

March 18 - April 7, 2020

# Pain Points Poll Demographics

## COVID-19 MILITARY SUPPORT INITIATIVE



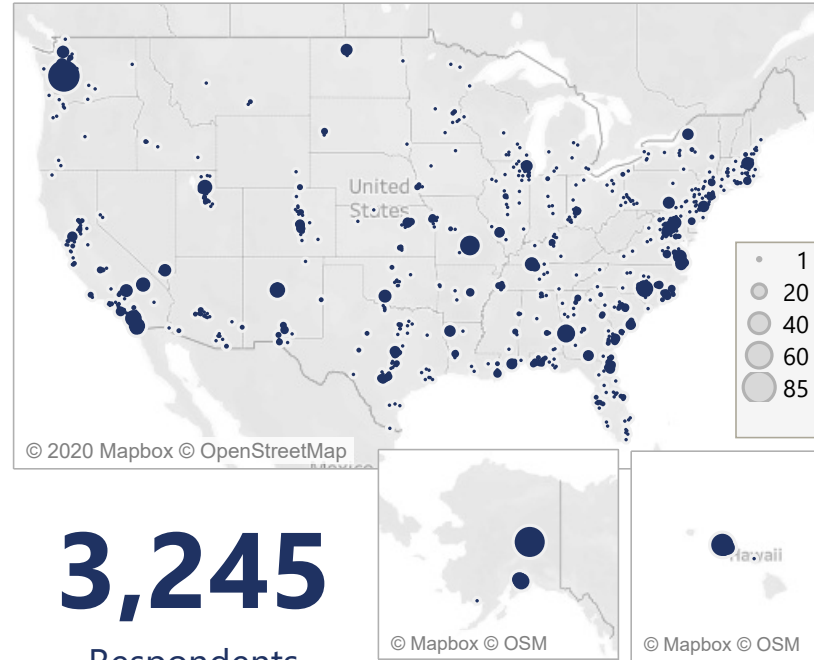
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### Service Branch

	Week 1 (3/18-3/24)	Week 2 (3/25-3/31)	Week 3 (4/1-4/7)
Army	38%	54%	43%
Navy	29%	13%	26%
Air Force	26%	24%	24%
Marine Corps	7%	9%	6%
Coast Guard	2%	1%	3%
Space Force		0%	0%

### Military Affiliation

	Week 1 (3/18-3/24)	Week 2 (3/25-3/31)	Week 3 (4/1-4/7)
Active-duty family	88%	88%	83%
Veteran family	14%	14%	19%
National Guard or Reserve family	3%	5%	5%
Civilian / DoD Civilian		8%	14%
Other military affiliation	8%	4%	5%



#### ***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). Questions should be directed to [survey@bluestarfam.org](mailto:survey@bluestarfam.org).

# COVID-19

## Acute Pain Points

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### "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**

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## 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%

