

March 18 - May 12, 2020

# Pain Points Poll Demographics

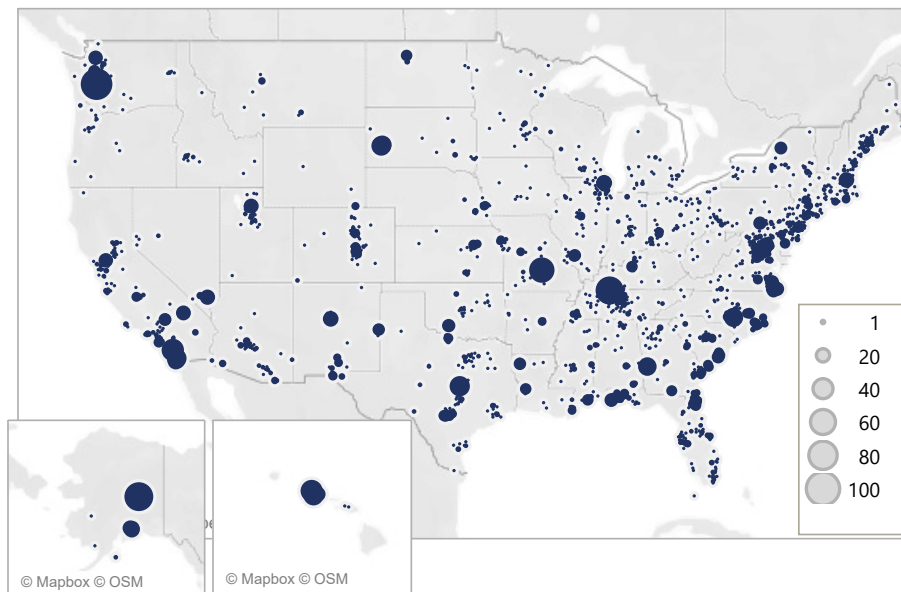
**6,606** Respondents

## Branch of Service

	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8
Air Force	26%	24%	24%	39%	25%	19%	25%	28%
Army	38%	54%	43%	25%	38%	33%	57%	41%
Coast Guard	2%	1%	3%	7%	3%	2%	4%	4%
Marine Corps	7%	9%	6%	7%	14%	22%	4%	9%
Navy	29%	13%	26%	23%	21%	25%	12%	18%

