

March 18 - May 5, 2020

Pain Points Poll Demographics

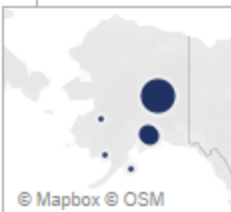
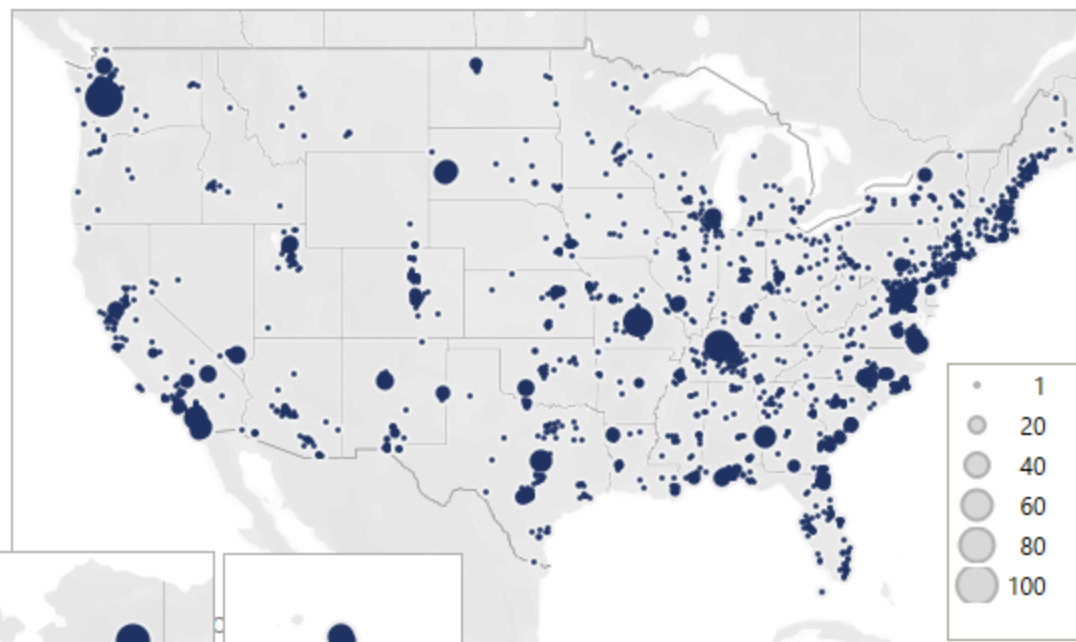
6,044 Respondents

Branch of Service

	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7
Air Force	26%	24%	24%	39%	25%	19%	25%
Army	38%	54%	43%	25%	38%	33%	57%
Coast Guard	2%	1%	3%	7%	3%	2%	4%
Marine Corps	7%	9%	6%	7%	14%	22%	4%
Navy	29%	13%	26%	23%	21%	25%	12%

Military Affiliation

	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7
Active-duty family	89%	88%	83%	80%	78%	79%	54%
Veteran family	14%	14%	19%	18%	17%	23%	23%
National Guard or Reserve family		5%	5%	6%	6%	7%	36%
Civilian / DoD Civilian		8%	11%	13%	9%	9%	10%
Other military affiliation	9%	4%	5%	6%	8%	9%	8%



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COVID-19

Week 7: How are you doing right now?



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COVID-19

Week 7: Acute Pain Points

38%

of service member respondents report they are at least somewhat concerned about the impact of COVID-19 restrictions on their ability to receive a fair evaluation of their current position*

16%

of female respondents who were working prior to the crisis say their work quality has declined, compared to **5%** of male respondents who say the same

8%

of respondents with current PCS orders remain displaced (but have housing) and **5%** report they do not currently have housing

25%

of National Guard respondents believe financial assistance is a top unmet need in their community

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*Grouped statistics from weeks 5-7 to increase response rate.

