverage
- State and federal programs
- Special needs trusts/estate planning



Support that's Easy to Access

One chat or call will put you in touch with an amazing team:

- Appointments can be made 24/7 by phone or live chat
- Special needs consultations are unlimited and available by phone or video session
- Consultants can also arrange three-way calls with health care and installation-based service providers
- Call 800-342-9647 or visit www.MilitaryOneSource.mil



More Resources at Military OneSource

Robust resources are at your fingertips at the Military OneSource website:

- Articles and information
- Important forms
- Tools and toolkits:
 - Special Needs Parent Toolkit
 - Education Directory for Children with Special Needs
 - The Guide for Adults with Special Needs
 - Special Care Organization Record toolkits for elders, adults and children with special needs



Who Can Access EFMP Services?

Service members and military families with special medical or educational needs such as:

- A spouse, child or other family member who:
 - Requires medical care for a chronic condition
 - Receives ongoing services from a medical specialist
 - Has significant behavioral health concerns
- A child, up to age 21, who is eligible for or receives:
 - Early intervention services through a family service plan
 - Special education services through an Education Program Enrollment



Questions? For More Information

EFMP ROC

- www.MilitaryOneSource.mil
- 800-342-9647

Your Exceptional Family Member Program Family Support Provider

- www.MilitaryINSTALLATIONS.dod.mil
- www.MilitaryOneSource.mil
- 800-342-9647