## Military Affiliation

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



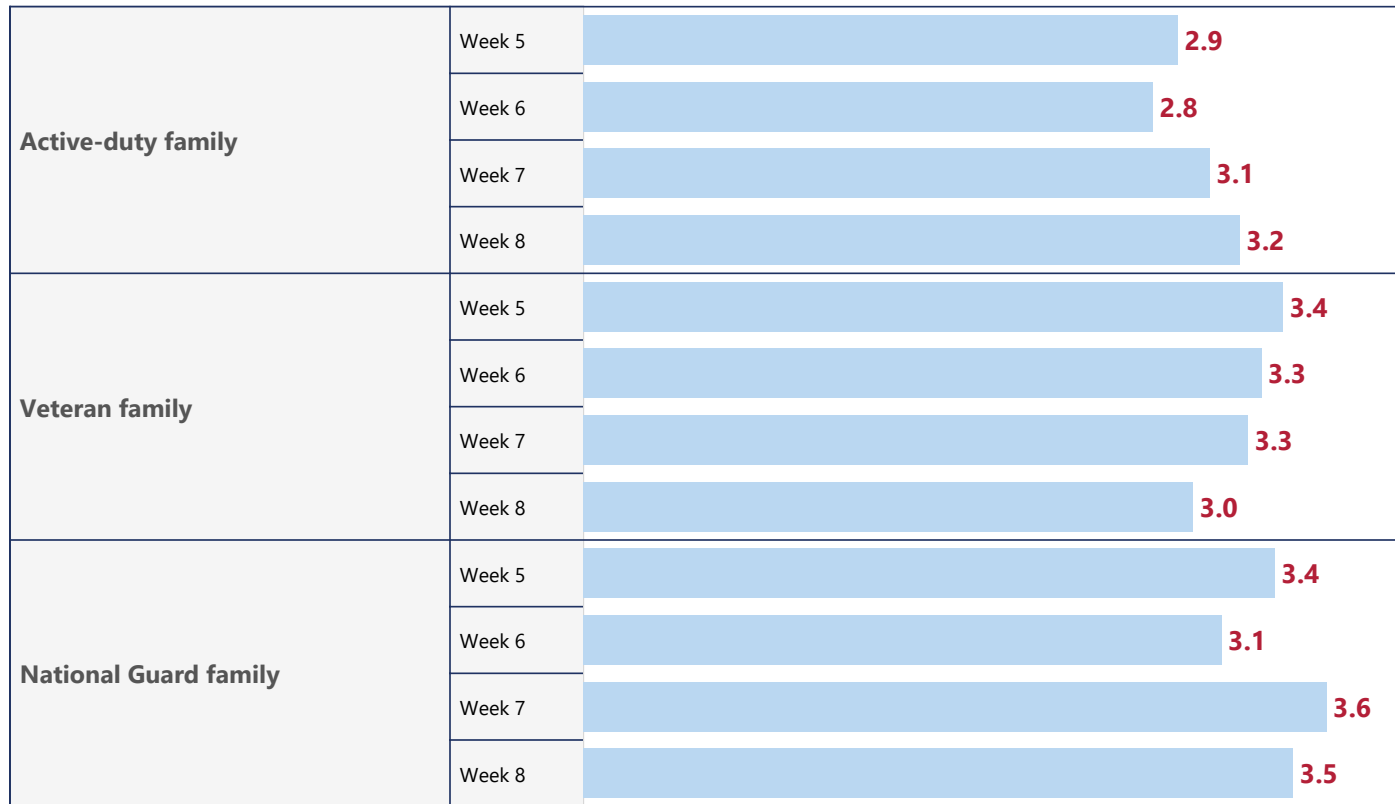
Polling and analysis made possible by Booz Allen Hamilton and USAA

Pain Points Poll Polling Period: March 18 - May 12, 2020 | Total respondents: 6,606. (Week one: 3/18-3/24 & 1,321 respondents; Week two: 3/25-3/31 & 1,234; Week three: 4/1-4/7 & 690 respondents; Week four: 4/8-4/14 & 668 respondents; Week five: 4/15-4/21 & 560; Week six: 4/22-4/28 & 560 respondents; Week seven: 4/29-5/5 & 822 respondents; Week eight: 5/6-5/12 & 562 respondents). Questions should be directed to [survey@bluestarfam.org](mailto:survey@bluestarfam.org).



COVID-19

# Week 8: How are you doing right now?



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## Week 8: Acute Pain Points

**20%**

of military family caregiver respondents say they **DO have all the resources they need to effectively care for their child or adult with special needs**

**13%**

of veteran and **7%** of military family respondents have a member of their household who is at high risk of infection and **remain unable to shop due to fear of exposure**

**70%**

of respondents report their **child(ren) have had behavioral changes** due to their inability to socialize with peers, **up from 46% in week 1 of polling**

**32%**

of military family respondents report their **child is supposed to transition to a new school this year**; another **10%** are unsure

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## COVID-19

### Week 8: Spotlight on Female Service Members

Overall takeaway: This pandemic has impacted men and women service members differently. A greater proportion of women report they have *increased* working hours, are now working remotely / through telework, have reduced work hours to educate children (or because they don't have childcare), believe the quality of their work has declined because they are caring for children while working, and have shifted their work hours later or earlier in the day. Meanwhile, a greater proportion of men report no impact on their work (41%) compared to women (21%).\*