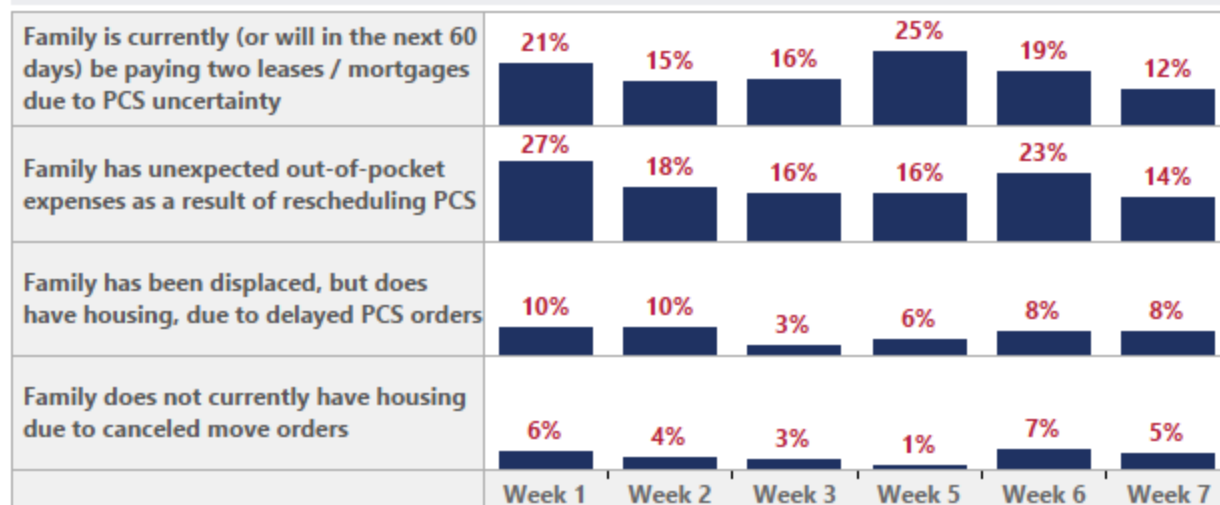


COVID-19

Week 7: Spotlight on Permanent Change of Station (PCS) Moves



Overall takeaway: Although the number of respondents with PCS orders who report their PCS is on hold has declined from 41% in Week 3 to 24% in Week 7, many remain displaced and without housing. Families also continue to face financial challenges, which they attribute to PCS uncertainty and postponement.



"Our house has since been sold and housing refuses to give us a house for the time being because it is less than 2 months. My husband, my one year old son and I have been left homeless, living from friends house to friends house. His command is uncooperative and refuses to help us in our situation. [...] We have tried to claim hardship as it is written into the new policy, his command refuses to acknowledge our hardship situation and tell my husband 'it is not our problem you and your family do not have a home.'"

-Military Spouse

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*An extension to the Stop Movement order was issued during the Week 5 polling period. Due to a data cleaning error, Week 5 statistics were mis-reported as 32% (two house payments); 7%(displaced, but have housing), and 21% (unanticipated out-of-pocket expenses). Those statistics have been corrected here. Week 4 did not have a high enough response rate to report results pertaining to PCS moves.

COVID-19

Week 7: Spotlight on Differential Financial Impacts



Fewer veteran family respondents report "no financial impact" from COVID-19 than National Guard or active-duty family respondents

74% National Guard family respondents

68% Active-duty family respondents

60% Veteran family respondents

Likelihood of reporting **"no financial impact" increases with age** among respondents

11% Gen-Z respondents (low n)

68% Millennial respondents

72% Gen-X respondents

82% Boomer & Silent Generation respondents (low n)

