

1. Examine the extent to which EFMP policies and processes are meeting the needs of military families
  - Evaluation Question 1: How do families experience EFMP enrollment?
  - Evaluation Question 2: How do families identify and access support through EFMP?
  - Evaluation Question 3: How do families experience transition of services (e.g., PCS, deployment, etc.)?
  - Evaluation Question 4: To what extent are processes meeting EFMP program goals?
2. Examine satisfaction with EFMP services for families enrolled in the program
  - Evaluation Question 5: Are customers satisfied with the services available to them?
  - Evaluation Question 6: Are customers satisfied with the coordination of services?
3. Examine the extent to which families with special needs are demonstrating resilience
  - Evaluation Question 7: Examine the relationship between EFMP service utilization and resilience.
4. Examine the availability and accessibility of programs provided by other Federal, State, local, and community organizations
  - Evaluation Question 8: Are military families enrolled in the EFMP able to access other services and supports?
  - Evaluation Question 9: To what extent do families find the services and supports provided by other organizations?

of families enrolled in EFMP

1 EFMP Family Support providers?

(e.g., relocation)?

What are their goals?

How do they help?

What services are received?

What are the barriers to readiness?

What are the barriers to satisfaction and readiness and resilience (e.g., relocation preparedness, stress management)?

What are the barriers to financial, and non-governmental agencies to military families enrolled in the EFMP?

What are the barriers to services and supports to meet their needs?

What are the barriers to services provided by other entities beneficial?

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EVALUATION 1

EVALUATION 2

EVALUATION 3

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EVALUATION 4

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**SURVEY QUESTION #****SURVEY QUESTION TEXT**

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|      |   |
|------|---|
| Q1   | In what sErvice were you on active duty on October XX, 2022?  |
| Q2   | Do you have any dependent(s) who are currently enrolled in the Exceptional Family Member Program (EFMP)?              |
| Q3   | What is your current paygrade?  |
| Q4   | How long have you sruved on active duty?  |
| Q5   | How old are you?  |
| Q6   | What is your maritalala status?   |
| Q7   | Do you have a signifcant other?   |
| Q11  | Where do you live at your permanent duty station?   |
| Q12  | Please tell us about all of the military dependents in your family who are enrolled in EFMP.                          |
| Q13  | How long has your dependent(s) been enrolled in the EFMP?   |
| Q16  | How often has your Leadership provided the needed supports to assist you with your family's needs?                    |
| Q17  | Since enrolling in the EFMP, to what extent have the needs of your family member(s) enrolled in the program been met? |
| Q18  | Overall, how satisfied/dissatisfied are you with EFMP?  |
| Q19  | How long did it take for you (your family) to complete the enrollment process?  |
| Q20A | How satisfied are you (or your family) with the following aspects of the EFMP enrollment process?                     |
| Q20B | How satisfied are you (or your family) with the following aspects of the EFMP enrollment process?                     |
| Q20C | How satisfied are you (or your family) with the following aspects of the EFMP enrollment process?                     |
| Q20D | How satisfied are you (or your family) with the following aspects of the EFMP enrollment process?                     |

- Q20E How satisfied are you (or your family) with the following aspects of the EFMP enrollment process?
- Q26
- Q27 Overall, how satisfied are you with the EFMP enrollment process?  
In the past 12 months, have you (or your family) received assistance (e.g., information, referrals) from the local EFMP Family Support office?
- Q28 In the past 12 months, how often did you (or your family) use the Exceptional Family Members Program Family Support services?
- Q29A How satisfied have you (or your family) been with interactions with the EFMP Family Support providers in the past 12 months?
- Q29B How satisfied have you (or your family) been with interactions with the EFMP Family Support providers in the past 12 months?
- Q29C How satisfied have you (or your family) been with interactions with the EFMP Family Support providers in the past 12 months?
- Q29D How satisfied have you (or your family) been with interactions with the EFMP Family Support providers in the past 12 months?
- Q29E How satisfied have you (or your family) been with interactions with the EFMP Family Support providers in the past 12 months?
- Q29F How satisfied have you (or your family) been with interactions with the EFMP Family Support providers in the past 12 months?
- Q29G How satisfied have you (or your family) been with interactions with the EFMP Family Support providers in the past 12 months?
- Q31 Did the Family Support providers provide you with a link to the EFMP Family Support Feedback Tool during your most recent visit?
- Q32A What are the reasons for not engaging with the EFMP Family Support?
- Q32B What are the reasons for not engaging with the EFMP Family Support?
- Q32C What are the reasons for not engaging with the EFMP Family Support?
- Q32D What are the reasons for not engaging with the EFMP Family Support?
- Q32E What are the reasons for not engaging with the EFMP Family Support?
- Q32F What are the reasons for not engaging with the EFMP Family Support?
- Q32G What are the reasons for not engaging with the EFMP Family Support?

