

March 18 - April 28, 2020

Pain Points Poll Demographics

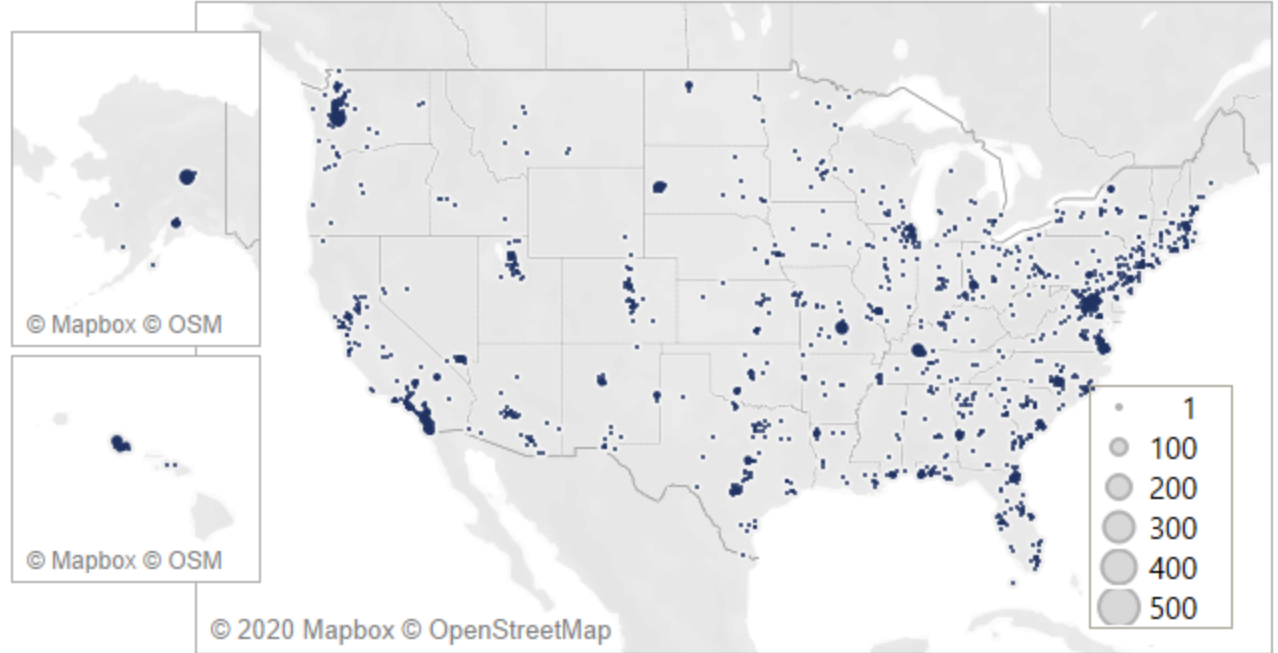
5,222 Respondents

Branch of Service

	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6
Army	38%	54%	43%	25%	38%	33%
Navy	29%	13%	26%	23%	21%	25%
Air Force	26%	24%	24%	39%	25%	19%
Marine Corps	7%	9%	6%	7%	14%	22%
Coast Guard	2%	1%	3%	7%	3%	2%

Military Affiliation

	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6
Active-duty family	89%	89%	83%	80%	79%	79%
Civilian / DoD Civilian		8%	14%	16%	9%	9%
National Guard or Reserve family	3%	5%	5%	6%	6%	7%
Other military affiliation	6%	4%	4%	5%	6%	7%
Veteran family	14%	14%	19%	18%	17%	23%



