



Henderson Hall Exceptional Family Member Program

Standards of Service

Our EFMP team looks forward to working with your family. We are skilled professionals who have experience working with Marines, families, and special needs populations; we have walked the walk. We are knowledgeable about local community-based resources, TRICARE programs, and a wide range of supports and benefits. We are committed to assisting your family by assessing your needs, developing goals and plans to meet those needs, and helping you and your family members become empowered advocates through training and education programs.

Reliable and Responsive

We are committed to show sincere interest in solving problems and to performing services right the first time and at the time we promise.

We are always willing to help and never too busy to respond to requests.

Courteous and Caring

We are committed to serving you and your family, while respecting your right to self-determination.

We are committed to safeguarding your right to privacy, protecting your EFMP status, personal identifiers, and health and education information.

We are committed to inclusion, tailoring our programs to your family's attributes and needs and making reasonable accommodations when necessary.

Professional and Proactive

We are committed to staying educated, informed and up to date on relevant laws, policies, and a broad range of resources in order to provide EFMP families with the most current and useful information, advice, support, and referrals.

We partner with military and community service providers to increase our knowledge and widen the circle of support available to our families. We are only as good as our resources.

We value your personal experience and knowledge and welcome your feedback about our program and our performance. We always appreciate your suggestions for program improvements.

"We know the system. We can help."