COVID-19 Military Support Initiative

Pain Points Data

Data included here was collected from April 29- May 5, 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:

- 38% of service member respondents report they are at least somewhat concerned about the impact of COVID-19 on their ability to receive a fair evaluation of their current position
- 25% of National Guard respondents believe financial assistance is a top unmet need in their community
- 16% of female respondents who were working prior to the crisis say their work quality has declined, compared with 5% of male respondents who say the same
- 18% of military spouse respondents who were working prior to the COVID-19 crisis have lost their job or unable to work
- 10% of military spouse respondents report they are struggling to pay off student loans due to the current crisis

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

Permanent Change of Station (PCS):

- 14% of PCSing respondents have had unexpected out-of-pocket expenses as a result of rescheduling a PCS
- 12% of PCSing respondents are currently (or will in the next 60 days) be paying two leases/mortgages due to PCS uncertainty
- 8% of PCSing respondents have been displaced, but do have housing, due to delayed PCS orders
- 5% of PCSing respondents say their family currently does not have housing due to canceled move orders

Employment:

- 41% of female respondents and 18% of male, continue to work remotely/ through telework
- 17% of female respondents say their working hours have increased, compared to 16% of males
- 16% of female respondents report the quality of their work has declined due to caring for children while working, 5% reported from males
- 12% of female respondents report they have reduced hours/ work to homeschool/educate our child(ren) because schools are closed compared to 2% of males

National Guard Needs:

- 37% of NG families reported they need more outdoor activities (in accordance with social distancing best practices)
- 17% of NG families reported they need grocery or curbside pickup in their community
- 16% of NG families need more virtual activities for children

“My work hours have increased, I’m homeschooling 2 elementry 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

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