Polling and analysis made possible by Booz Allen Hamilton and USAA

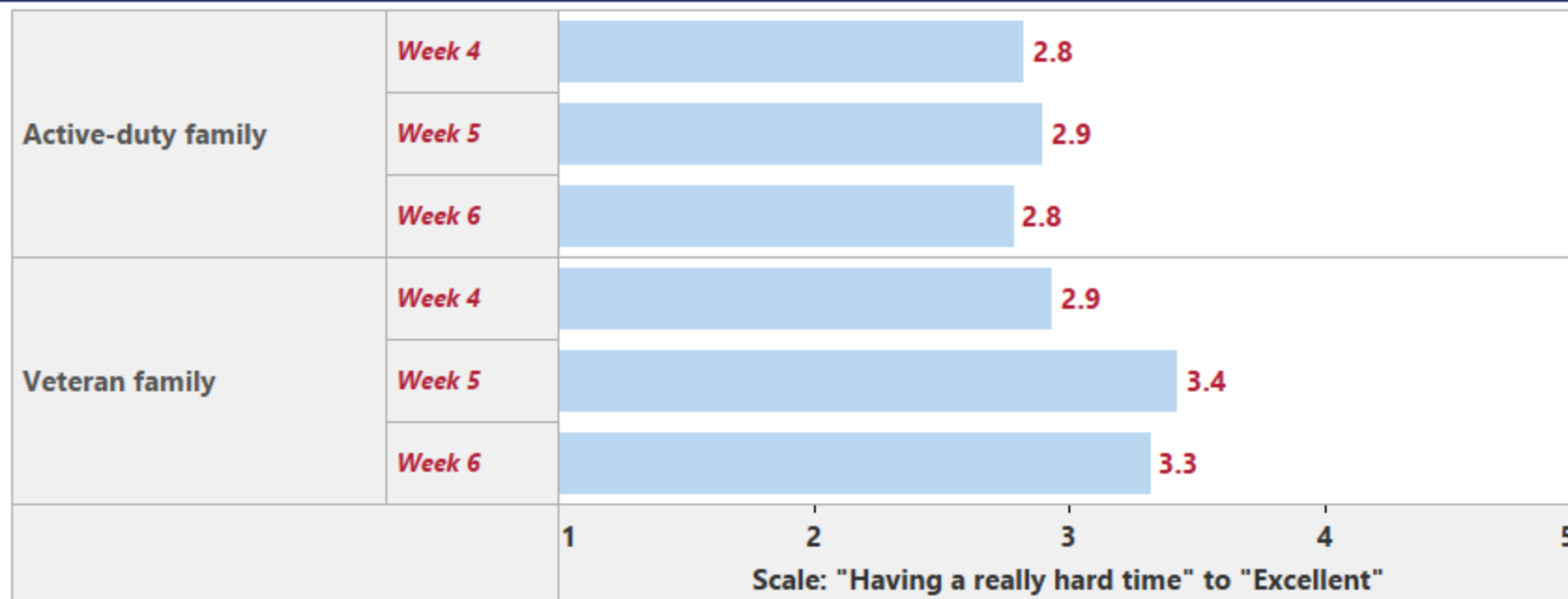
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COVID-19

How are you doing right now?

"As a teleworking parent I am shouldering the majority of household responsibilities while trying to school a preschooler and do 8 hours of work. There isn't any me time."
-Military Spouse



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COVID-19

Week 6: Acute Pain Points

37%

of military family respondents **say their child is not receiving grades due to the crisis**

10%

of military spouse respondents report they are **struggling to pay off student loans due to the current crisis**

18%

of military spouse respondents who were working prior to the COVID-19 crisis have **lost their job or are unable to work**

25%

of military family respondents report their service member is **currently deployed, has been activated** to respond to the crisis, or their family is living apart ("**geo-batching**")

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COVID-19

Week 6: Spotlight on School-Aged Children



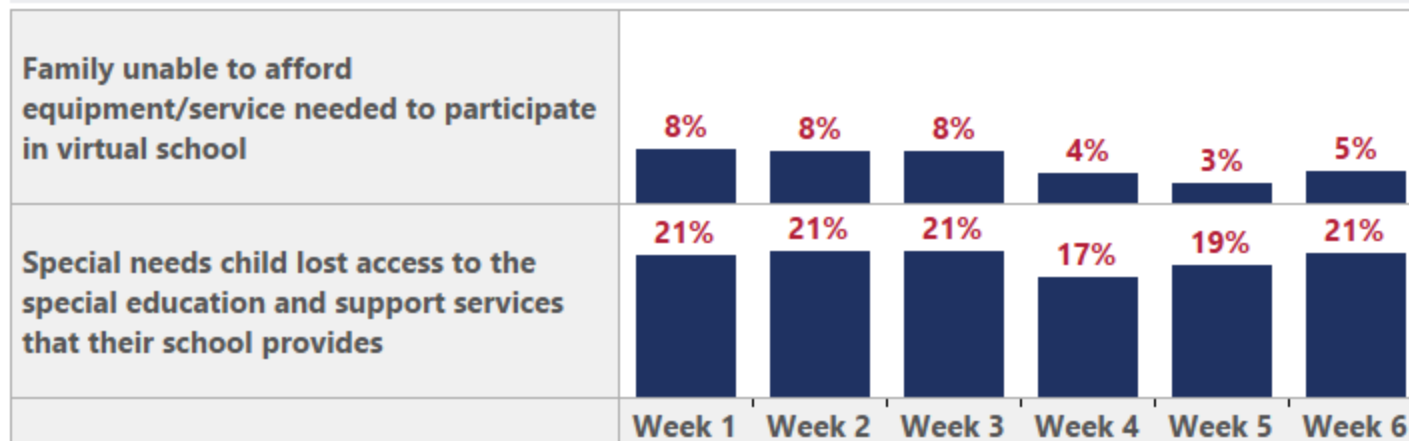
Overall Takeaway: This crisis has underscored vulnerabilities pertaining to families who have children with unique needs and those without the means to support a high-tech education for their child(ren) from home. Despite nationwide attention unrelated to military affiliation, these issues have seen little improvement since the start of polling.

