



EFMP

Client Rights and Responsibilities

Reference: MCO 1754.4B

The Exceptional Family Member Program (EFMP) provides assistance to military families who have members with exceptional medical, (physical, mental, emotional) and/or educational needs. Enrollment in the EFMP is mandatory per MCO 1754.4B.

The primary mission of the Marine Corps EFMP is to ensure the continuum of care for eligible Marine Corps family members. By identifying families with exceptional needs and maximizing the provision of services, the quality of life provided to the Marine Corps family is enhanced while meeting the mission of the Marine Corps.

The EFMP assists families with issues related to the exceptional family member by providing assignment coordination and family support services. Family support services include information, advocacy, and referral to local, state, and national services and resources; non-clinical case management, awareness training, and management of the Respite Care Reimbursement Program.

When you begin the enrollment process, your provider will assist you in understanding the process and help you feel respected, understood, and supported. Your thoughts or feelings will not be minimized, judged or criticized. Your provider will ask questions to assist you with the enrollment process and to better understand your family's support needs.

Rights:

- The right to receive quality information, referrals, and support within the limits of services.
- The right to receive an explanation of the assistance being provided and to refuse assistance except mandatory services as outlined in MCO 1754.4B.
- The right to confidentiality within the limits of the Marine Corps Agency. Use of the information you disclose is guided by the Privacy Act. Staff will explain the Privacy Act so that you are fully informed about the uses of the information you provide prior to you receiving services.
- The right to lodge a grievance if you have reason to believe that your rights have been violated. A grievance maybe lodged by contacting the Chief Marine and Family Programs, MCAS Iwakuni.
- The right to be treated with respect and dignity regardless of race, culture, sex, sexual orientation, age, disability, socio-economic status, marital status, genetic disposition, and military status.
- The right to know the professional status of the individual providing services.
- The right to receive a copy of your enrollment records.

Responsibilities:

- In accordance with MCO 1754.4B, the Marine Corps Sponsor is required to identify and enroll all family members who have a medical (physical, mental, emotional) or educational condition at the time of identification or diagnosis of the condition by a qualified medical provider or educational authority.
- The Marine Sponsor is responsible to renew their family member's enrollment every 3 years or as their family member's medical or educational needs change.
- If the Marine Sponsor's family member no longer requires enrollment in EFMP, he/she is responsible to disenroll their family member.
- It is necessary for you to attend and actively participate in each appointment at an agreed upon time. If you wish to cancel an appointment, or if you have missed an appointment, it will be your responsibility to contact the provider and reschedule the appointment.

Client signature: _____ Date: _____