

March 18 - April 14, 2020

Pain Points Poll Demographics

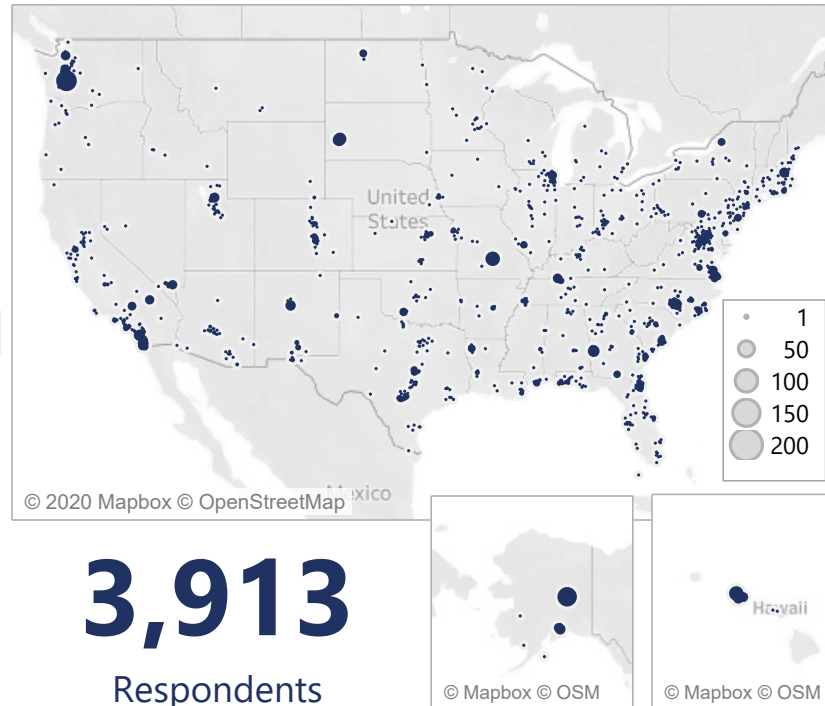
COVID-19

MILITARY SUPPORT INITIATIVE



| Branch of Service | | | | |
|-------------------|--------|--------|--------|--------|
| | Week 1 | Week 2 | Week 3 | Week 4 |
| Army | 38% | 54% | 43% | 25% |
| Navy | 29% | 13% | 26% | 23% |
| Air Force | 26% | 24% | 24% | 39% |
| USMC | 7% | 9% | 6% | 7% |
| Coast Guard | 2% | 1% | 3% | 7% |
| Space Force | | 0% | 0% | 0% |

| Military Affiliation | | | | |
|----------------------------------|--------|--------|--------|--------|
| | Week 1 | Week 2 | Week 3 | Week 4 |
| Active-duty family | 88% | 88% | 83% | 79% |
| Veteran family | 14% | 14% | 19% | 18% |
| Civilian / DoD Civilian | | 8% | 14% | 16% |
| National Guard or Reserve family | 3% | 5% | 5% | 6% |
| Other military affiliation | 8% | 4% | 5% | 6% |



