

## Exceptional Family Member Program (EFMP) Respite Care FAQ

### 1. What is the purpose of EFMP Respite Care?

Respite care programs provide temporary relief to family members responsible for the regular care of eligible dependents with special needs ranging from moderate to profound. Respite care is a program benefit, not an entitlement and may not be used to fund 1) Anyschool programs, 2) Day care or babysitting to allow the sponsor or spouse to work or attend school, or 3) Therapy sessions or therapeutic recreation for the exceptional family member (EFM).

### 2. Why is EFMP respite care changing?

Congressionally-directed standardization; the National Defense Authorization Act for Fiscal Year 2021 directed standardization of EFMP to include a standard respite care benefit across the Military Departments. Standardization components consist of *eligibility for respite care* and *the number of hours*. In addition to the standard number of hours, *determination of eligibility requires use of standard rubrics*.

### 3. What are the changes to EFMP respite care?

Effective 1 Mar 2025, the following changes to respite care will occur:

- a. EFMP respite care will be provided to EFMs identified as Level of Need (LoN) 3 & 4.
- b. Family members identified as LoN 1 and 2 are not eligible for respite care.
- c. Respite care does not include sibling care.
- d. Adult EFMs who are LoN 4 are eligible for respite care.
- e. The maximum number of respite care hours per month are:

*LoN 4 – 32 hours per month/per family*

*LoN 3 – 20 hours per month/per family*

### 4. When will the respite care changes occur?

Respite care changes are effective **1 Mar 2025** for all families who have elected to recertify for respite care.

### 4. What if I don't recertify my eligibility for respite care?

If families fail to re-certify their eligibility for respite care by 15 Jan 2024, their respite care benefits will end effective 28 Feb 2024 and they will need to reapply for the respite care benefit.

### 5. How will I know if my Exceptional Family Member will still be eligible to receive respite care after 1 Mar 2025?

The installation EFMP-Family Support Coordinator will be able to assist you/your family with questions and/or application submission. Upon receipt of the application, the EFMP Central Cell Medical Adjudicators will determine LoN utilizing provided assessment and a standardized scoring rubric. The EFMP-Family Support Coordinator will provide final notification via email back to member.

### 6. What if my Exceptional Family Member is not eligible for respite care after 1 Mar 2025?

Families currently receiving respite care, who have re-certified by 15 Jan 2024, and are identified as LoN 1 or LoN 2 will continue to receive their current respite care benefits. There will be no changes to benefits until **1 Mar 2025**. During this period of time, your EFMP-Family Support Coordinator, located in the Military & Family Readiness Center, will help you navigate additional resources that your family may qualify for.

### 7. Who is submitting the application to the EFMP Central Cell Respite Care workflow?

The installation EFMP-Family Support Coordinator will provide the documentation necessary to the member/family to apply. Completed applications will be submitted to your EFMP-Family Support

Coordinator who will submit the package via email to the EFMP Central Cell for processing.

**8. Will the EFMP-Family Support Coordinator request medical records and or review medical documentation?**

The member must take the Respite Care Needs Assessment form to their physician/provider for completion of the required form. (Note: your installation EFMP-Family Support Coordinator will include the form when they contact you. Additional forms can be requested from the EFMP-Family Support Coordinator and can also be found on DAF Family Vector.)

**9. Who completes the Respite Care Needs Assessment for my dependent?**

The Respite Care Needs Assessment is completed by your EFM's physician/provider. Each EFM requesting a LoN determination will require a separate Respite Care Needs Assessment.

**10. I just completed the EFMP Respite Care Verification Statement, do I still have to recertify?**

Yes, all current families wishing to continue services after 1 March 2024 are required to submit the Respite Care Needs Assessment to the installation EFMP-Family Support Coordinator NLT 15 Jan 2024.

**11. What if my situation changes or there are extenuating circumstances?**

Families experiencing: 1) an exceptional circumstance that significantly impacts the wellness of a caregiver who is providing care to a family member with special needs; or 2) experiencing an exceptional circumstance that requires additional support to give temporary relief to the caregiver can apply for an exception to policy.

**12. How do I apply for an exception to policy (ETP)?**

Members who elect to apply for an ETP, will submit a written request (include situation and circumstances requiring additional support/length of time needed) and any supporting documents (written statements -- EFMP-Family Support, Chaplain, Unit Leadership, etc.) to AFPC.DP3XRC.Workflow@us.af.mil

**13. If I have questions/concerns about respite care now or until 1 Mar 2025, who do I contact?**

Your installation EFMP-Family Support Coordinator is your point of contact and is prepared to assist you/your family, i.e., provide information, help you navigate additional resources...and advocate for you/your family. Additionally, the EFMP-Family Support Coordinator will contact each member eligible for or currently receiving respite care to advise of the changes with the Respite Care Program.

