

Pain Point Poll Week 5

March 18 - April 21, 2020

Pain Points Poll Demographics

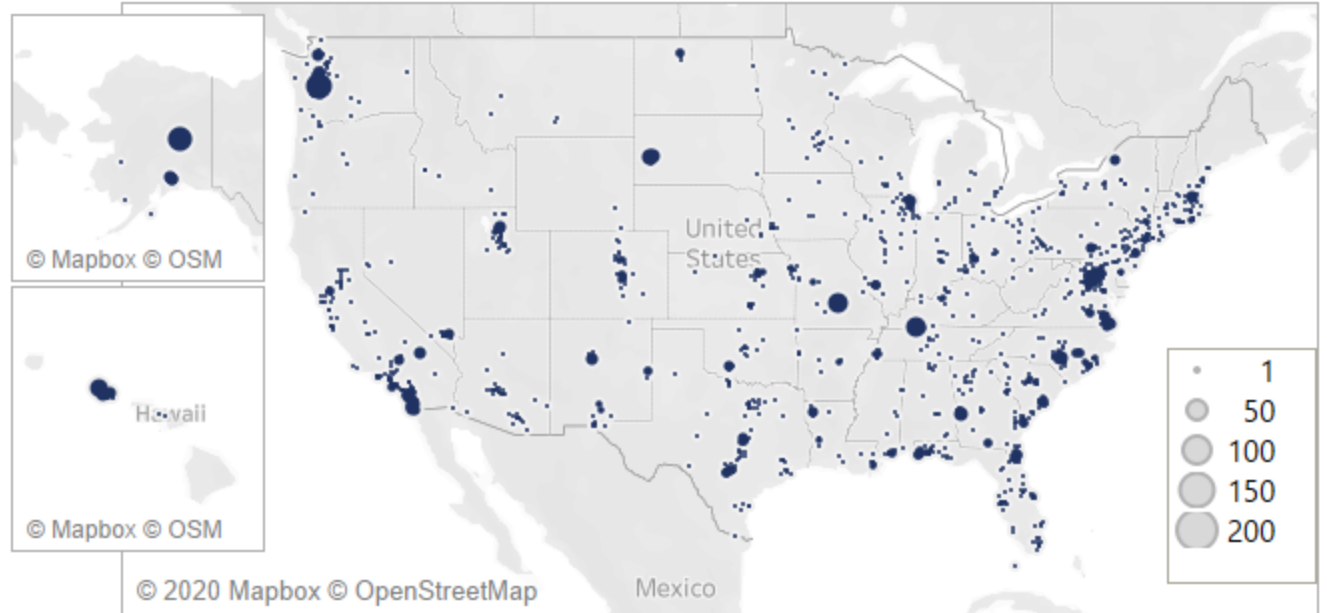
4,662 Respondents

Branch of Service

	Week 1	Week 2	Week 3	Week 4	Week 5
Army	38%	54%	43%	25%	38%
Navy	29%	13%	26%	23%	21%
Air Force	26%	24%	24%	39%	25%
USMC	7%	9%	6%	7%	14%
Coast Guard	2%	1%	3%	7%	3%

Military Affiliation

	Week 1	Week 2	Week 3	Week 4	Week 5
Active-duty family	88%	88%	83%	79%	78%
Veteran family	14%	14%	19%	18%	17%
Civilian / DoD Civilian		8%	14%	16%	9%
National Guard or Reserve family	3%	5%	5%	6%	6%
Other military affiliation	8%	4%	5%	6%	8%