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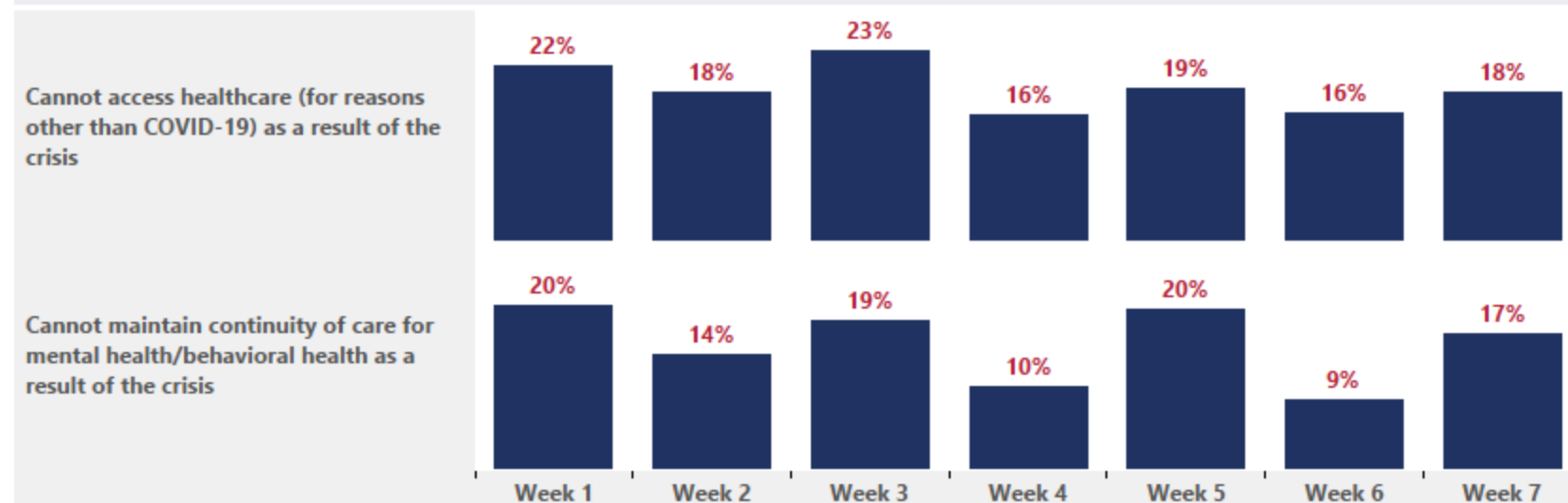
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COVID-19

Week 7: Spotlight on Veteran Family Health & Wellness



Overall takeaway: While the percentage of veteran family respondents reporting they cannot access healthcare or maintain continuity of care during the COVID-19 pandemic varies from week to week, on average, there does not appear to have been improvement on either issue.



"I fit into the high risk of infection category, but due to my spouses deployment I do not have other options [...] I had to resort to urgent care because seeing PCM wasn't an option (non COVID reasons), but still serious enough that I needed to be seen and treated."

- Military Spouse, Veteran, and DoD Civilian

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COVID-19

Week 7: Spotlight on Employment

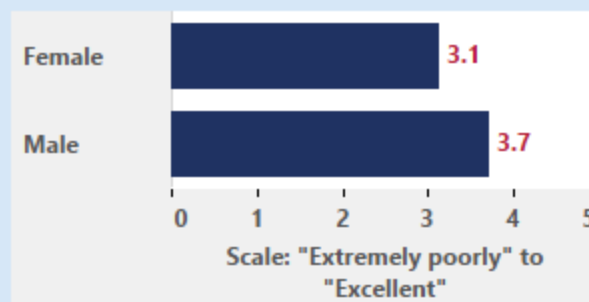
Overall takeaway: Women and men have different professional experiences during COVID-19, with women reporting at greater rates that their work has been impacted, that they have reduced hours to educate children, that their work quality has declined, and that they have shifted work hours (later or earlier in the day) because they do not have childcare during normal work hours.

	Female	Male
My work has not been impacted by the current crisis	18%	41%
I have increased working hours	17%	16%
I continue to work remotely / through telework	41%	33%
I have reduced hours / work to homeschool/educate our child(ren) because schools are closed due to the current crisis	12%	2%
The quality of my work has declined because I am now caring for children while working	16%	5%
I have shifted my work hours later or earlier in the day because I do not have childcare during normal work hours	9%	2%

"My work hours have increased, I'm homeschooling 2 elementary students in order to be able to do both, I'm averaging about 4 hours of sleep a night and it's starting to wear on me."

- Army Veteran

Women are less optimistic than men about how they believe they will be doing with regard to their professional situation in one month



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COVID-19

Week 7: Spotlight on National Guard Needs



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

Outdoor recreational activities (in accordance with social distancing best practices)	37%
Grocery delivery or curbside pick-up	17%
Virtual activities for children	16%

Top 3 Unmet Community Needs (according to National Guard Families)

Financial assistance	25%
Outdoor recreational activities (in accordance with social distancing best practices)	24%
Childcare	16%

"With my husband being activated he lost significant monthly income compared to his civilian job. We are hoping the military also does the right thing and pays those directly helping with this crisis hazardous duty pay to compensate them for the risks they are taking."