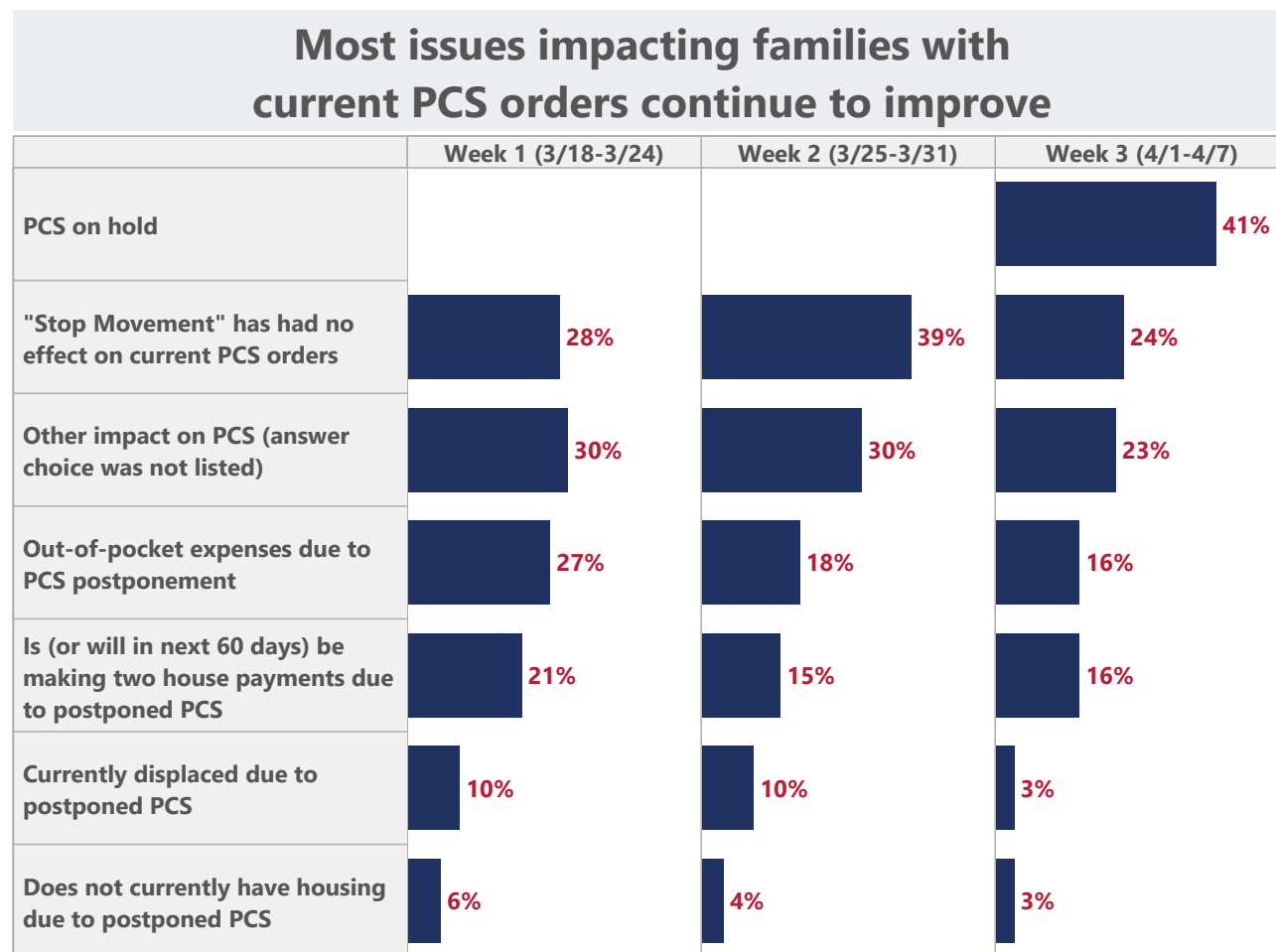
of respondents with school-aged children report their **child has had behavioral changes due to their inability to interact with peers,** up from 42% in Week 1 of polling

## 8%

of respondents indicate their **work is not impacted by the outbreak**

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## Week 3: Spotlight on PCS



"We are coming out of pocket for moving supplies and paying for a mortgage in WA since our tenants are now gone and our house is vacant plus paying rent in NC. We knew in advance we would have to do this for a couple months and we're fine with it because we knew we would be in WA by June. Now we don't know. Our lease in NC ends in June. We will make it all happen because we do what we have to but these are pain points for us."