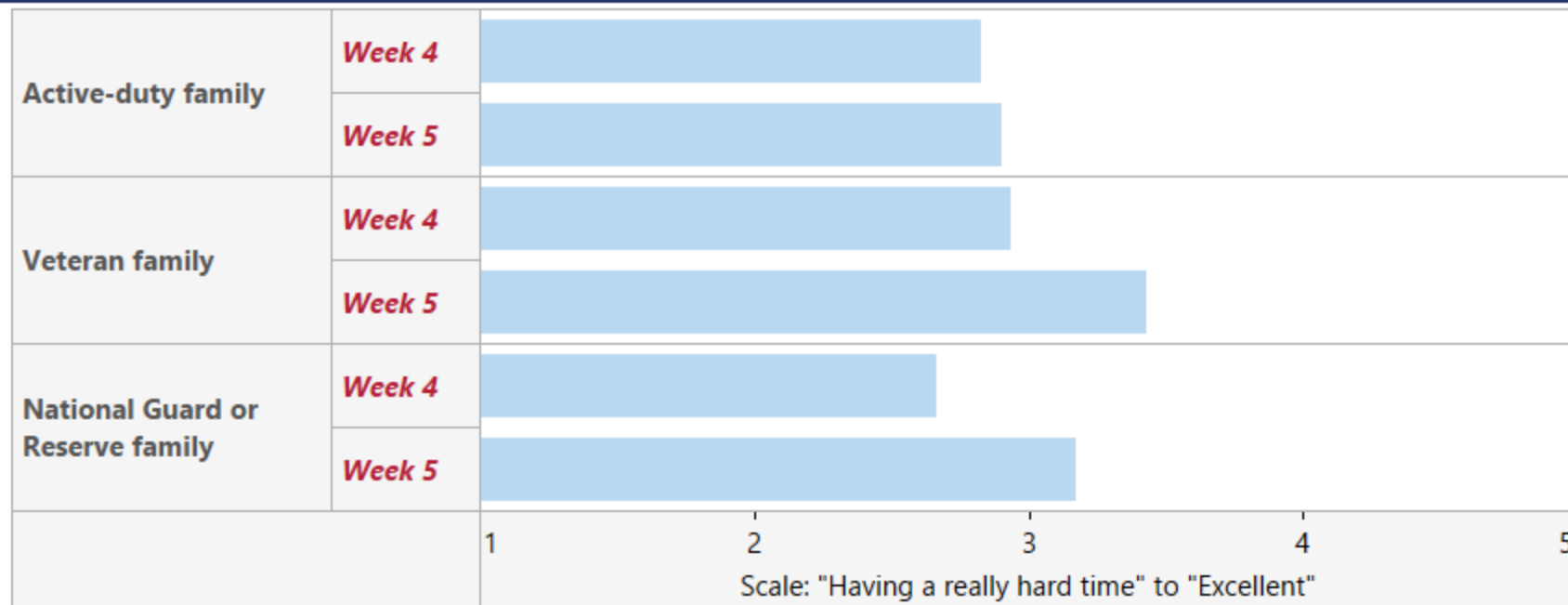


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COVID-19

How are you doing right now?

Overall Takeaway:
All respondent groups (including those not depicted) reported a slight improvement in general self-reported well-being in Week 5; however, active-duty military families did not experience as great of an increase as their non-active-duty peers.



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Week 5: Acute Pain Points

32%

of respondents with current PCS orders report they **will be making two or more house payments within 60 days due to their PCS postponement**

19%

of military Mission Essential personnel and **20%** of civilian **Mission Essential personnel respondents who need childcare don't have it***

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*Respondents from weeks 4 and 5 of polling are grouped here due to a low response rate; however, the percentages are similar for each of the polling periods.

68%

of military family respondents and **62%** of veteran family respondents say they are **considerably more stressed than they were before the crisis**

The impact the crisis will have on state and local budgets is the greatest issue of concern among defense community professionals