37%

of military family respondents **say their child is not receiving grades due to the crisis**

"We are really struggling to get our children educated through the day. Using one computer without video/microphone capabilities has [made it] hard to get our kids' amount of schooling done."

-Navy Spouse



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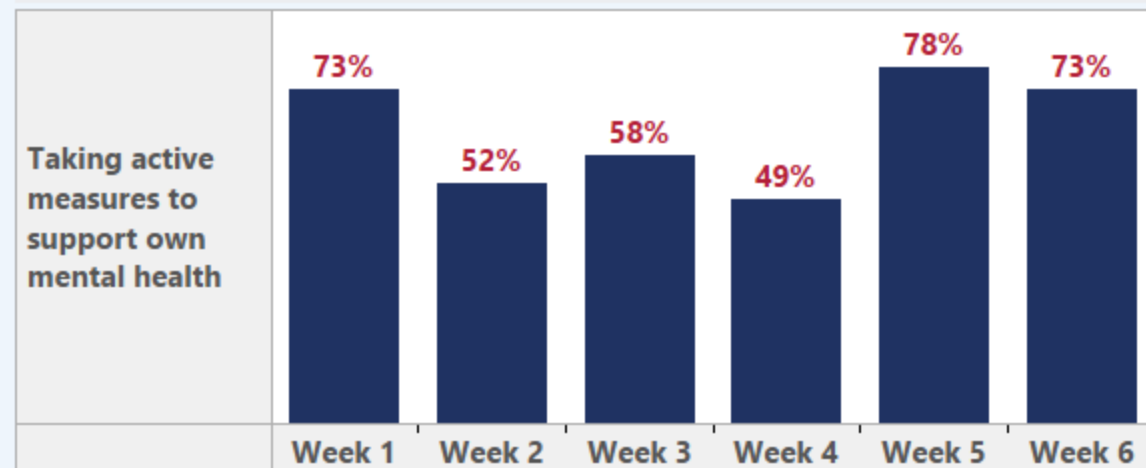
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COVID-19

Week 6: Spotlight on Health & Wellness



Overall Takeaway: Though the COVID crisis continues to place stress on respondents, many are actively practicing wellness by taking measures to support their own mental health and practicing social isolation.



Stories of Strength

"So far my combat-wounded spouse is managing relatively well. He has taken advantage of virtual support offered by WWP and is able to continue [mental health] appointments remotely. I'm hoping his positive coping skills continue."

-Spouse of a Veteran, Caregiver

82%

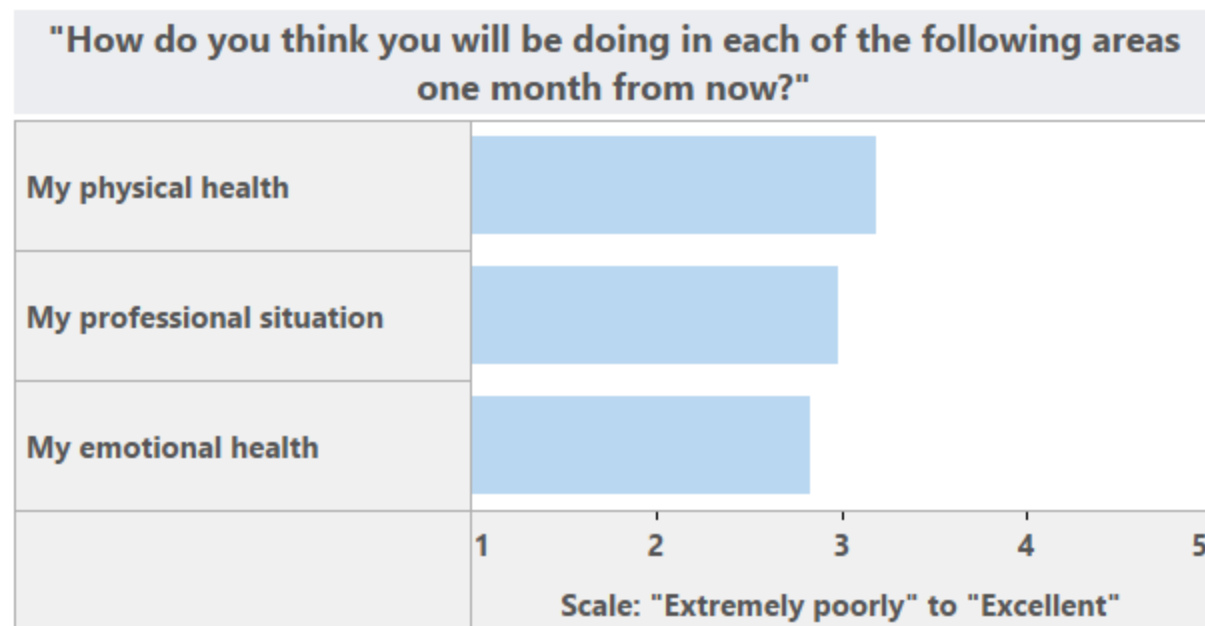
of military family respondents **are practicing social distancing**