**14. Other than the requirement to re-certify my eligibility for respite care, what change is there 'now' in the DAF respite care program?**

<b>Respite Care Program (Current State)</b>	<b>Respite Care Program (Future State)</b>
<ul style="list-style-type: none"><li>• Sibling care authorized</li><li>• No adult respite care</li><li>• 40 Hours per month</li><li>• EFMP Respite Care Verification<ul style="list-style-type: none"><li>○ moderate</li><li>○ severe</li></ul></li></ul>	<ul style="list-style-type: none"><li>• Sibling care no longer authorized</li><li>• Adult EFM care will be available</li><li>• Level of Need (LON) Assessment<ul style="list-style-type: none"><li>○ LON 3 = 20 hours per family</li><li>○ LON 4 = 32 hours per family</li></ul></li><li>• Effective 1 March 2025</li></ul>

**15. What is the process for Joint Services bases?**

Each military service component may have a different process reference how to apply. Eligible members should contact their respective service component for their application process.

**16. Do we have a POC for Guard / Reserve members?**

DAF Guard/Reserve members while on active duty are entitled to respite care. Members should contact their local EFMP-Family Support Coordinator for additional information and assistance.

**17. Can I request a reconsideration?**

Members may request a reconsideration if they feel that the LoN determination does not reflect the needs of their EFM. Requests for a reconsideration will be facilitated through the installation Family Support Coordinator. If the member has an updated Respite Care Needs Assessment or supplemental documentation, request will be treated as a reapplication.

**19. What is the difference between a reconsideration and an exception to policy (ETP)?**

A reconsideration is based upon concerns regarding the LoN determination. An Exception to Policy is based upon an exceptional circumstance significantly impacting the wellness of a caregiver or requiring additional support to give temporary relief to the caregiver.

**20. What if the needs of my EFM have changed since my original recertification?**

Members are encouraged to reapply for respite care if the needs of their EFM have changed. An updated Respite Care Needs assessment and any supplemental documentation can be submitted to their Family Support Coordinator.

**21. Will adult EFMs be eligible for respite care?**

Adult EFMs, who are LoN 4, will be eligible for *respite care for themselves starting 1 Mar 2025*. All other adult EFMs are not eligible for respite care for themselves or for the care of their age typical children.

**22. Will the Community Child Care (CCC)/Family Child Care (FCC) process my enrollment in the respite care program?**

Effective 1 Oct 2023, the CCC/FCC will no longer handle enrollment; enrollment will be handled by the installation EFMP-Family Support Coordinator. The CCC/FCC will continue to schedule hours for providers.

**23. Who manages and executes monthly payments to respite care providers?**

The Air Force Services Center FCC and Expanded Child Care (ECC) manages the list of providers to include scheduling times by coordinating with the family and remitting monthly payments.

**24. What happens after the EFMP-Family Support Coordinator emails us to tell us we're eligible?**

The EFMP-Family Support Coordinator will forward the family's respite care eligibility information to the Air Force Services Center FCC/ECC program managers for matching with respite care providers.

**25. How do I get matched with a provider?**

The Air Force Services Center FCC/ECC Program Managers will email a list of active, vetted respite care providers, invite the family to conduct interviews and make provider

selections. This email will contain important information about when services can begin and how to schedule.

**26. When can we start utilizing respite care hours?**

Respite care services may begin after the family receives a DAF respite care provider listing, conducts interviews, emails the names of selected providers to the Air Force Services Center FCC program manager and receives an email confirming the selected providers have completed any necessary training.

**27. If we currently receive DAF EFMP respite care services, can we continue to be matched with our current respite care provider?**

Families may continue to be matched with their current active DAF respite care provider.

**28. Who do we contact to add a new provider?**

Families at non-DAF led locations should contact the Air Force Services Center FCC/ECC Program Managers. Families at DAF led locations should contact the installation's Community Child Care Coordinator/Family Child Care Coordinator.

**29. What happens if our provider quits due to the reduced hours and/or dissolution of sibling care?**

To request a new provider listing, families at non-AF led locations should contact the Air Force Services Center FCC ECC Program Managers. Families at DAF led locations should contact the installation's Community Child Care Coordinator/Family Child Care Coordinator.

**30. With all these changes, will our provider continue to be paid on time?**

Respite care providers will continue to be paid for their services no later than the 15<sup>th</sup> of every month.

**31. Will our current provider's EFM (Moderate or Severe) hourly rate be affected by this change?**

There will be no changes to your current provider's EFM (Moderate or Severe) hourly rate until **1 Mar 2025**.

**32. Who do we contact to schedule care and/or make changes to scheduling?**

Families at non-DAF led locations send emails regarding all scheduling to the Air Force Services Center FCC ECC Program Managers. Families at DAF led locations send emails regarding all scheduling to the installation's Community Child Care Coordinator/Family Child Care Coordinator.