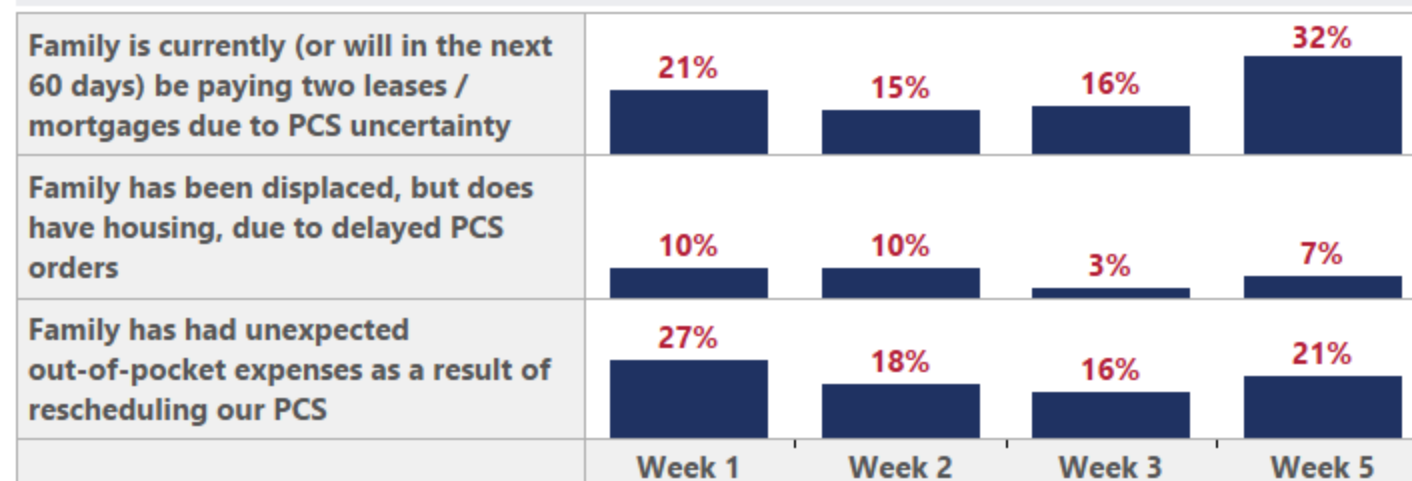
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Week 5: Spotlight on Permanent Change of Station (PCS) Moves



Overall takeaway: The DoD extended the Stop Movement order to June 30 during the current polling period, which may be contributing to the increase in PCS-related pain points this week. We hope to see these numbers decline in the coming weeks, as they did with the announcement of the initial order, as families receive additional information about resources available to them to alleviate these concerns.



7%

of respondents with current PCS orders indicate their PCS is **not** impacted by the crisis

"[We] sold [our] home thinking we would PCS, and we're buying a new one around [new duty station]. Then the virus came. We had to cancel the new home purchase and lost the earnest money and now we are hopping from Air BNB to Air BNB paying far more than our mortgage was."

- Army Service Member

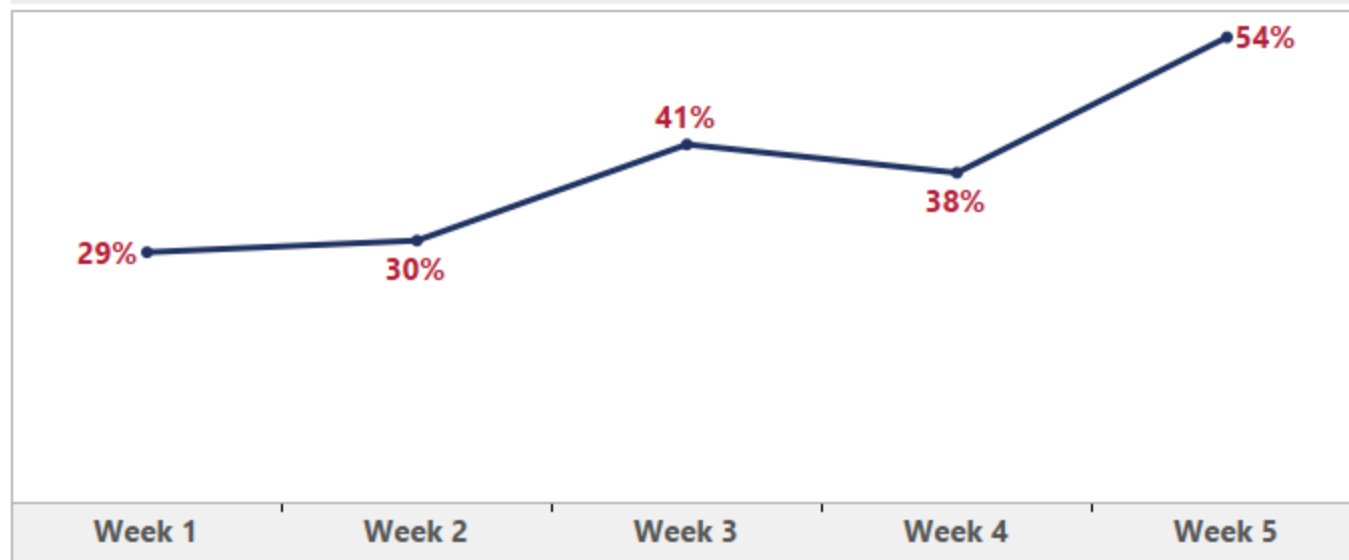
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Week 5: Spotlight on Childcare



Military families are increasingly losing access to their normal childcare provider.