My work has not been impacted by the current crisis	21%	45%
I have increased working hours	26%	16%
I continue to work remotely / through telework	51%	33%
I have reduced hours / work to homeschool/educate our child(ren) because schools are closed due to the current crisis	8%	2%
The quality of my work has declined because I am now caring for children while working	12%	5%
I have shifted my work hours later or earlier in the day because I do not have childcare during normal work hours	6%	2%
I have reduced hours / work because we cannot obtain childcare due to the current crisis	8%	1%
	Female (45%)	Male (55%)

**"Supervisors and leadership do not take childcare into consideration when making decisions."**

-National Guard Service Member

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\*Groups weeks 5-8 of polling



COVID-19

## Week 8: Spotlight on Transitioning Students



**32%**

of military family respondents report their child is **supposed to transition to a new school this year**; another **10%** are unsure

**At least one-third of respondents whose children will be transferring schools are "extremely concerned" about:**

- 35%** Smooth integration into new school (including distance education)
- 35%** Addressing knowledge gaps that emerged due to non-traditional schooling
- 32%** Distance learning in a new location
- 32%** Registering child(ren) if schools are closed
- 31%** Obtaining the documents they need to enroll their child in their new school

**"It is already stressful enough for military children to start a new school and to come in after school has already started amplifies that stress as they learn to adjust and try to make friends."**

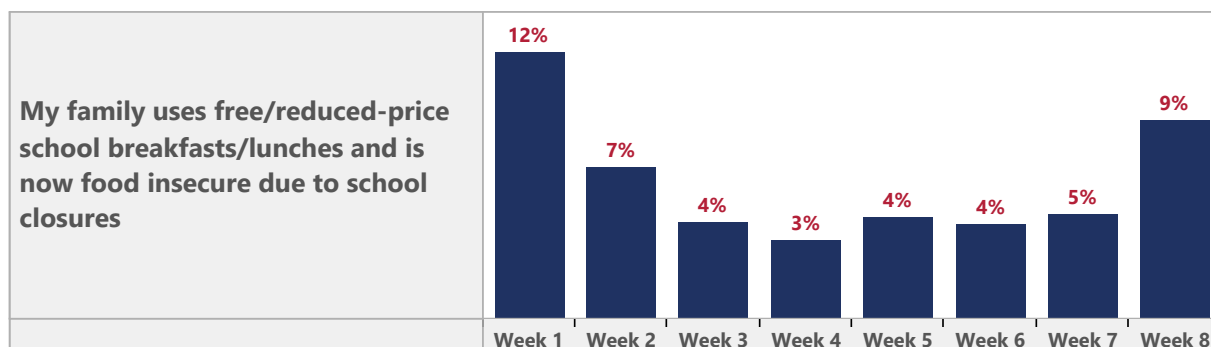
-Military Spouse

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COVID-19

## Week 8: Spotlight on Food Insecurity Among Military Families



7%

of military family respondents have a member of their household who is at high risk of infection and **remain unable to shop due to fear of exposure**

**"I have a chronic illness and have a special diet that is already expensive. The government relief helped a lot but will run out soon for a cushion."**