- Army Spouse

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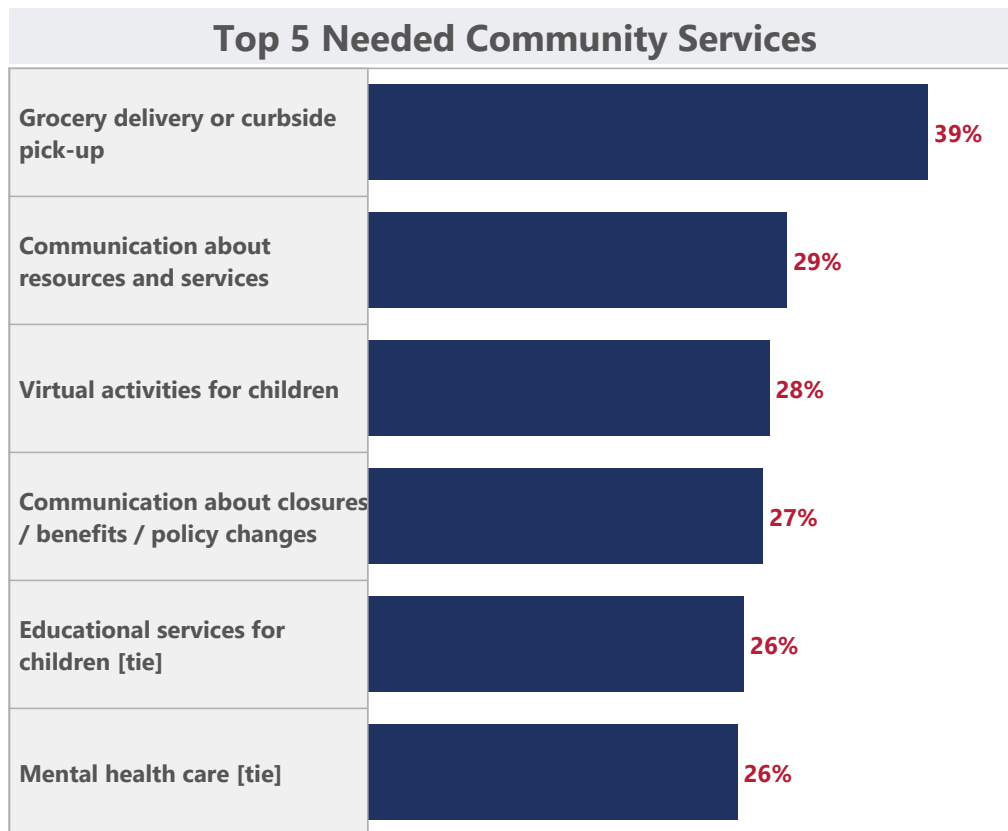


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## Week 3: Spotlight on community service needs



"The commissary is very limited on a variety of fresh produce. I end up going to the commissary and then HEB. HEB grocery delivery or pick-up are over one week out [and] the items online are limited. [...] Whole Foods delivery or pick-up doesn't have the items in stock to order."

-Air Force Spouse

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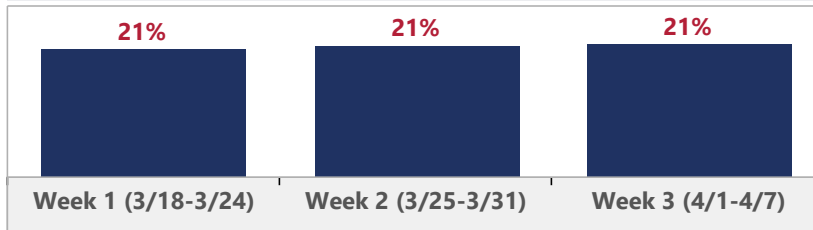
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## Week 3: Spotlight on families with unique health needs



There have been no improvements since the beginning of the polling period regarding respondents' ability to use special education support services for their special needs child in the wake of school closures\*



9%

of military respondents indicate they (or someone in their household) **has a dietary restriction, but they are unable to find the food they need due to food shortages at the local grocery store**

47%

of caregiver respondents indicate their **special needs child is unable to maintain continuity of care**

***"We are struggling to find formula for our baby. I'm worried to go out in fear of infecting my 4 month old, but need to because finding her formula has proven to be very difficult."***

*- Spouse of a Marine Corps Veteran*

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\*Among respondents with school-aged children.

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## Week 3: Spotlight on military training