3,913
Respondents

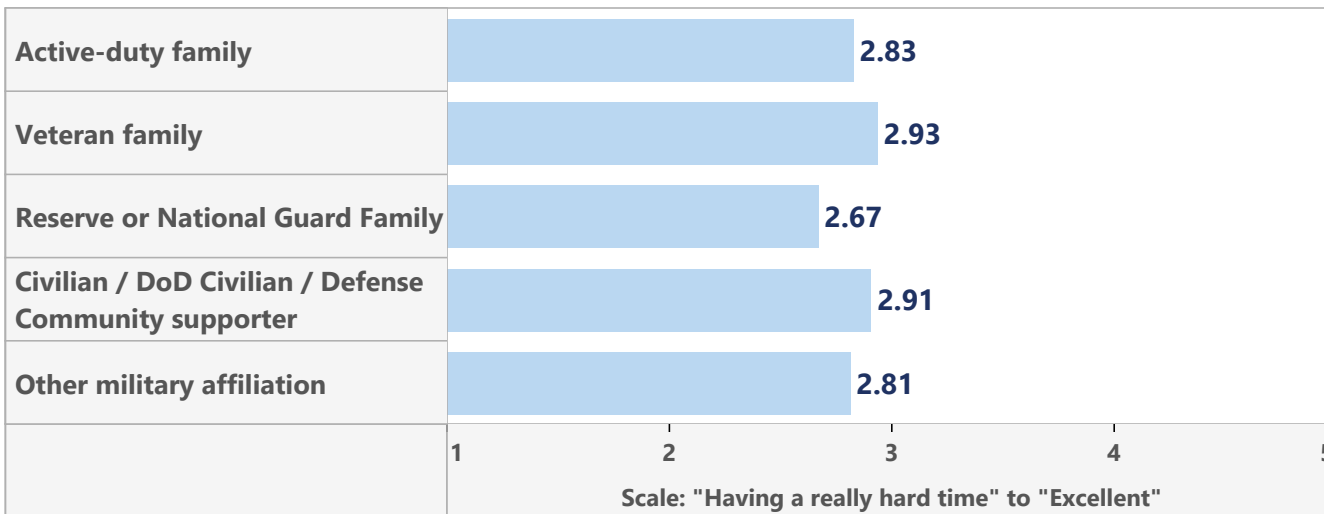
Polling and analysis made possible by Booz Allen Hamilton and USAA

Pain Points Poll Polling Period: March 18 - April 14, 2020 (Week one: 3/18-3/24; Week two: 3/25-3/31; Week three: 4/1-4/7; Week four: 4/8-4/14). Total respondents: 3,913. (Week one: 1,321; Week two: 1,234; Week three: 690; Week 4: 668). Questions should be directed to survey@bluestarfam.org.

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How are you doing right now?

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"[I've experienced an] increase in stress and some anxiety. It has improved over the past week or so because of letting go of what I can not control and taking it day by day."
- DoD Civilian

"I am a veteran with a PTSD diagnosis. I am having to control my exposure to stressful media and phone call[s] from other people at this time."
- Navy Veteran & DoD Contractor

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Acute Pain Points

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9%

of military family respondents (or their spouses) have **applied for unemployment benefits**

36%

of military family respondents have no pre-existing anxiety or depressive disorder diagnosis, but **are now experiencing symptoms as a result of the crisis**

36%

of military family respondents are doing about the same as they were 2-4 weeks ago, while **50% say they are doing worse, and 14% say they are doing better**

91%

of military family respondents indicate that **educational services for children are needed in their community** during this crisis

18%

of military family respondents with school-aged children indicate **their child's grades have decreased since the outbreak began**, up from 6% in week one of polling

"My child has struggled with changing requirements for online assignments or participation. We are worried about scheduled AP testing and the effects this will have on her progress next year after we PCS."

-Air Force Spouse

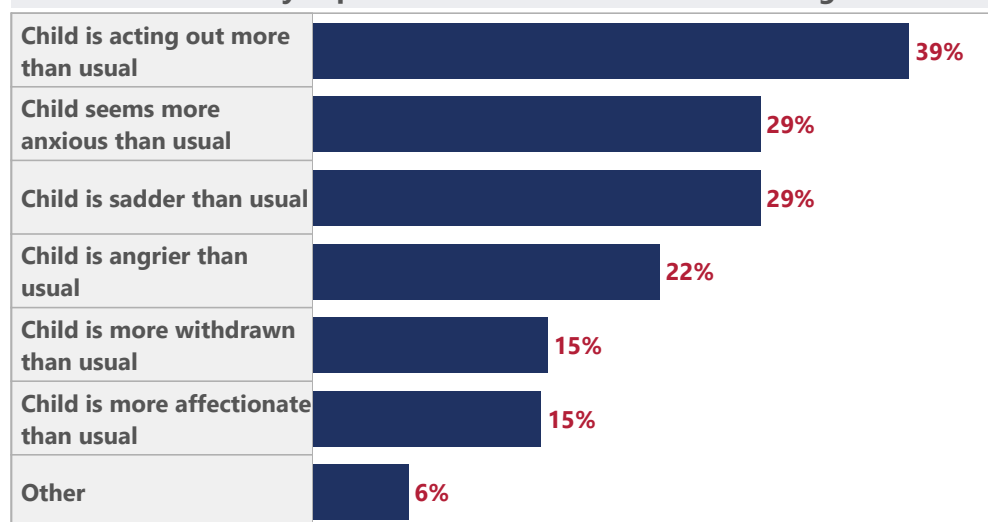
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Week 4: Spotlight on Military Children