- Q32H What are the reasons for not engaging with the EFMP Family Support?
- Q32I What are the reasons for not engaging with the EFMP Family Support?
- Q32J What are the reasons for not engaging with the EFMP Family Support?
- Q33 Since enrolling in the Exceptional Family Members Program, how many times have you (or your family) relocated because of a PCS move?
- Q35A How satisfied were you (or your family) with the following aspects of the assignment coordination process during your most recent PCS move?
- Q35B How satisfied were you (or your family) with the following aspects of the assignment coordination process during your most recent PCS move?
- Q35C How satisfied were you (or your family) with the following aspects of the assignment coordination process during your most recent PCS move?
- Q35D How satisfied were you (or your family) with the following aspects of the assignment coordination process during your most recent PCS move?
- Q35E How satisfied were you (or your family) with the following aspects of the assignment coordination process during your most recent PCS move?
- Q35F How satisfied were you (or your family) with the following aspects of the assignment coordination process during your most recent PCS move?
- Q35G How satisfied were you (or your family) with the following aspects of the assignment coordination process during your most recent PCS move?
- Q37A Based on your experience during your most recent PCS move, please indicate your level of agreement/disagreement with the following statements.
- Q37B How much do you agree or disagree with the following statements about the EFMP family support provider at your previous location? The provider...
- Q37C How much do you agree or disagree with the following statements about the EFMP family support provider at your previous location? The provider...
- Q37D How much do you agree or disagree with the following statements about the EFMP family support provider at your previous location? The provider...
- Q37E How much do you agree or disagree with the following statements about the EFMP family support provider at your previous location? The provider...
- Q37F How much do you agree or disagree with the following statements about the EFMP family support provider at your previous location? The provider...
- Q38 During your most recent PCS move, to what extent did Military Treatment Facility (MTF) staff assist with the coordination of medical services at the new location?
- Q39 Overall, to what extent did the EFMP support make your PCS move smoother?

- Q41A During your most recent PCS move, to what extent was the EFMP family support provider at your previous location
- Q41B During your most recent PCS move, to what extent was the EFMP family support provider at your previous location
- Q42A During your most recent PCS move, to what extent was the EFMP family support provider at your new location
- Q42B During your most recent PCS move, to what extent was the EFMP family support provider at your new location
- Q43A During your most recent PCS move, to what extent did the EFMP family support provider at your new location...
- Q43B Be responsive when handling the move?
- Q43C Help you access services at the new location with ease?
- Q43D Be helpful during the transition?
- Q44A During your most recent PCS move, to what extent...
- Q44B During your most recent PCS move, to what extent...
- Q44C During your most recent PCS move, to what extent...
- Q48 Did you receive primary care medical services in the past 12 months?
- Q49 Overall, how satisfied were you with the primary care medical services you received in the past 12 months?
- Q50 Did you receive specialty care medical services in the past 12 months?
- Q51 Overall, how satisfied were you with the specialty care medical services you received in the past 12 months?
- Q52 Have you used any respite care services offered through your Military Service Family Support Program in the past two years?
- Q53 Overall, how satisfied were you with the respite care services you received through your Military Service Family Support Program in the past two years?
- Q54 Have you used any respite care services offered through TRICARE ECHO in the past two years?
- Q55 Overall, how satisfied were you with the respite care services you received through TRICARE ECHO in the past two years?

- Q56 Were you provided educational services (i.e., EIS, DoDEA, public) in the past 12 months?
- Q57A How easy or difficult was it to receive the following?
- Q57B How easy or difficult was it to receive the following?
- Q57C How easy or difficult was it to receive the following?
- Q58 Did you request assistance from your local Military Legal office related to special education concerns in the past 12 months?
- Q59 Overall, how satisfied were you with the legal assistance you received in the past 12 months?
- Q60A To what extent do you agree or disagree with the following statements? Mark one answer for each item.
- Q60B To what extent do you agree or disagree with the following statements? Mark one answer for each item.
- Q60C To what extent do you agree or disagree with the following statements? Mark one answer for each item.
- Q62 What resource do you use most often to access information about EFMP?
- Q63A Did you or your family use any of the following additional services?
- Q63B Did you or your family use any of the following additional services?
- Q63C Did you or your family use any of the following additional services?
- Q63D Did you or your family use any of the following additional services?
- Q63E Did you or your family use any of the following additional services?
- Q63F Did you or your family use any of the following additional services?
- Q63G Did you or your family use any of the following additional services?
- Q64A How helpful were the services in meeting your family's needs?
- Q64B How helpful were the services in meeting your family's needs?



