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 curb-side 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

Updated 4/27/20