57% of military family respondents with school-aged children report their child's behavior has changed due to their inability to interact with peers during the outbreak. Acting out more than usual is the most commonly-reported form of this behavioral change.



91%

of military family respondents indicate that **educational services for children are needed in their community** during this crisis

18%

of military family respondents with school-aged children indicate **their child's grades have decreased since the outbreak began**, up from 6% in week one of polling

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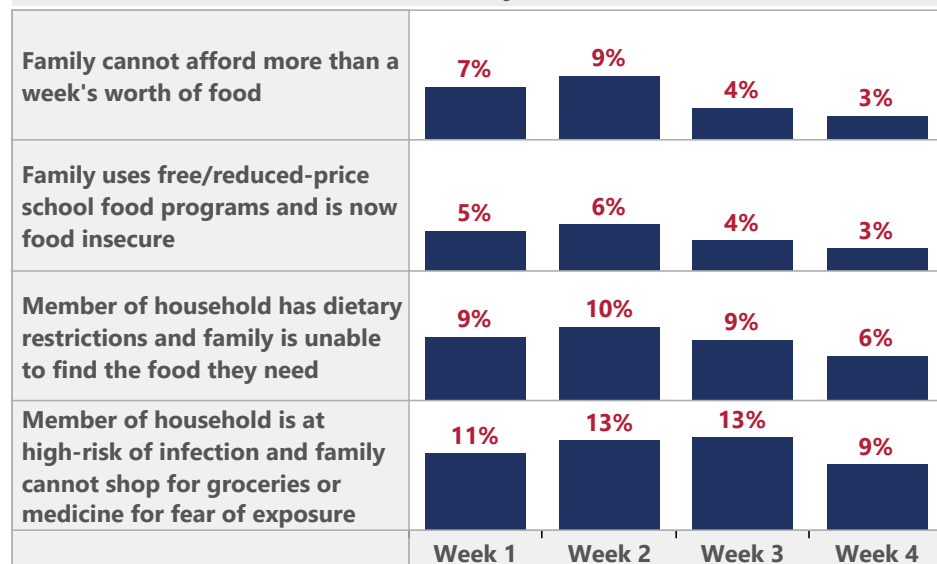
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Week 4: Spotlight on Food Insecurity

Food insecurity issues appear to have peaked in week two of polling, but there are indications that the situation may be improving for active-duty families.



"Using the free/reduced meals that have been given for breakfast/lunch during the week has helped me out a lot so that I do not have to increase food budget."

