

# Blue Star Families' Pain Points Poll: Demographics

Week One (March 18-24, 2020)

## 1,321

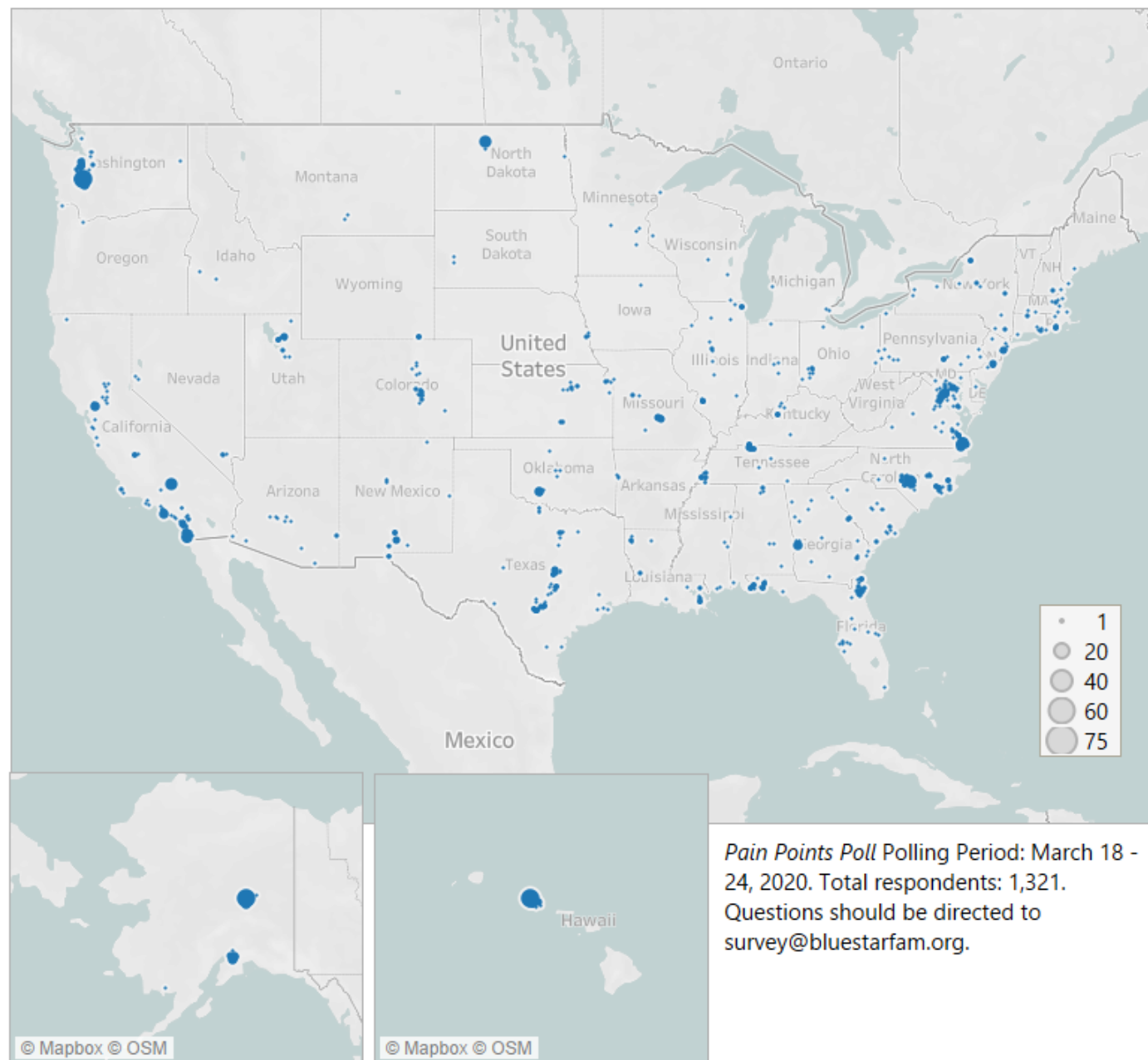
Respondents

### Branch of Service

Army	37%
Navy	28%
Air Force	25%
USMC	7%
National Guard	3%
Coast Guard	2%
Reserves	1%

### Military Affiliation

Military families	88%
Veteran families	14%
Other military affiliation	8%
National Guard / Reserve families	3%



COVID-19

## Most Acute Pain Points

46%

of respondents or their spouses have **lost their job, are unable to work, or have had to reduce their hours as a result of the crisis**

21%

of respondents with PCS orders are currently or will **in next 60 days be paying two mortgage or rent payments**

14%

cannot access **special education or support services for their special needs child**