- National Guard Spouse

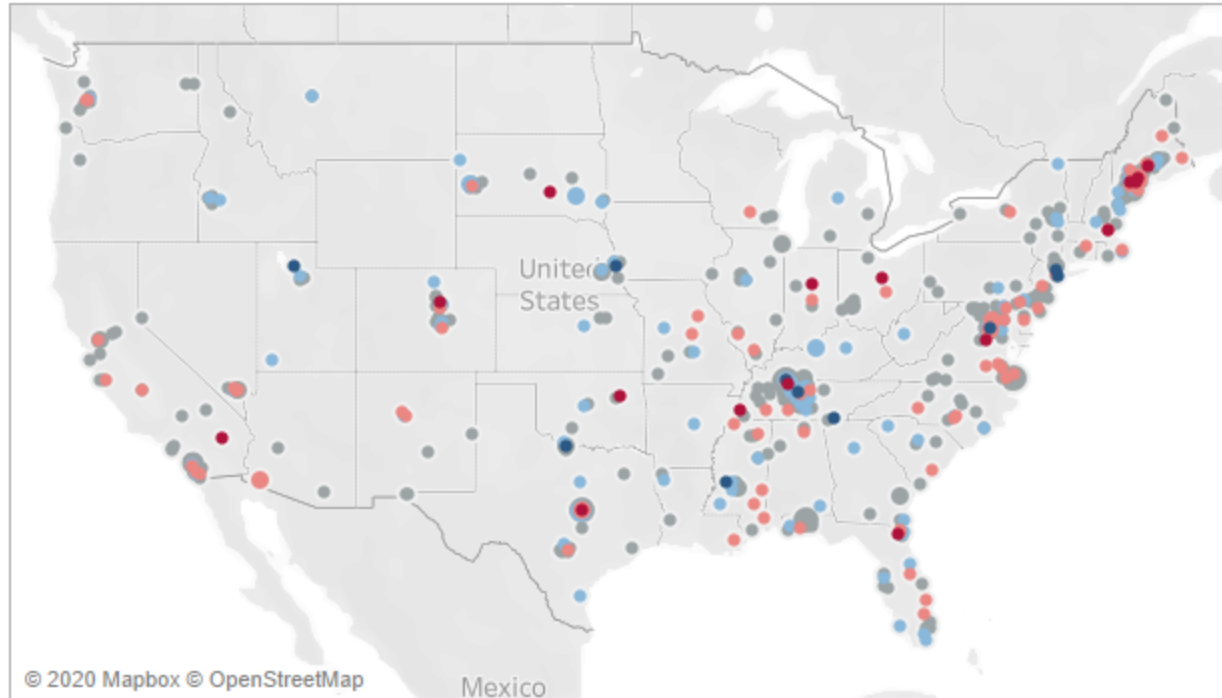
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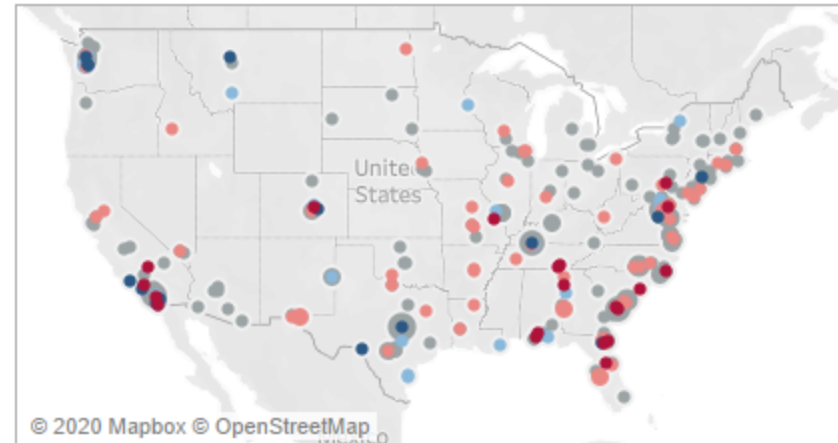
COVID-19

Week 7: Spotlight on Community Recovery

Week 7: How is your community doing now compared to one week ago?



Previous week (Week 6)



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- Much worse than it was
- Much better than it was
- Somewhat worse than it was
- Somewhat better than it was
- The same as it was