- Q64C How helpful were the services in meeting your family's needs?
- Q64D How helpful were the services in meeting your family's needs?
- Q64E How helpful were the services in meeting your family's needs?
- Q64F How helpful were the services in meeting your family's needs?
- Q64G How helpful were the services in meeting your family's needs?
- Q65A How accessible were the following additional services?
- Q65B How accessible were the following additional services?
- Q65C How accessible were the following additional services?
- Q65D How accessible were the following additional services?
- Q65E How accessible were the following additional services?
- Q65F How accessible were the following additional services?
- Q65G How accessible were the following additional services?
- Q66 In the past 12 months, how many days off work have you or your spouse/partner taken to address issues related to your family member's special needs?
- Q67A To what extent has being enrolled in the EFMP had a positive or negative impact on...
- Q67B To what extent has being enrolled in the EFMP had a positive or negative impact on...
- Q67C To what extent has being enrolled in the EFMP had a positive or negative impact on...
- Q67D To what extent has being enrolled in the EFMP had a positive or negative impact on...
- Q67E To what extent has being enrolled in the EFMP had a positive or negative impact on...
- Q68 Suppose you have to decide whether to stay on active duty. How likely will your EFMP enrollment positively impact your decision to stay?

Q69

Based on the services received through EFMP, does your family favor you staying or leaving active duty?

## **SUBITEM TEXT**

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Directions received for the enrollment process

Timeliness of the enrollment process

Notification of the enrollment outcome

Support from EFMP staff during the enrollment process

Information received about the EFMP during the enrollment process

Provider's familiarity with local resources;

Accuracy of the information provided;

Availability of the providers to provide assistance and support;

Providers accurately acknowledged concerns;

Professionalism of the staff;

Responsiveness of staff;

Providers tailored support to meet my needs;

Location

Availability of child care

Expense of child care

Hours of operation

Conflict with work schedule

Transportation

Unaware of Family Support services

Unable to reach Family Support provider

Did not need support in the past 12 months

Other

Availability of staff to provide assistance or answer questions

Usefulness of the information shared

Directions received on the assignment coordination process

Notification of the assignment recommendation

Timeliness of the process

Notification of the option to request a second review of the assignment decision

Overall assignment coordination process

My family and I were satisfied with the support received to make my PCS move smoother

Connected you to the EFMP family support office at the new location?

Initiated the transition to the new location in a timely manner?

Was responsive when handling the move

Was helpful during the move?

Reached out to you (or your new family support staff) to follow-up?

Available to address concerns and during the move?

Provide support during the move?

Available to address concerns and during the move?

Provide support during the move?

Contact you, if requested, in a timely manner?

Did the MTF staff assist with the coordination of medical services at the new location?

Were you able to access medical services during the move?

Did you receive medical care at the new location in a timely manner?

Special Education Services

Early intervention services

Support to address your child's educational needs

Finding information on available resources was easy

Connecting with a EFMP Family Support Provider was easy

Accessing relevant services was easy

Housing assistance;

Child care services

Non-medical counseling

school liaison program;

Military and Family Support Center

Education Support Services

Other federal, state, and local resources

Housing assistance;

Child care services

Non-medical counseling

school liaison program;

Military and Family Support Center

Education Support Services

Other federal, state, and local resources

Housing assistance;

Child care services

Non-medical counseling

school liaison program;

