

Exceptional Family Member Program Survey FAQs for Family Support Providers

Current as of Oct. 20, 2022



Exceptional Family Member Program (EFMP) Survey FAQs for Family Support Providers

Q: What is the 2022 EFMP Survey?

A: The web-based EFMP Survey is sponsored by Military Community and Family Policy and the Office of Special Needs. It is the Defense Department's first comprehensive survey of service members that asks about their experiences with all three components of EFMP (Identification and Enrollment, Assignments and Family Support), as well as services and supports provided by other state and federal agencies.

Q: Who will receive the survey?

A: Active-duty service members with a family member enrolled in EFMP will receive an email containing a unique code to log onto the DOD's Office of People Analytics at www.dodsurveys.mil. Users will be redirected to a site administered by Data Recognition Corporation, an experienced survey operations company that has been contracted by the DOD to administer this survey.

Q: What kinds of questions will the survey ask?

A: The survey will ask respondents about the process of enrolling in EFMP, Family Support services, assignment coordination during PCS moves and experiences outside of the program such as with medical and educational services.

Q: Why is it important that service members complete the survey?

A: The EFMP Survey is a chance for service members with a family member enrolled in EFMP to be heard on issues that directly affect them—for example, what was your experience with the enrollment process (what were you satisfied with or what could use improvement)? This survey allows policymakers to hear directly from families of all branches of service about their whole experience, from EFMP enrollment to PCS assignment coordination and transition support, to access to outside medical and educational services. Results will be reported back to the OSN, the services' EFMP leadership, Personnel and Readiness, and Manpower and Reserve Affairs so they can make informed decisions about DOD policies and programs impacting families enrolled in EFMP. Feedback is valuable and can help make a difference for military families enrolled in EFMP.

Q: Is there a way for active-duty service members enrolled in EFMP to take the survey if they didn't receive an email?

A: Active-duty service members who are enrolled in EFMP but do not receive an email invitation or cannot find it can still participate in the survey. These users can visit www.dodsurveys.mil, click the "Click Here" button below the question "Don't have a ticket number?" and then enter their DOD ID number and date of birth to take the survey.

Q: Can family members other than the service member complete the survey?

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A: Although it is the service member who receives the survey invitation, we highly encourage them to collaborate with their spouse or other adult family members to complete the survey. This helps ensure the full family experience is captured in one survey response per service member.

Q: Why is the EFMP Survey being conducted now?

A: Survey feedback will identify what is working well and areas for improvement so that the Defense Department can provide support to military families with special needs where they need it most. The survey is required in accordance with Section 582 of the National Defense Authorization Act for Fiscal Year 2021 to gauge satisfaction of EFMP among military families with special needs. The NDAA requirements are meant to be ongoing, so we hope this survey may become a reoccurring event.

Q: How long will the survey be open?

A: The survey will open on Nov. 17, 2022, and will be open for about six weeks.

Q: Will answers be confidential?

A: Responses will be kept private to the extent permitted by law. All data will be reported in the aggregate, and no individual data will be reported.

Q: How can I get the word out about the survey to the families I work with?

A: It is beneficial to inform local leadership about the importance of the first official DOD survey about EFMP and the need for service members with a family member enrolled in EFMP to participate. An FAQ sheet for leaders will be provided to you as well as an email template that leaders can use to spread the word about the EFMP survey. You can also help spread the word by letting families know about the survey and how to access it. You will be provided pre-designed social media posts to share, and you can re-share posts from the Military OneSource social media pages. A flyer will be available for you to share with leaders, families, colleagues and other organizations who interact with service members with a family member enrolled in EFMP. You can also direct families to the [EFMP Survey landing page](#), where they can find everything they need to know about the survey. Remember, if they cannot find their invitation email, they can still visit www.dodsurveys.mil and enter their DOD ID number and date of birth to take the survey.

Q. Where can I find the pre-designed products that I can share with leaders and families?

A: You may contact your service EFMP leadership to acquire the EFMP survey marketing toolkit. The toolkit is also located in the service provider section of EFMP & Me at: <https://efmpandme.militaryonesource.mil/>. The toolkit contains a FAQ sheet for service providers, a social media toolkit, a FAQ sheet for leaders, a letter for leaders and a flyer.

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Q: Will the survey results be available to the public?

A: When published, the survey results can be seen on Military OneSource at <https://www.militaryonesource.mil/data-research-and-statistics/survey-findings/>