-Military Spouse

19%

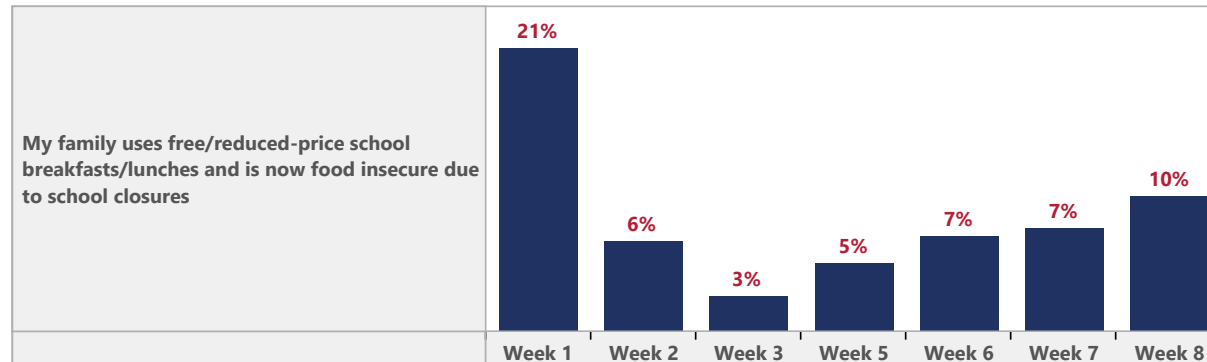
of military family respondents **say grocery delivery/curbside pick-up remains an unmet need** in their local community; it remains a top-three unmet need

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## COVID-19

# Week 8: Spotlight on Food Insecurity Among Veteran Families



**13%**

of veteran family respondents have a member of their household who is at high risk of infection and **remain unable to shop due to fear of exposure**

**23%**

of veteran family respondents **say grocery delivery/curbside pick-up remains an unmet need** in their local community; it remains a top-five unmet need

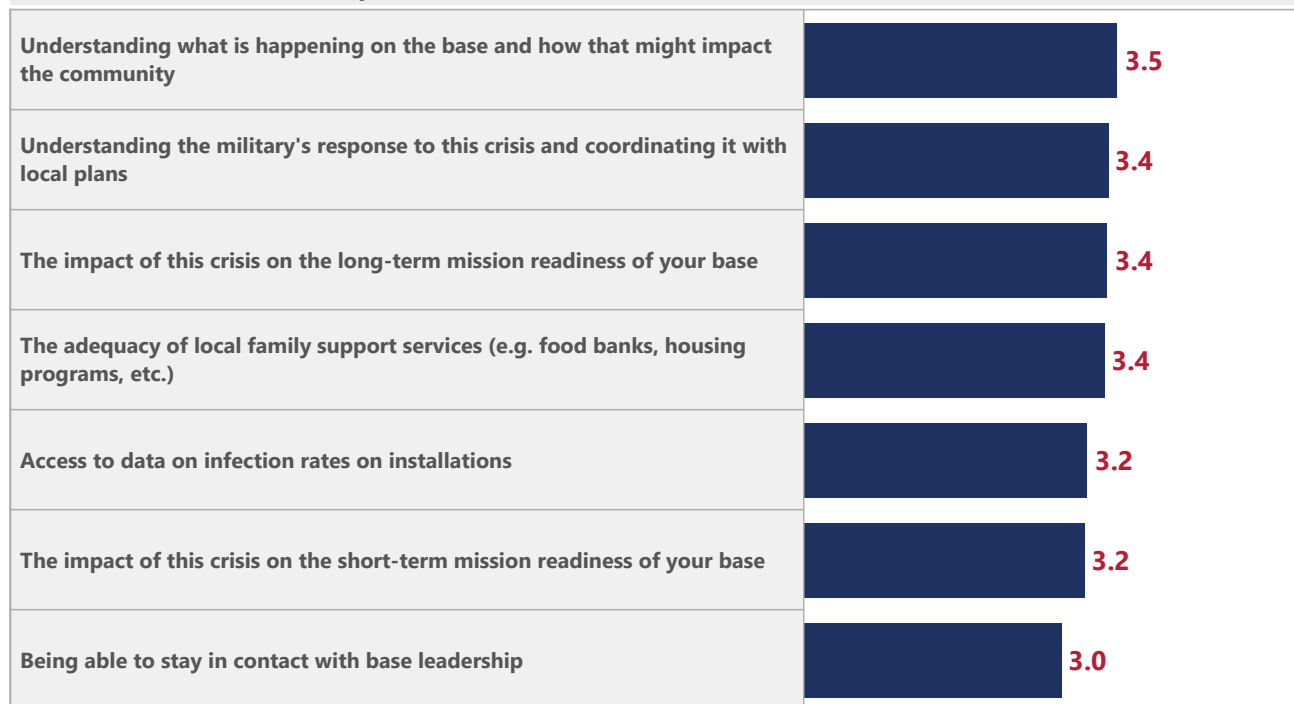
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COVID-19

