

**U.S. Army Garrison- Hawaii  
Army Community Service  
Exceptional Family Member Program  
Respite Care Guide**

*What every Family should know about  
ACS EFMP Respite Care*



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## Transfer Information

To minimize disruption of service when relocating, provide ACS EFMP with a copy of PCS orders.

ACS EFMP will alert Contractor of your change of duty station so service can be coordinated with gaining ACS EFMP.

Retain a copy of your respite care packet from ACS EFMP to provide your gaining installation.

## **Discontinuation of Respite Care**

Discontinued letters will be issued for expired packets, self-withdrawals, and lack of usage.

*Self-Withdrawal*—If a Family elects to withdraw from the program and no longer wants to receive respite care support a discontinuation letter will be issued and the Family will be removed from the program. A copy of the letter will be issued to SRI and HQ IMCOM/EFMP.

*Lack of usage*—If a Family is actively enrolled in the ACS EFMP Respite Care program and chooses not to utilize the services for two consecutive months, ACS EFMP staff will contact the family to determine the underlying cause. Installation Management Command (IMCOM) G-9 will make the final disposition of the case. If it is determined that there is no reasonable justification for the lack of usage, a warning letter will be issued from the GC. If the pattern of non-use of services continues for an additional 30 days, a discontinuation letter will be issued.

## **EFMP Mission**

To assist and support Family Members by developing and locating civilian and military community support services to improve the quality of life of our Exceptional Family Members (EFM). Our goal is to ensure Families are connected to community and military organizations that will provide the needed support to prevent our Families from falling into a crisis situation and to maintain a healthy Family balance.

## **What is Respite Care?**

The Army recognizes that caring for a Family Member with severe special needs can be emotionally and physically challenging. Through the Army Community Service (ACS) Exceptional Family Member Program (EFMP) respite care is provided to eligible Families for 25 hours a month, to allow the primary care giver relief to address personal needs or the needs of other Family members. Respite allows the primary care giver time to rest and reenergize so that he or she can return to caring for their loved one. ACS EFMP Respite Care is not an entitlement or a guaranteed benefit. It is based on EFMP enrollment, qualifying medical condition and availability of funding.

### **Respite Care Eligibility:**

Families must meet the following criteria to be eligible to receive respite care services.

- The Family Member with special needs must be registered in the Exceptional Family Member Program (EFMP).
- Reside with the Service Member (SM), with the exception of the SM being on an unaccompanied tour/geographically separated.
- Have a qualifying medical condition (Level III/IV)
- Provide a copy of PCS orders to the ACS EFMP to complete the EFMP respite care service application process.
- Not receiving TRICARE ECHO respite care, state, or private insurance respite care support.

## **Additional Information**

Adult EFMs are eligible for respite care, however, non EFM children of the eligible adult EFMs will not be supported. Respite care is not for the children of adult EFMs or for siblings of EFM children. Respite care is only provided for the eligible EFM.

Families must monitor their use of respite care hours. If a Family exceeds the allotted use of hours the sponsor will receive a warning notification from the GC. If Family continues to exceed the allotted use of respite hours they will be removed from the respite care program. The Contractor will not pay provider if provider exceed the hours without authorization.

Unless assigned by the Contractor, the provider can not provide care for other Family Members.

Family Members working as providers must have a separate physical address from the EFM Family they provide care for.

It's the sponsor responsibility to update all documents before the anniversary date (the date stamped on the GC letter identifies the anniversary date).

Contractor shall be notified in advance not less than 24 hours if the Family changes the work schedule or cancels respite care service for that day. If notification is less than 24 hours Family will be charged respite hours for that day.

## Levels of Care Provided

Depending upon the eligible Exceptional Family Member's (EFM) needs, different levels of respite care is provided.

**Level III** - Significant medical conditions that require coordination of care by health care providers, ancillary services, or others in order to sustain a reasonable level of health. Conditions at this level of care include, but are not limited to, recurrent, unstable seizure activity that requires close monitoring for safety, uncontrolled, unstable insulin dependent diabetes in an individual, regardless of age, or a newly diagnosed insulin dependent diabetes in a child under five years of age, significant advanced multiple sclerosis with ambulation and safety needs, and those who need special assistance with food intake.

**Level IV** - Conditions at this level of care include, but are not limited to, severe continuous seizure activity, tube feeding via a feeding pump, suctioning of tracheotomy with suction equipment, monitoring of home apnea monitor and home ventilator and conditions which require extensive family involvement in caregiving.

Respite Care Levels III and IV contemplate a level of training and caregiving that goes beyond conditions that only require constant supervision based on uncontrolled behavior with safety issues including EFMs prone to elopement or inability to comprehend dangerous actions. Conditions such as autism, even severe autism, do not rise to a Respite Care Level III or IV. There must be other significant medical conditions as stated above.

