"Inability to complete the necessary steps (e.g. medical appointments)" to transition out of service is the most commonly-cited pain point among transitioning service members.

40% of respondents who require childcare report they cannot currently use their normal childcare option, up from 27% in Week 1 of polling.

9% of respondents indicate they (or their spouse) have or will use Paid Time Off (PTO) due to their inability to obtain childcare.

13% of military respondents indicate they (or someone in their household) is at high risk of infection and they are unable to shop for groceries/medicine due to fear of exposure.

62% of military family respondents say a grocery delivery service is needed to better support their community during the outbreak; this was the most commonly requested community resource among all respondent groups.

61% of respondents with school-aged children report their child has had behavioral changes due to their inability to interact with peers, up from 42% in Week 1 of polling.

8% of respondents indicate their work is not impacted by the outbreak.

Polling and analysis made possible by Booz Allen Hamilton
Pain Points Poll Polling Period: March 18 - April 1, 2020 (Week one: 3/18-3/24; Week two: 3/25-3/31; Week three: 4/1-4/7). Total respondents: 3,245 (Week one: 1,321; Week two: 1,234; Week three: 690). Unless otherwise indicated, all statistics included here are from Week 3 of polling. When citing statistics, please include the respondent group and polling period (e.g.: "37% of military spouse respondents polled from April 1-7, 2020 indicate they have lost their job, are unable to work, or have had to reduce hours as a result of the crisis). Questions should be directed to survey@bluestarfam.org.