- Unknown Military Affiliation

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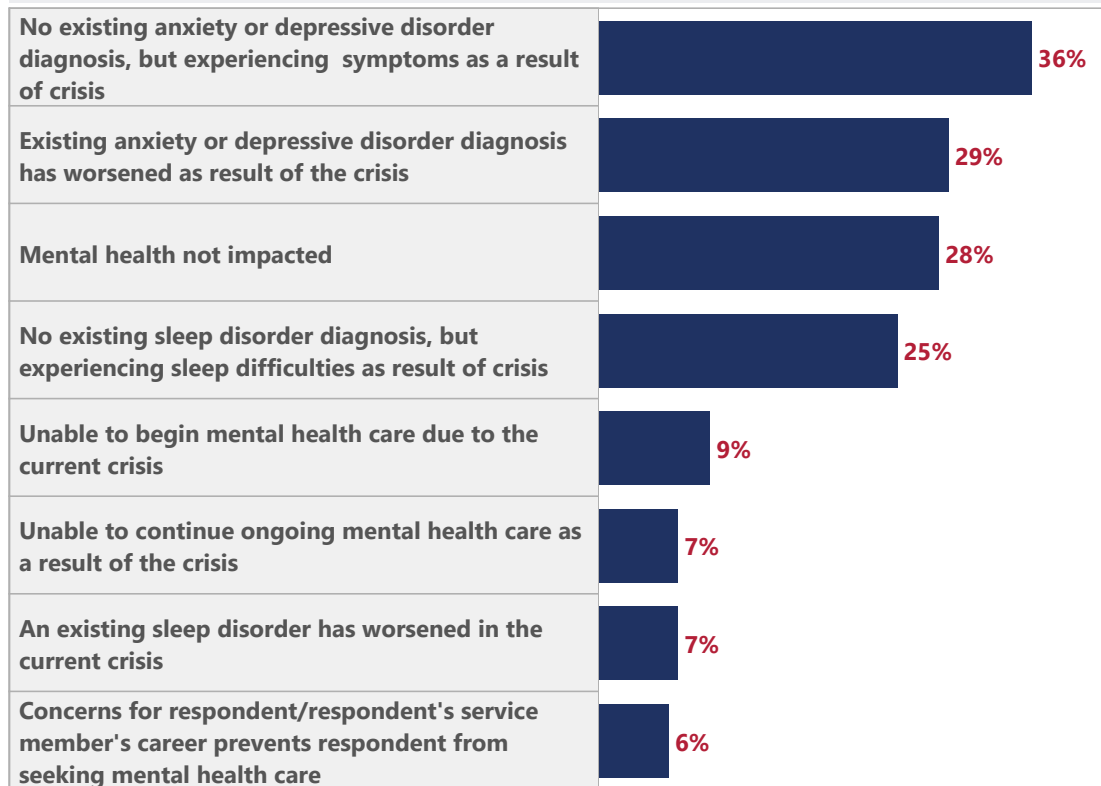
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Week 4: Spotlight on Mental Health

An alarming number of military family respondents without pre-existing mental health diagnoses are experiencing new symptoms as a result of the crisis. Nine percent are unable to begin mental health care due to the crisis, and 6% will not seek it out of concern for their/their service member's career.



45%

of military family respondents are **proactively caring for their mental health**, compared to 33% of all respondents

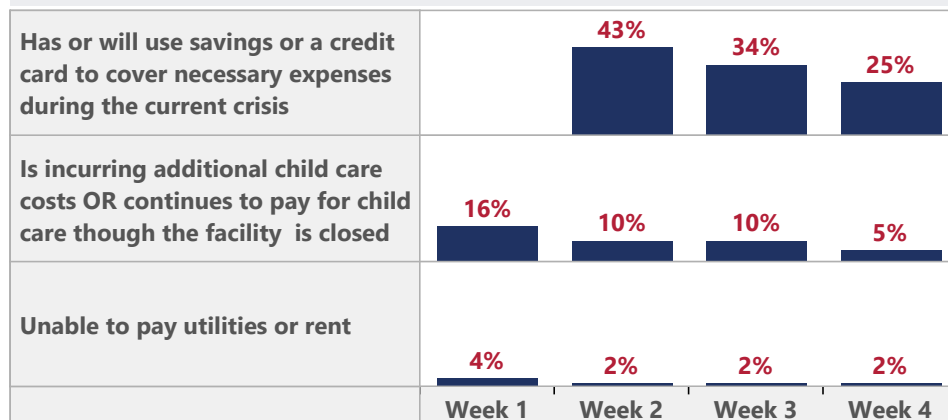
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Week 4: Spotlight on Financial Security

Many critical financial issues appear to be improving for military families, however, families are still under increased financial stress due to the crisis.