Military and Family Support Center

Education Support Services

Other federal, state, and local resources

Your job/career options in the military

Your military career progress so far

Your future military career progress

Your spouse/partner's ability to work a full-time job

Your spouse/partner's career options



## PROJECT AIMS

1. Evaluate the level of accessibility of EFMP services for Active Duty Army Soldiers
  - Evaluation Question 1: How do EFMP families learn about services available?
  - Evaluation Question 2: How do families identify and access support through the System Navigator?
  - Evaluation Question 3: How do families experience hand-offs?
2. Evaluate perceptions of satisfaction with EFMP services for Active Duty Army Soldiers
  - Evaluation Question 4: Are customers satisfied with how they learn about services?
  - Evaluation Question 5: Are customers satisfied with their coordination and hand-offs?
  - Hypothesis 1: Soldiers with greater access to EFMP services and System Navigator services will have higher satisfaction with those services.
3. Investigate how Soldier and family characteristics (e.g., age, gender, rank) are related to perceptions of accessibility and satisfaction with EFMP services.
  - Hypothesis 2: Soldier rank will impact perceptions of accessibility and satisfaction with EFMP services.
4. Examine links between EFMP service accessibility/satisfaction and Soldier readiness.
  - Hypothesis 3: Access to, and satisfaction with, System Navigator services will be positively related to Soldier readiness.

s and their families

le to them?

h EFMP and System Navigators (i.e., Family support staff)?

ldiers and their families

services available to them?

services?

Navigators will also report greater satisfaction with EFMP.

lated to perceptions of and experiences with EFMP services

faction with services. Junior enlisted Soldiers will report lower accessibility, overall, as well as high

ness and performance (e.g., lost duty time, spouse employment, and transitional stress associated v

will be related to improved outcomes, including less lost duty time, fewer barriers to spouse employ

r satisfaction among those who access services.  
with relocations)  
ment, and lower transitional stress during relocations.

| EFMP CUES<br>Eval Question<br>1 | EFMP CUES<br>Eval<br>Question 2 | EFMP<br>CUES Eval<br>Question 3 | EFMP<br>CUES Eval<br>Question 4 | EFMP CUES<br>Eval<br>Question 5 | EFMP CUES<br>Hypothesis<br>1 | EFMP CUES<br>Hypothesis<br>2 |
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| <b>EFMP CUES<br/>Hypothesis 3</b> | <b>Filter /<br/>Sample<br/>Selection<br/>Variable</b> | <b>Item #</b> | <b>Question Text</b>  |
|-----------------------------------|---|---------------|---|
|                                   | x   | Q1            | In what Service were you on active duty on October XX, 2022?  |
| x                                 |   | Q10           | What is your current spouse/partner's current employment status?  |
|                                   | x   | Q12           | Please tell us about all of the military dependents in your family who are enrolled in EFMP.                          |
|                                   |   | Q13           | How long has your dependent(s) been enrolled in the EFMP?   |
| x                                 |   | Q14           | What was your rank when your family was first enrolled in EFMP?   |
|                                   |   | Q15           | What circumstances led to your family's enrollment in the EFMP?   |
|                                   |   | Q16           | How often has your Leadership provided the needed supports to assist you with your family's needs?                    |
| x                                 |   | Q17           | Since enrolling in the EFMP, to what extent have the needs of your family member(s) enrolled in the program been met? |
| x                                 |   | Q18           | Overall, how satisfied/dissatisfied are you with EFMP?  |
| x                                 |   | Q20A          | How satisfied are you (or your family) with the following aspects of the EFMP enrollment process?                     |
| x                                 |   | Q20B          | How satisfied are you (or your family) with the following aspects of the EFMP enrollment process?                     |
| x                                 |   | Q20C          | How satisfied are you (or your family) with the following aspects of the EFMP enrollment process?                     |
| x                                 |   | Q20D          | How satisfied are you (or your family) with the following aspects of the EFMP enrollment process?                     |
| x                                 |   | Q20E          | How satisfied are you (or your family) with the following aspects of the EFMP enrollment process?                     |
|                                   |   | Q21A          | How did you (or your family) learn about the EFMP?  |
|                                   |   | Q21B          | How did you (or your family) learn about the EFMP?  |



Q21C

How did you (or your family) learn about the EFMP?

Q21D

How did you (or your family) learn about the EFMP?

Q21E

How did you (or your family) learn about the EFMP?

Q21F

How did you (or your family) learn about the EFMP?

Q21G

How did you (or your family) learn about the EFMP?

Q21H

How did you (or your family) learn about the EFMP?

Q21I

How did you (or your family) learn about the EFMP?

Q21J

How did you (or your family) learn about the EFMP?

Q21K

How did you (or your family) learn about the EFMP?

Q21L

How did you (or your family) learn about the EFMP?

Q22A

How satisfied were you (or your family) with the information about the EFMP provided by the following sources?

Q22B

How satisfied were you (or your family) with the information about the EFMP provided by the following sources?

Q22C

How satisfied were you (or your family) with the information about the EFMP provided by the following sources?

Q22D

How satisfied were you (or your family) with the information about the EFMP provided by the following sources?