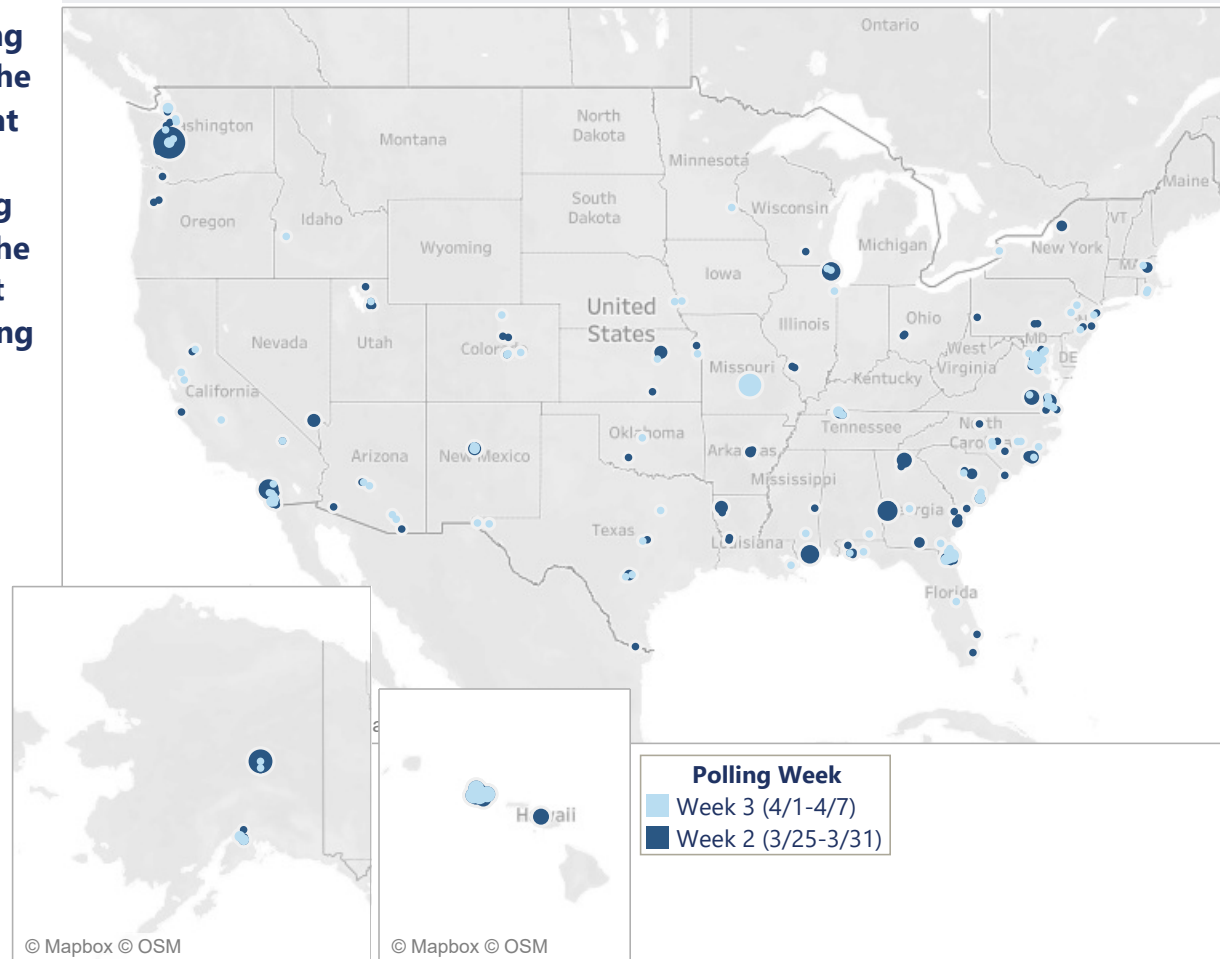
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**"My husband was delayed coming home from deployment due to the virus and needed to quarantine at home after returning. His quarantine is over but he is being told to go into work in spite of the fact that he has a fever. He is not actually essential at all but is being made to work anyway." - Air Force Spouse**

### Respondents who indicate their/their service member's unit continues to train despite exposure concerns









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## Week 3: Spotlight on employment

### Active-duty spouses: Employment and telework

	Respondents who continue to work remotely through telework	Respondents who have lost their job, are unable to work, or have reduced their work hours due to the outbreak
Week 1 (3/18-3/24)	 18%	 47%
Week 2 (3/25-3/31)	 25%	 37%
Week 3 (4/1-4/7)	 35%	 34%

*These trends hold for all military and veteran subpopulations*

**"My spouse is Mission Essential and I work for a civilian agency that is essential services. The CDC tried to reject our slot since I work off base, but we were able to get back up from command and keep our spot. However for our children's safety we are working our schedule so that at least one of us can stay home and telework."** - Air..

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