



COVID-19 Military Support Initiative

Pain Points Data

Data included here was collected from April 15-21, 2020, as part of CMSI "Pain Points Poll."

Polling and analysis made possible by Booz Allen Hamilton and USAA

Questions about this information should be directed to survey@bluestarfam.org.

Acute Pain Points:

- 68% of military family respondents say they are **considerably more stressed than they were before the crisis**
- 32% of respondents with current PCS orders report that they **will be making two or more house payments within 60 days due to their PCS postponement**
- 19% of military **Mission Essential personnel respondents who need childcare don't have it ***
- **The impact the crisis will have on state and local budgets** is the greatest issue of concern among defense community professionals

**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.*

PCS Moves:

- 21% of respondents say their family has **had unexpected out-of-pocket expenses as a result of rescheduling their PCS**
- 7% of respondents with current PCS orders indicated their PCS is **NOT impacted by the crisis**

Childcare:

- 54% of military family respondents have indicated they have **lost access to their normal childcare provider**
- 6% of military military family respondents are **unable to use their family care plan**

School-Aged Children:

- 64% of respondents indicate their children's **behavior continues to change due to their inability to socialize with peers**

Community Services:

- 56% of respondents believe their community is **doing about the same as it was one week ago**
- 46% of military family respondents would like **grocery delivery or curbside pick-up**
- 38% of military family respondents would like **outdoor recreational activities** (in accordance with social distancing best practices)
- 34% of military respondents would like **more communication about closures/benefits/ policy changes**