6%

of military family respondents are **unable to use their family care plan**

19%

of military Mission Essential personnel and **20%** of civilian **Mission Essential** personnel respondents who need childcare don't have it*

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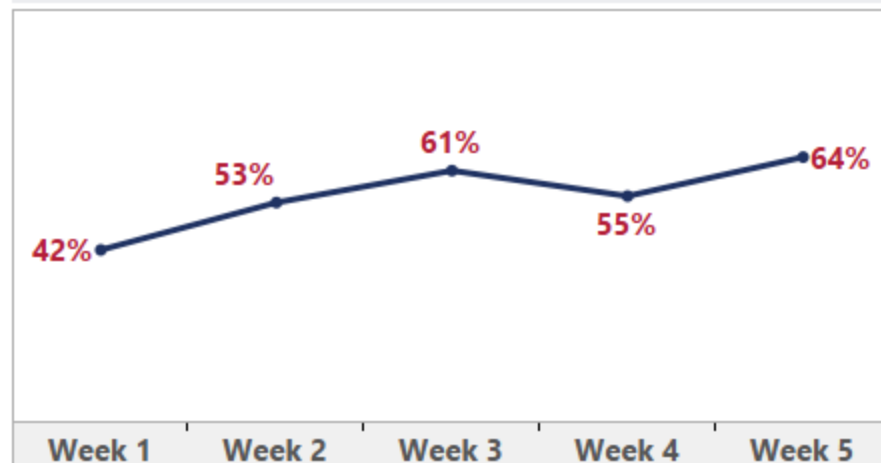
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Week 5: Spotlight on School-Aged Children



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Children's behavior continues to change due to their inability to socialize with peers.



Stories of Strength

39%

of military family respondents say they've **grown closer to their school-aged child(ren)** as a result of their family's social distancing

"I am just beginning to out-process for retirement after almost 27 years in the Air Force.[...] Home life, however, has been good. [...] I feel like I have actually grown closer to my children (ages 7 and 11) after being together so much more than our typical weeks allow. Unanticipated blessings..."

- Air Force Service Member

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Week 5: Spotlight on Mental Health



Top 3 Ways Respondents Are Caring for Their Mental Health*

ACTIVE-DUTY FAMILY

Talk to friends/family via phone or videochat	76%
Spending time outside every day	68%
Regular exercise and/or walks	67%

VETERAN FAMILY

Hobbies	72%
Talk to friends/family via phone or videochat	70%
Regular exercise and/or walks	70%

68%

of military family respondents and **62%** of veteran family respondents say they are **considerably more stressed than they were before the crisis**

"I was supposed to have already returned from my deployment, however, we are repeatedly being extended with no information on when I can get home. My wife who suffers from anxiety has had 2 mental break-downs this week from being quarantined with our 3 kids and worrying about when I'll be home to help her."

