

# COVID-19

## Acute Pain Points



### "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**

#### **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](mailto:survey@bluestarfam.org).

## 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**