Q22E

How satisfied were you (or your family) with the information about the EFMP provided by the following sources?

- Q22F How satisfied were you (or your family) with the information about the EFMP provided by the following sources?
- Q22G How satisfied were you (or your family) with the information about the EFMP provided by the following sources?
- Q22H How satisfied were you (or your family) with the information about the EFMP provided by the following sources?
- Q22I How satisfied were you (or your family) with the information about the EFMP provided by the following sources?
- Q22J How satisfied were you (or your family) with the information about the EFMP provided by the following sources?
- Q22K How satisfied were you (or your family) with the information about the EFMP provided by the following sources?
- Q22L How satisfied were you (or your family) with the information about the EFMP provided by the following sources?
- Q23A How easy or difficult were each of the following aspects of your EFMP enrollment experiences?
- Q23B How easy or difficult were each of the following aspects of your EFMP enrollment experiences?
- Q23C How easy or difficult were each of the following aspects of your EFMP enrollment experiences?
- Q23D How easy or difficult were each of the following aspects of your EFMP enrollment experiences?
- Q23E How easy or difficult were each of the following aspects of your EFMP enrollment experiences?
- Q24A How strongly would you agree or disagree with these statements about initiating your EFMP enrollment and services?

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|   | Q24B | How strongly would you agree or disagree with these statements about initiating your EFMP enrollment and services?                             |
|   | Q24C | How strongly would you agree or disagree with these statements about initiating your EFMP enrollment and services?                             |
|   | Q25  |  |
| X | Q27  | In the past 12 months, have you (or your family) received assistance (e.g., information, referrals) from the local EFMP Family Support office? |
| x | Q28  | In the past 12 months, how often did you (or your family) use the Exceptional Family Members Program Family Support services?                  |
| x | Q29A | How satisfied have you (or your family) been with interactions with the EFMP Family Support providers in the past 12 months?                   |
| x | Q29B | How satisfied have you (or your family) been with interactions with the EFMP Family Support providers in the past 12 months?                   |
| x | Q29C | How satisfied have you (or your family) been with interactions with the EFMP Family Support providers in the past 12 months?                   |
| x | Q29D | How satisfied have you (or your family) been with interactions with the EFMP Family Support providers in the past 12 months?                   |
| x | Q29E | How satisfied have you (or your family) been with interactions with the EFMP Family Support providers in the past 12 months?                   |
| x | Q29F | How satisfied have you (or your family) been with interactions with the EFMP Family Support providers in the past 12 months?                   |

- x Q29G How satisfied have you (or your family) been with interactions with the EFMP Family Support providers in the past 12 months?
- Q30A How much do you agree or disagree with the following statements about your interactions with the EFMP Family Support Staff in the past 12 months?
- x Q30B How much do you agree or disagree with the following statements about your interactions with the EFMP Family Support Staff in the past 12 months?
- x Q30C How much do you agree or disagree with the following statements about your interactions with the EFMP Family Support Staff in the past 12 months?
- x Q30D How much do you agree or disagree with the following statements about your interactions with the EFMP Family Support Staff in the past 12 months?
- x Q30E How much do you agree or disagree with the following statements about your interactions with the EFMP Family Support Staff in the past 12 months?
- Q31 Did the Family Support providers provide you with a link to the EFMP Family Support Feedback Tool during your most recent visit?
- Q32A What are the reasons for not engaging with the EFMP Family Support?
- Q32B What are the reasons for not engaging with the EFMP Family Support?
- Q32C What are the reasons for not engaging with the EFMP Family Support?
- Q32D What are the reasons for not engaging with the EFMP Family Support?

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|   |   | Q32E | What are the reasons for not engaging with the EFMP Family Support?   |
|   |   | Q32F | What are the reasons for not engaging with the EFMP Family Support?   |
|   |   | Q32G | What are the reasons for not engaging with the EFMP Family Support?   |
| x |   | Q32H | What are the reasons for not engaging with the EFMP Family Support?   |
|   | x | Q32I | What are the reasons for not engaging with the EFMP Family Support?   |
|   |   | Q32J | What are the reasons for not engaging with the EFMP Family Support?   |
| x |   | Q33  | Since enrolling in the Exceptional Family Members Program, how many times have you (or your family) relocated because of a PCS move?        |
|   |   | Q35A | How satisfied were you (or your family) with the following aspects of the assignment coordination process during your most recent PCS move? |
|   |   | Q35B | How satisfied were you (or your family) with the following aspects of the assignment coordination process during your most recent PCS move? |
|   |   | Q35C | How satisfied were you (or your family) with the following aspects of the assignment coordination process during your most recent PCS move? |
|   |   | Q35D | How satisfied were you (or your family) with the following aspects of the assignment coordination process during your most recent PCS move? |
|   |   | Q35E | How satisfied were you (or your family) with the following aspects of the assignment coordination process during your most recent PCS move? |