12%

cannot maintain continuity of care for mental or behavioral health

11%

are **paying for childcare while the provider is closed**

8%

are **unable to afford one week of food** and 6% are now **food insecure because they cannot access school-based food programs**

6%

**do not currently have housing** due to delayed PCS

5%

are **unable to make their basic rent or utility payment**



COVID-19

# Issues Impacting the Most People

**#1**

child is unable to participate in extracurricular activities they consider important (43%)

**#2**

unable to take previously-planned trip or vacation (29%)

**#3**

child's behavior has changed without peer interaction (27%)

**#4**

reduced hours at work to homeschool child (21%)

**#5**

lost job or are unable to work during the crisis (18%)



# Top COVID-19 Employment Pain Points

Twenty-one percent of respondents indicate that they or their spouse **have reduced hours at work in order to homeschool their child**



Eighteen percent of respondents report they or their civilian spouse **have lost their job or been unable to work during the crisis**



Fifteen percent of respondents indicate they have **increased hours at work during the current crisis**



# 34%

of respondents **indicate they (or their spouse) continue to work remotely / through telework**

# 46%

of respondents or their spouses have either **lost their job, are unable to work, or have had to reduce their hours as a result of the crisis**

**"I work while my children are at school, with school cancelled I cannot work and my spouse is deployed"**

- Marine Corps spouse

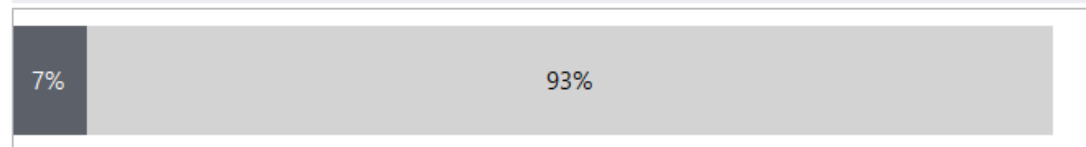
# Top COVID-19

## Permanent Change of Station (PCS) Pain Points

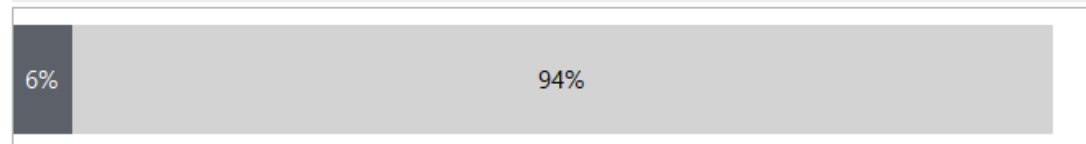
Sixty-one percent of respondents are **not currently PCS-ing**



Seven percent of all respondents (and 27% of those with PCS orders) indicate they have **incurred unanticipated expenses due to their postponed PCS**



Six percent of all respondents (and 21% of those with PCS orders) indicate they **are or will in next 60 days be making to house/rent payments** due to a delayed PCS



*Pain Points Poll* Polling Period: March 18 - 24, 2020. Total respondents: 1,321.  
Questions should be directed to [survey@bluestarfam.org](mailto:survey@bluestarfam.org).

# 28%

of respondents **report their PCS is not impacted by the current crisis**

# 6%

of respondents with PCS orders **do not currently have housing due to their delayed PCS**

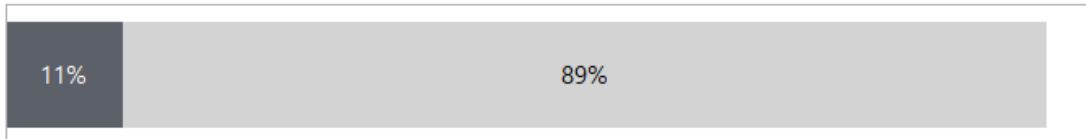
**"[Service member] has gone ahead, we were to follow, we've leased our house out June and do not have a place to live come June or funds to pay to move without an official PCS."**

- National Guard spouse

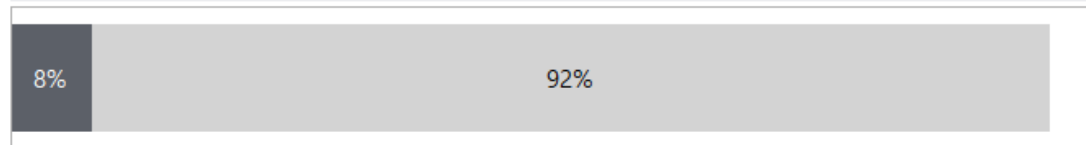
# Top COVID-19

## Non-Employment or PCS-related Financial Pain Points

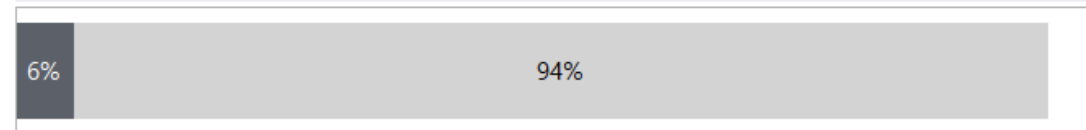
Eleven percent of total respondents indicate their family is **still paying for childcare services, even though their provider is closed**