"My husband and I had to resort to using a credit card to pay for groceries since we had to buy extra for self-isolation purposes during this crisis. Though we're trying to decrease our debt."

- Air Force Spouse

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9%

of military family respondents (or their spouses) have **applied for unemployment benefits**

5%

of military family respondents are **struggling to pay off student loans as a result of the crisis**



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Week 4: Desired Community Services Among Military Family Respondents



| | Week 3 | Week 4 |
|--|--------|--------|
| Educational services for children | 44% | 91% |
| Grocery delivery or curbside pick-up | 67% | 62% |
| Virtual activities for children | 47% | 51% |
| Mental health care | 44% | 49% |
| Communication about resources and services | 49% | 47% |
| Communication about closures / benefits / policy changes | 48% | 37% |
| Financial assistance | 32% | 32% |
| Healthcare | 33% | 31% |
| Childcare | 30% | 28% |
| Other community service | 4% | 16% |

"I have been unable to properly school my children because I am considered mission essential and my spouse is deployed."

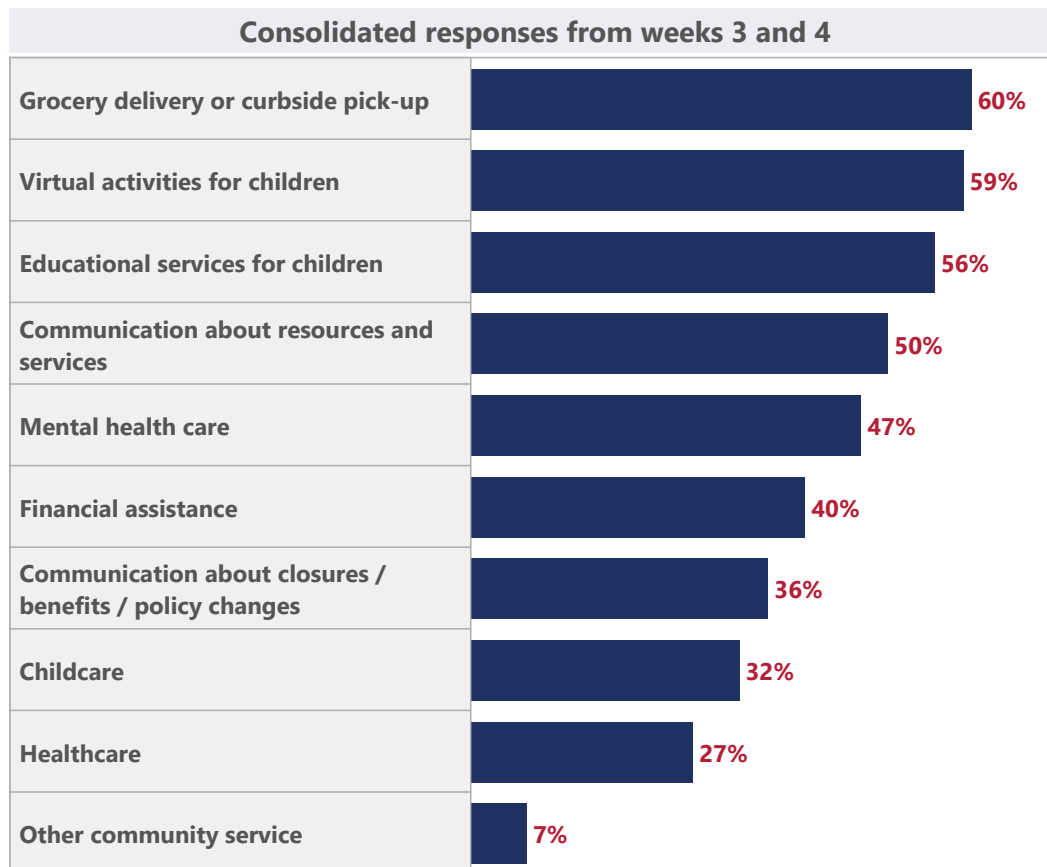
- Air Force Spouse

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Desired Community Services Among Veteran Family Respondents



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