- Q35F How satisfied were you (or your family) with the following aspects of the assignment coordination process during your most recent PCS move?
- Q35G How satisfied were you (or your family) with the following aspects of the assignment coordination process during your most recent PCS move?
- Q36A During your most recent PCS move, how did the following aspects impact your experience during assignment coordination?
- Q36B To what extent did the following aspects impact your experience during assignment coordination?
- Q36C To what extent did the following aspects impact your experience during assignment coordination?
- x Q37A Based on your experience during your most recent PCS move, please indicate your level of agreement/disagreement with the following statements.
- x Q37B How much do you agree or disagree with the following statements about the EFMP family support provider at your previous location? The provider...
- x Q37C How much do you agree or disagree with the following statements about the EFMP family support provider at your previous location? The provider...
- x Q37D How much do you agree or disagree with the following statements about the EFMP family support provider at your previous location? The provider...
- x Q37E How much do you agree or disagree with the following statements about the EFMP family support provider at your previous location? The provider...
- Q37F How much do you agree or disagree with the following statements about the EFMP family support provider at your previous location? The provider...

|   |      |   |
|---|------|---|
|   | Q38  | During your most recent PCS move, to what extent did Military Treatment Facility (MTF) staff assist with the coordination of medical services at the new location?                      |
| x | Q43A | During your most recent PCS move, to what extent did the EFMP family support provider at your new location...   |
| x | Q43B | Be responsive when handling the move?   |
| x | Q43C | Help you access services at the new location with ease?   |
| x | Q43D | Be helpful during the transition?   |
|   | Q44A | During your most recent PCS move, to what extent...   |
|   | Q44B | During your most recent PCS move, to what extent...   |
|   | Q44C | During your most recent PCS move, to what extent...   |
| x | Q46  | Did you or your family have a designated EFMP family support staff member...?   |
| x | Q47A | Across the entire span of your most recent PCS move (e.g., during assignment coordination, packing and preparing, transport/moving, getting settled in your new location), how often... |
| x | Q47B | Across the entire span of your most recent PCS move (e.g., during assignment coordination, packing and preparing, transport/moving, getting settled in your new location), how often... |
| x | Q47C | Across the entire span of your most recent PCS move (e.g., during assignment coordination, packing and preparing, transport/moving, getting settled in your new location), how often... |

|   |      |   |
|---|------|---|
| x | Q47D | Across the entire span of your most recent PCS move (e.g., during assignment coordination, packing and preparing, transport/moving, getting settled in your new location), how often... |
| x | Q47E | Across the entire span of your most recent PCS move (e.g., during assignment coordination, packing and preparing, transport/moving, getting settled in your new location), how often... |
| x | Q47F | Across the entire span of your most recent PCS move (e.g., during assignment coordination, packing and preparing, transport/moving, getting settled in your new location), how often... |
| x | Q47G | Across the entire span of your most recent PCS move (e.g., during assignment coordination, packing and preparing, transport/moving, getting settled in your new location), how often... |
| x | Q47H | Across the entire span of your most recent PCS move (e.g., during assignment coordination, packing and preparing, transport/moving, getting settled in your new location), how often... |
| x | Q47I | Across the entire span of your most recent PCS move (e.g., during assignment coordination, packing and preparing, transport/moving, getting settled in your new location), how often... |
| x | Q47J | Across the entire span of your most recent PCS move (e.g., during assignment coordination, packing and preparing, transport/moving, getting settled in your new location), how often... |
|   | Q48  | Did you receive primary care medical services in the past 12 months?  |
|   | Q49  | Overall, how satisfied were you with the primary care medical services you received in the past 12 months?  |