Eight percent of respondents are **unable to afford one week's worth of food**



Six percent of respondents indicate their family usually uses the Free and Reduced Lunch Program and **is now food insecure**



# 5%

of respondents **report they are unable to make payments on basic utilities and rent during this crisis**

**"WIC items are low, and often we have to travel to multiple stores or go to the store multiple times a week to get all our WIC eligible items."**

- Air Force Spouse

# Top COVID-19 K-12 School Closure Pain Points

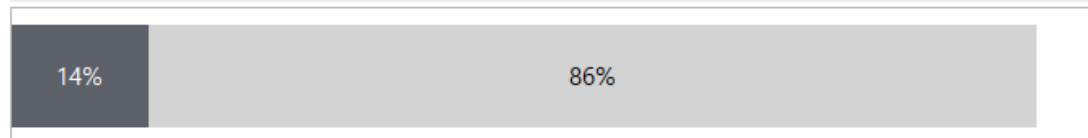
Forty-three percent of respondents indicate their child is **unable to participate in extracurricular activities they consider important**



Twenty-seven percent of respondents indicate they have noticed a **change in their child's behavior**, which they attribute to their child's **inability to socialize with peers**



Fourteen percent of respondents indicate their child **cannot currently access the special education and support services they need**



# 21%

of respondents indicate they or their spouse has **reduced their hours at work to homeschool a child**

# 6%

of respondents indicate their family usually uses the Free and Reduced Lunch Program at school and **is now food insecure**

**"We cannot afford internet at home, so after work I drive the kids to the school parking lot, where we sit in the car while they log onto the school wifi and work on school assignments."**

- Air Force spouse

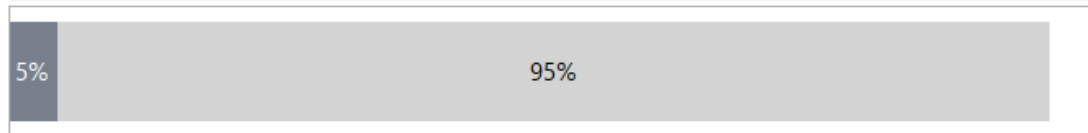


# Top COVID-19 Child Care Pain Points

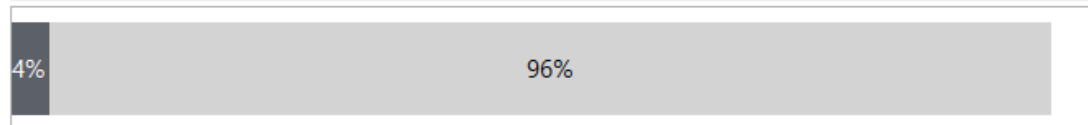
Seventeen percent of respondents are **unable to use their normal child care provider**



Five percent of respondents have or **will use Paid Time Off due to the inability to find childcare** during the crisis



Four percent of total respondents indicate that **restricting base access will impact their childcare plan**



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# 7%

of respondents indicate they or their spouse have **reduced work hours because they cannot obtain childcare**

# 11%

of respondents indicate their family **continues to pay for childcare, even though the provider is closed**

I am teleworking from home and still have to pay for childcare. My child is at home with me for the foreseeable future, and his daycare still wants to charge his tuition despite the crisis.

- Army spouse

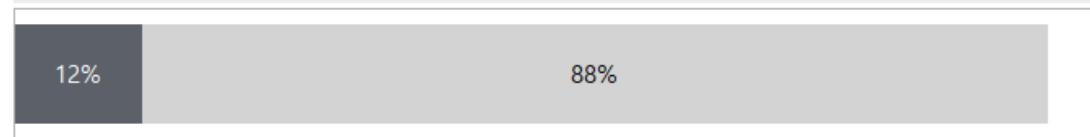


# Top COVID-19 Health & Well-Being Pain Points

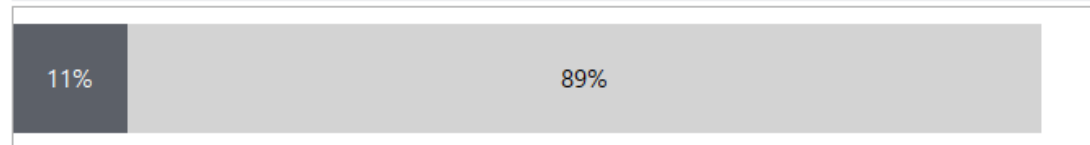
Fifteen percent of respondents indicate their family **cannot access healthcare (for reasons other than COVID-19)** as a result of the crisis