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COVID-19

Week 6: Spotlight on Military Spouses



18%

of military spouse respondents who were working prior to the COVID-19 crisis have **lost their job or are unable to work**

10%

of military spouse respondents report they are **struggling to pay off student loans due to the current crisis**

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COVID-19

Week 5: Spotlight on Veterans' Community Needs



Most Commonly-Cited Community Resources Veteran Families Need/Are Using During COVID-19

Outdoor recreational activities (in accordance with social distancing best practices)	25%
Grocery delivery or curbside pick-up	25%
Educational services for children	22%

Top 3 Unmet Community Needs (according to Veteran Families)

Financial assistance	41%
Mental health care	36%
Educational services for children	32%

36%

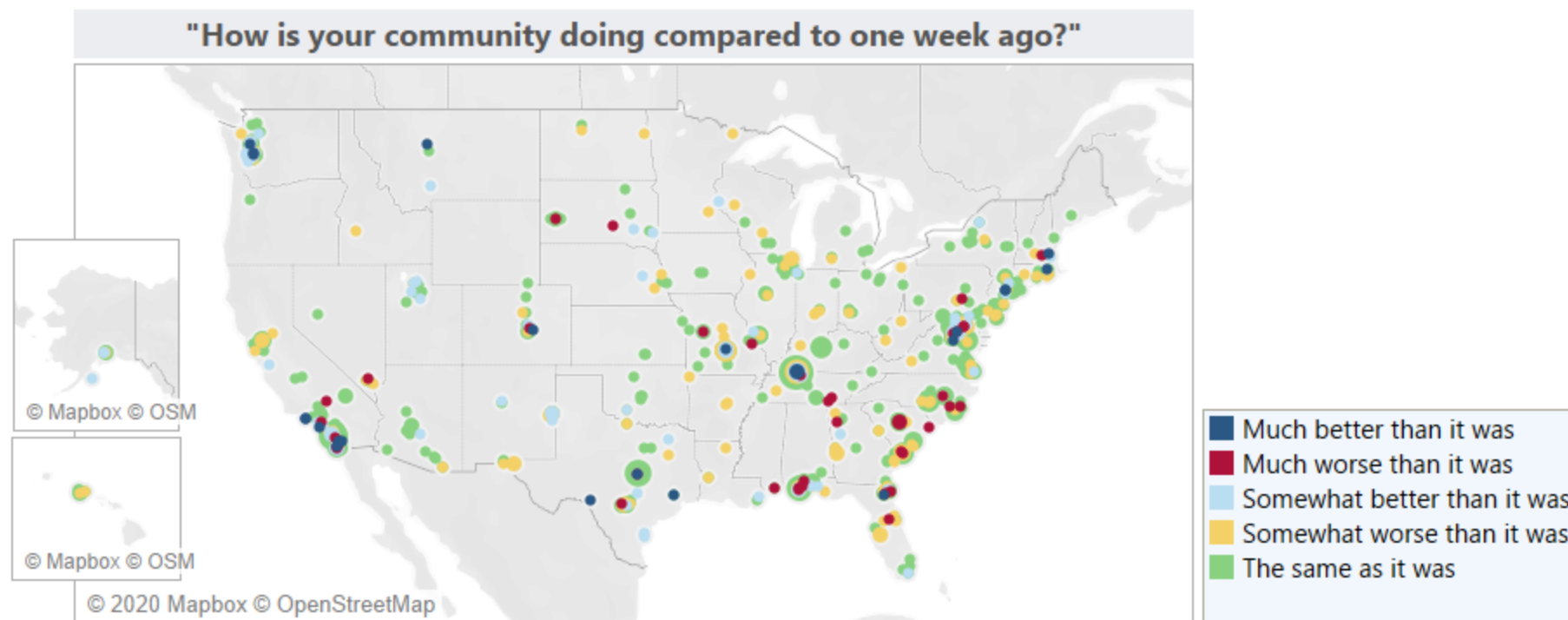
of veteran family respondents indicate **their family has no unmet needs**

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COVID-19

Week 6: Spotlight on Community Recovery



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