|   |      |   |
|---|------|---|
|   | Q50  | Did you receive specialty care medical services in the past 12 months?  |
|   | Q51  | Overall, how satisfied were you with the specialty care medical services you received in the past 12 months?  |
|   | Q52  | Have you used any respite care services offered through your Military Service Family Support Program in the past two years?                             |
|   | Q53  | Overall, how satisfied were you with the respite care services you received through your Military Service Family Support Program in the past two years? |
|   | Q54  | Have you used any respite care services offered through TRICARE ECHO in the past two years?   |
|   | Q55  | Overall, how satisfied were you with the respite care services you received through TRICARE ECHO in the past two years?                                 |
| x | Q56  | Were you provided educational services (i.e., EIS, DoDEA, public) in the past 12 months?  |
|   | Q57A | How easy or difficult was it to receive the following?  |
|   | Q57B | How easy or difficult was it to receive the following?  |
|   | Q57C | How easy or difficult was it to receive the following?  |
|   | Q58  | Did you request assistance from your local Military Legal office related to special education concerns in the past 12 months?                           |
| x | Q6   | What is your marital status?  |
| x | Q61A | How satisfied are you (or your family) with the following aspects of the EFMP?  |
| x | Q61B | How satisfied are you (or your family) with the following aspects of the EFMP?  |
| x | Q61C | How satisfied are you (or your family) with the following aspects of the EFMP?  |

|   |   |      |  |
|---|---|------|--|
| x |   | Q61D | How satisfied are you (or your family) with the following aspects of the EFMP? |
| x |   | Q61E | How satisfied are you (or your family) with the following aspects of the EFMP? |
| x |   | Q61F | How satisfied are you (or your family) with the following aspects of the EFMP? |
|   |   | Q62  | What resource do you use most often to access information about EFMP?          |
|   | X | Q63A | Did you or your family use any of the following additional services?           |
|   |   | Q63B | Did you or your family use any of the following additional services?           |
|   |   | Q63C | Did you or your family use any of the following additional services?           |
|   |   | Q63D | Did you or your family use any of the following additional services?           |
|   |   | Q63E | Did you or your family use any of the following additional services?           |
|   | X | Q63F | Did you or your family use any of the following additional services?           |
|   |   | Q63G | Did you or your family use any of the following additional services?           |
|   |   | Q64A | How helpful were the services in meeting your family's needs?                  |
|   |   | Q64B | How helpful were the services in meeting your family's needs?                  |
|   |   | Q64C | How helpful were the services in meeting your family's needs?                  |
|   |   | Q64D | How helpful were the services in meeting your family's needs?                  |
|   |   | Q64E | How helpful were the services in meeting your family's needs?                  |
|   |   | Q64F | How helpful were the services in meeting your family's needs?                  |
|   |   | Q64G | How helpful were the services in meeting your family's needs?                  |
|   |   | Q65A | Did you or your family use any of the following additional services?           |
|   |   | Q65B | Did you or your family use any of the following additional services?           |
|   |   | Q65C | Did you or your family use any of the following additional services?           |
|   |   | Q65D | Did you or your family use any of the following additional services?           |
|   |   | Q65E | Did you or your family use any of the following additional services?           |

|   |      |  |
|---|------|--|
|   | Q65F | Did you or your family use any of the following additional services?   |
|   | Q65G | Did you or your family use any of the following additional services?   |
| x | Q66  | In the past 12 months, how many days off work have you or your spouse/partner taken to address issues related to your family member's special needs? |
| x | Q67A | To what extent has being enrolled in the EFMP had a positive or negative impact on...  |
| x | Q67B | To what extent has being enrolled in the EFMP had a positive or negative impact on...  |
| x | Q67C | To what extent has being enrolled in the EFMP had a positive or negative impact on...  |
| x | Q67D | To what extent has being enrolled in the EFMP had a positive or negative impact on...  |
| x | Q67E | To what extent has being enrolled in the EFMP had a positive or negative impact on...  |
| x | Q68  | Suppose you have to decide whether to stay on active duty. How likely will your EFMP enrollment positively impact your decision to stay?             |
| x | Q69  | Based on the services received through EFMP, does your family favor you staying or leaving active duty?  |
| x | Q7   | Do you have a significant other?   |
| x | Q8   | Do you live full-time with your significant other?   |
|   | Q9   | Does your current spouse/partner have any military experience?   |

## Sub question

Directions received for the enrollment process

Timeliness of the enrollment process

Notification of the enrollment outcome

Support from EFMP staff during the enrollment process

Information received about the EFMP during the enrollment process

Military medical/mental health professionals

Civilian medical/mental health professionals

Military educational professionals (e.g., DODEA school teacher, administrator, counselor)

Civilian educational professionals (e.g., public/private school teacher, administrator, counselor)