Twelve percent of respondents **cannot maintain continuity of care for mental or behavioral health** as a result of the crisis



Eleven percent of respondents indicate a member of their household is at high risk of infection and they are **unable to shop for key items (e.g. food and medicine) due to fear of exposure**



## 58%

of respondents indicate  
they **are taking proactive  
steps to support their  
mental health through  
this crisis**

## 22%

of respondents indicate  
they **have received  
emotional support  
during the crisis**

"My family's service member has to report to OTS training during this time of crisis since training is mission essential. [...] Neither I nor my two adult medically at-risk who are in the EFMP will be able to leave our home without putting ourselves at high risk for infection."

- Air Force Spouse

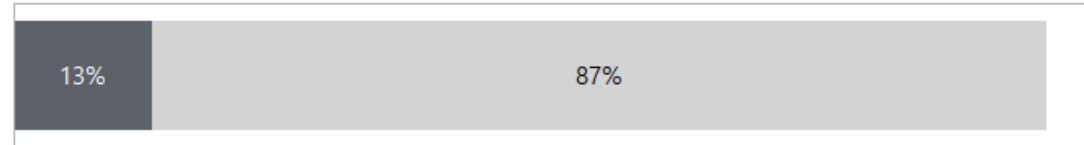
# Top COVID-19 Personnel and Readiness Pain Points

Twenty-nine percent of respondents indicate they are **prevented from participating in a previously-planned trip or vacation due to the outbreak**

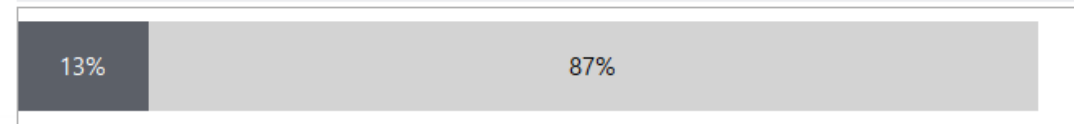


Thirteen percent of respondents indicate the outbreak **has/will affect their/their service member's deployment schedule**

*Note: respondents here were polled prior to implementation of 60 day stop movement on deployments*



Thirteen percent of respondents indicate they/their service member's was supposed to be travelling for work at the time of the poll, however the **trip was cancelled due to the crisis**



# 10%

of respondents indicate their family or a member of their household is **currently quarantined within the US**

# 7%

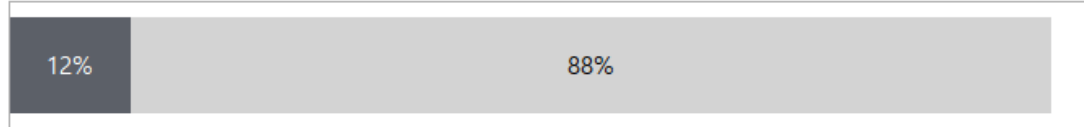
of respondents indicate their family or a member of their household is **currently quarantined outside of the US**

**"My husband and I are dual military stationed in different locations and are unable to visit one another due to travel restrictions as a result of COVID-19."**

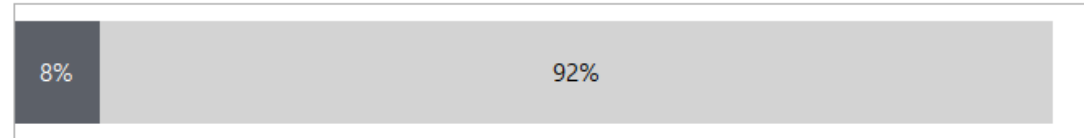
- Army service member and spouse

# Top COVID-19 Caregiver Pain Points

Twelve percent of respondents indicate their **special needs child cannot maintain continuity of care**



Eight percent of respondents indicate they are **providing care for an individual who is at high risk of infection**, but is not a Wounded Warrior



**"My hubby and I are high risk. My hubby is not 60 but he and I have underlying conditions. I have congestive heart failure. How am I going to get my meds in 11 days?"**

-Veteran and a spouse of a Veteran



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# 11%

of respondents report a member of their household is at high risk of infection, and they are **unable to shop for food and medicine due to fear of exposure**

# 9%

of respondents indicate a member of their household has a dietary restrictions and they are **unable to find the food they need due to food shortages at grocery stores**

# 6%

of respondents indicate they **cannot obtain their prescription medicines as a result of the outbreak**