-Service Member

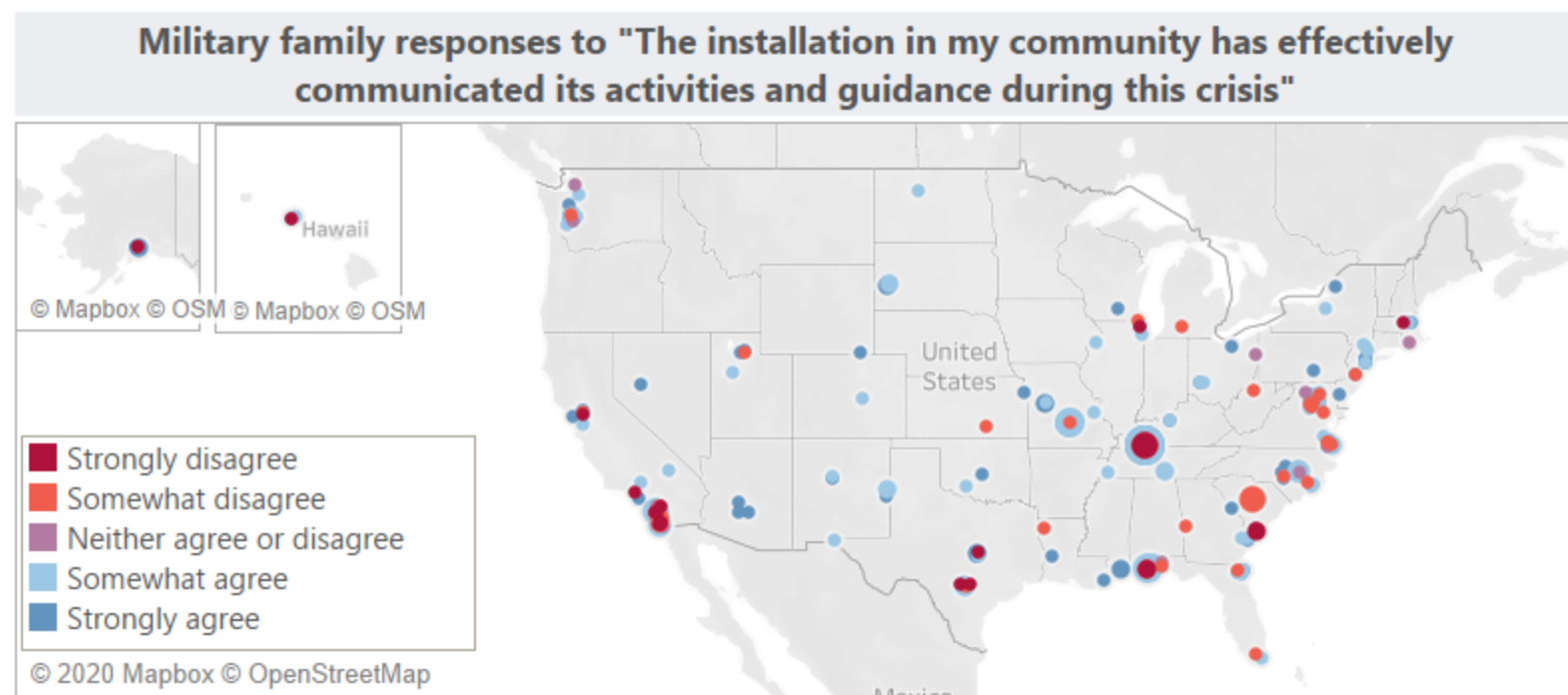
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*Among respondents who indicate they **are** proactively caring for their mental health.

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Week 5: Spotlight on Installation Communication



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Overall Takeaway: Seventy-one percent of military family respondents believe the installation in their community has communicated effectively during this crisis; however, there are certain locations where military family respondents are less satisfied with communication efforts.

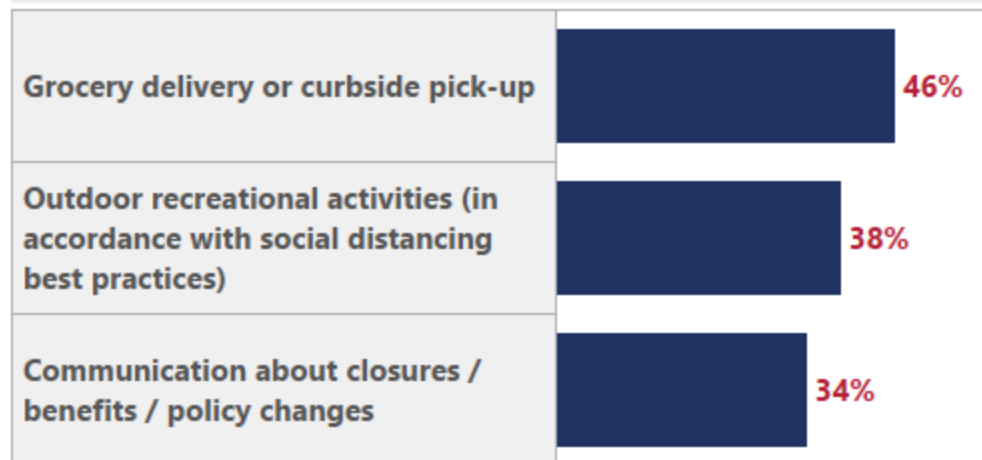
"The CG is doing regular town hall meetings online. At first, they were very bad. You could see the CG and other leaders not following their own guidance (sitting right next to each other, passing a microphone back and forth between the 3 of them, fist bumping...) as they are telling people no hand shakes, maintain 6ft apart, etc. The town halls are better now."