EFMP Family Support Staff

Other EFMP personnel

Chaplains

Military leaders/command

Other Soldiers, military friends, family, or neighbors

EFMP & Me / Military OneSource

Social media (e.g., Instagram, Twitter, Facebook)

Other

Military medical/mental health professionals

Civilian medical/mental health professionals

Military educational professionals (e.g., DODEA school teacher, administrator, counselor)

Civilian educational professionals (e.g., public/private school teacher, administrator, counselor)

EFMP Family Support Staff

Other EFMP personnel

Chaplains

Military leaders/command

Other Soldiers, military  
friends, family, or  
neighbors

EFMP & Me / Military  
OneSource

Social media (e.g.,  
Instagram, Twitter,  
Facebook)

Other

Finding information on  
available resources, in  
general

Finding information on the  
specific resources your  
family needed

Connecting with EFMP  
Family Support Staff for  
the first time

Deciding which services to  
use or access

Accessing relevant  
services for the first time

A medical or educational  
professional reached out to  
your family early in the  
EFMP enrollment process

A Family Support Staff member reached out to your family early in the EFMP enrollment process

Our family had to advocate for our Exceptional Family Member (EFM) to get the services they need

How long after your most recent EFMP enrollment were you connected with a Family Support Staff member?

Provider's familiarity with local resources;

Accuracy of the information provided;

Availability of the providers to provide assistance and support;

Providers accurately acknowledged concerns;

Professionalism of the staff;

Responsiveness of staff;

Providers tailored support to meet my needs;

You frequently attempt to communicate with your EFMP Family Support Staff

Your EFMP Family Support Staff responds quickly when you reach out (e.g., answers the phone, replies to emails)

Your EFMP Family Support Staff helps enroll/sign up your Exceptional Family Member for the care/services they need

Your EFMP Family Support Staff helps ensure your Exceptional Family Member receives the care/services they need

Your EFMP Family Support Staff helps resolve problems as they arise

Location

Availability of child care

Expense of child care  
Hours of operation



Conflict with work schedule  
Transportation

Unaware of Family Support services  
Unable to reach Family  
Support provider

Did not need support in the  
past 12 months

Other

Availability of staff to  
provide assistance or  
answer questions

Usefulness of the  
information shared

Directions received on the  
assignment coordination  
process

Notification of the  
assignment  
recommendation

Timeliness of the process

Notification of the option to request a second review of the assignment decision

Overall assignment coordination process

Being enrolled in the EFMP

Identifying services at new location

Availability of necessary services at new location

My family and I were satisfied with the support received to make my PCS move smoother

Connected you to the EFMP family support office at the new location?

Initiated the transition to the new location in a timely manner?

Was responsive when handling the move

Was helpful during the move?

Reached out to you (or your new family support staff) to follow-up?

Contact you, if requested,  
in a timely manner?

Did the MTF staff assist  
with the coordination of  
medical services at the  
new location?

Were you able to access  
medical services during  
the move?

Did you receive medical  
care at the new location in  
a timely manner?

Were you upset because  
of something that  
happened unexpectedly?

Did you feel that you were  
unable to control the  
important things in your  
life?

Did you feel nervous and  
“stressed”?

Did you feel confident  
about your ability to handle  
your personal problems?

Did you feel that things  
were going your way?

Did you find that you could  
not cope with all the things  
that you had to do?

Were you able to control  
irritations in your life?

Did you feel that you were  
on top of things?

Were you angered by  
things outside of your  
control?

Did you feel that difficulties  
were piling up so high that  
you could not overcome  
them?

Special Education  
Services

Early intervention services

Support to address your  
child's educational needs

The coordination of your  
family's services

The ability of EFMP family  
support staff to coordinate  
your services

How quickly EFMP family  
support staff respond to  
your family

The overall support given  
by EFMP family support  
staff

The accessibility of  
services your family  
receives

The quality of services  
your family receives

Housing assistance;

Child care services

Non-medical counseling

school liaison program;

Military and Family  
Support Center

Education Support  
Services

Other federal, state, and  
local resources

Housing assistance;

Child care services

Non-medical counseling

school liaison program;

Military and Family  
Support Center

Education Support  
Services

Other federal, state, and  
local resources

Housing assistance;

Child care services

Non-medical counseling

school liaison program;

Military and Family  
Support Center

Education Support  
Services

Other federal, state, and  
local resources

Your job/career options in  
the military

Your military career  
progress so far

Your future military career  
progress

Your spouse/partner's  
ability to work a full-time  
job

Your spouse/partner's  
career options