## Application Process

Initial required documents (available at ACS EFMP office). The Family must submit:

- A completed, stamped and signed DA Form 4700 Medical Record Supplemental Medical Data by the physician who has medical knowledge of the Exceptional Family Member.
- A completed DA Form 5189 (application for Respite Care for Children and Adults with Disabilities)
- A completed and signed DD Form 2870 Authorization for Disclosure of Medical or Dental Information.

*Depending on the physician's availability, appointments could take sometime to schedule.*

Once completed, these forms must be submitted to the ACS EFMP office.

The DA Form 4700 will be reviewed by a medical physician to ensure medical criteria is met as established by Army Medical Command (MEDCOM).

The DA Form 4700 will be submitted every Monday for review and is returned by the following Friday unless medical physician is working outside the Military Treatment Facility.

If medical criteria is met, the family will be asked to complete a personal interview with the ACS EFMP Staff and complete additional required documents.

## Panel Process

The completed respite care application package will be reviewed by a respite care panel consisting of the EFMP Coordinator, ACS Chief or appointee, an independent medical physician, and an Army Family Life Chaplain.

The panel will review the packet and provide recommendations as to level of care and eligibility. With the recommendation from the respite care panel, the Garrison Commander (GC) will have final approving authority on all respite care applications.

If approved for respite care by the GC, the Sponsor will receive phone notification from the ACS EFMP office, followed by a dated and signed letter from the GC with your anniversary date and welcoming the EFM into the respite care program .

If disapproved for respite care by the GC, the Sponsor will receive phone notification from the ACS EFMP office, followed by a dated and signed letter from the GC informing the SM that the EFM did not meet the eligibility criteria for respite care services.

The entire respite care process from start to finish can take up to 90 days. Once approved respite care eligibility will be approved for one year.

Panel meetings are scheduled monthly or as needed.

Sponsor is responsible for reapplying before their anniversary date or care will automatically be discontinued. There are no exceptions to this rule.

## Provider's Background Checks Requirements

Providers whose background checks are returned with any "mandatory disqualifying" convictions such as a sexual offense, violent crime, crime involving children, or drug felony are not authorized to provide care under this contract.

Any provider with adverse information may be deemed unsuitable by the Garrison Commander.

- **Installation Records Checks**

*Forms required:*

IMCOM Form 23

IMCOM Form 25

DA Form 5018

Background checks shall include:

- \* Army Substance Abuse Program (ASAP)
- \* Medical Treatment Facility (MTF); Army Central Registry (ACR)/Family Advocacy Program
- \* Criminal Investigation Division (CID); Army Law Enforcement (ALE) Checks
- \* FBI Fingerprint (FP) Checks

*Note: Re-verification of all IRC checks shall be done annually to include FBI fingerprints.*

- **Child National Agency Check with Inquires (CNACI)**

Required documents:

- a. Proof of citizenship (Birth Certificate (U.S), Certificate of Citizenship-INS, Certificate of Naturalization, DS-1350, FS-545,, or FS 240)
- b. OFI 86C
- c. OF 306

Note: Some states require additional forms/fingerprints. Other forms maybe required based on the situation.

## **Contracted Respite Care Provider**

Contractor and ACS EFMP shall ensure that each respite care provider caring for EFM's under this contract is screened with the appropriate background checks as governed by the Crime Control Act of 1990 and Army Regulation 608-10 prior to starting work under this contract.

All respite care providers must meet SRI's employment qualifications and complete the required background checks .

*New Providers:* Providers seeking employment with SRI must contact SRI RCC who will direct them to their Human Resource department .

## **Centralized Contract**

Installation Management Command (IMCOM) G-9 selected Strategic Resources, Inc. (SRI) as the centralized contractor for the ACS EFMP Respite care Program.

Strategic Resources, Inc. (SRI) EFMP Respite Care Program Management Office (PMO) is located 85 Northeast Loop 410, Suite 420 San Antonio, TX 78216.

Pacific Regional Care Coordinator (RCC)

Office: (210) 248 - 9702

Fax: 210-248-9736

*Note: The USAG-HI ACS EFMP, doesn't have supervision authority over contractor or their employees.*

Contractor shall conduct an intake call within two (2) business days of receiving the approved request for respite care.

The Contractor Program Support shall be available during normal office hours between 0800-1700 CST. After hours, an automated answering services shall be available. The Contractor shall respond to message within 24 hours.

The Contractor shall have an emergency response plan in place for Families and providers to call with an emergency after normal duty hours.

Complaints:

Contractor must resolve or mitigate complaints, to include verbal complaints, within seven (7) business days of receipt of complaint on a Client Satisfaction Form. The Contractor must notify the Contract Officer Representative of all customer complaints within one (1) business day of receipt of complaint and respond to individual customer complaints within two (2) business days .