- Military Spouse and Veteran

COVID-19 Community Response



Perceived Top 3 Unmet Community Needs



56%

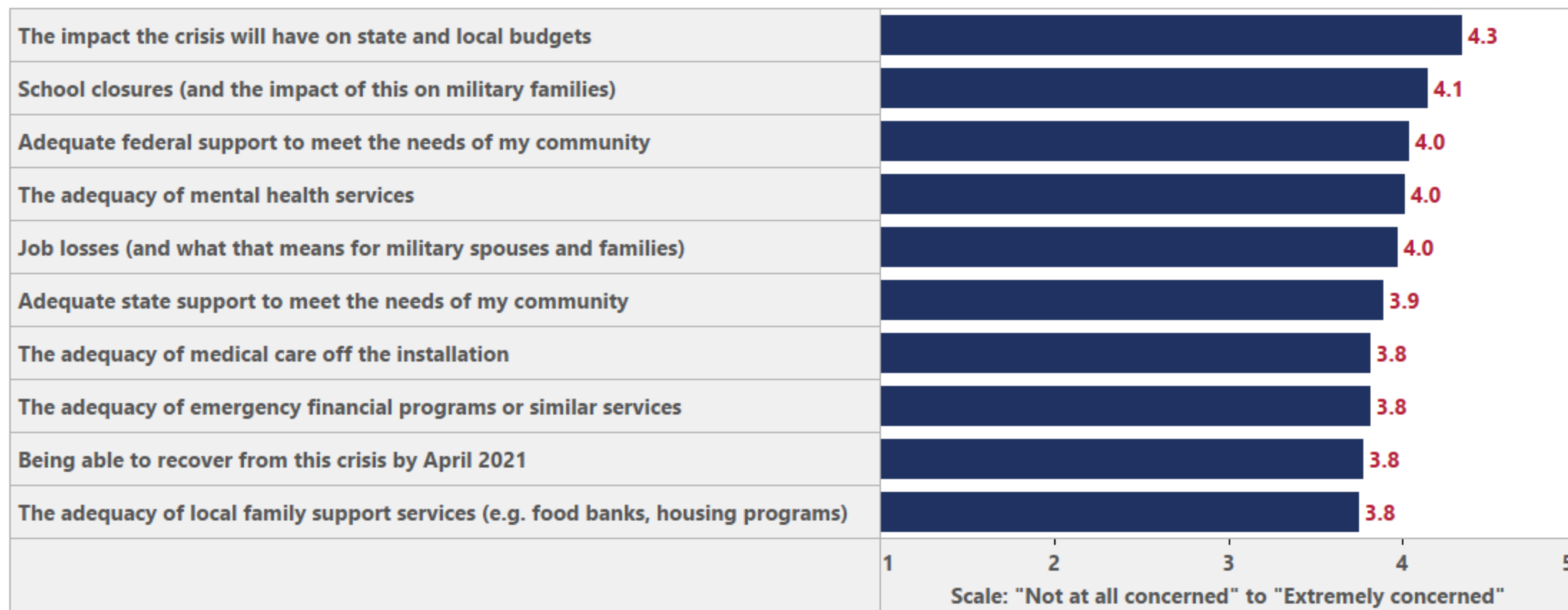
of respondents believe their community is doing about the same as it was one week ago, while **13%** believe it is doing better, **24%** believe it is doing worse, and **6%** don't know

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10 Areas of Most Concern Among Defense Community Professionals



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