## Week 8: Spotlight on Defense Community Professionals' Concerns

**Overall Takeaways:** Regarding issues related to their local installation and community, defense community officials are at least somewhat concerned about most issues. They are least concerned about being able to stay in contact with base leadership.



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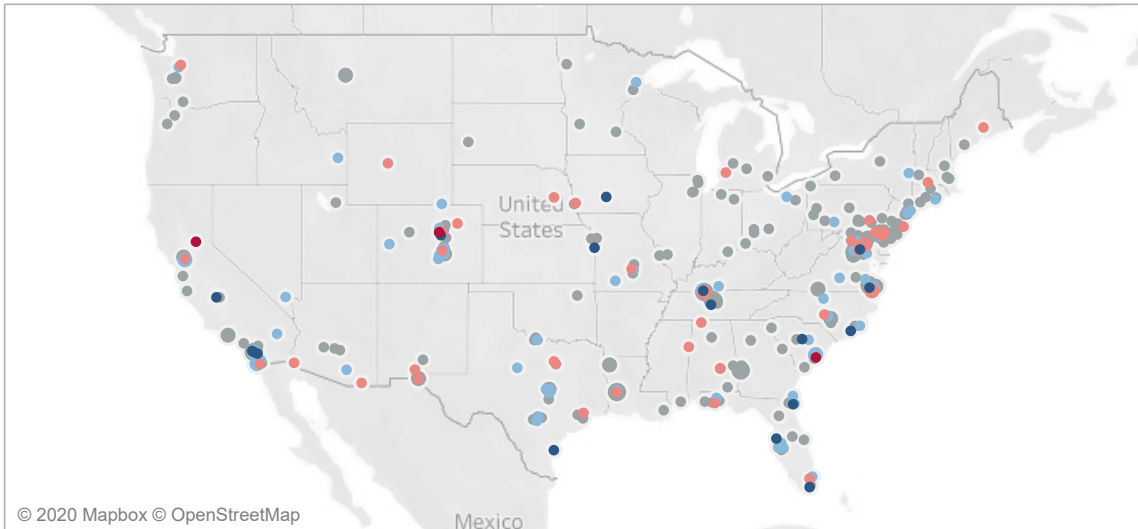


## COVID-19

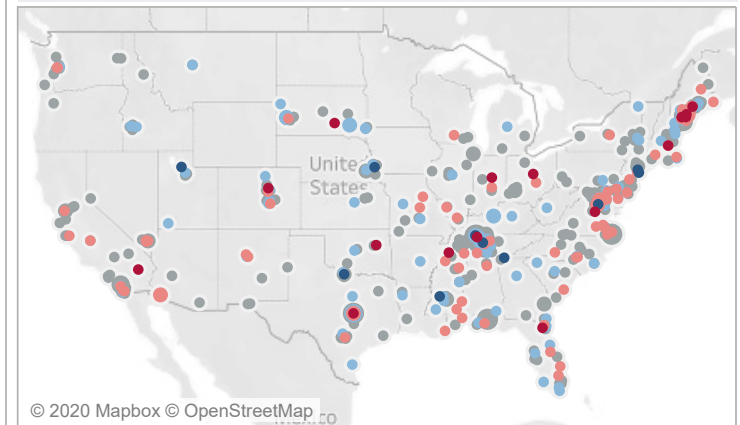
# Week 8: Spotlight on Community Recovery



### Week 8: How is your community doing now compared to one week ago?



### Week 7 (Previous week)



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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