



COVID-19 Military Support Initiative

Pain Points Data

Data included here was collected from May 13-, 19 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:

- 70% of respondents report **"addressing content gaps in grade level standards" is a top-five concern for completing the 2019-2020 school year**
- 41% of military family respondents report **educational services for children is a top-three need** for their family during COVID, up from 24% in week 5 of polling
- 17% of active-duty spouse respondents, on average across polling weeks 5-10, report they **have lost their job and/or are unable to work as a result of the crisis**
- **Outdoor recreational activities** (in accordance with social distancing best practices) **is the most common resource military and veteran family respondents are using or need** during the pandemic; however, **nearly one-third** of military and veteran family respondents report this to be an unmet in their local community

Unmet Education Needs:

- 31% of military family respondents report **"educational services for children" is an unmet need** in their local community; it is the top reported unmet need in week 10
- All groups identify **"educational services for children"** as a top-five unmet need *in their* community

Military Families' Top Concerns For Completing the 2019-2020 School Year:

- 34% Individualized Education Plan (IEP) compliance, including progress and/or completion of goals, skills maintenance, and practice
- 24% Collecting school records and belongings from the school if schools remain inaccessible
- 19% Enrolling student(s) into summer learning program at current location
- 14% Secondary course credit, including how secondary course credit(s) will be assigned by semester and/or for full year courses

Military Spouse Employment

- 17% of active-duty spouse respondents on average across polling weeks 5-10, report they **have lost their job and/or unable to work as a result of the crisis**
- 6% of military spouse respondents report they have **applied for unemployment benefits**

Wellness & Outdoor Activities: Services Needed

- 43% of active duty family respondents like **outdoor recreational activities** (in accordance with social distancing best practices)
- 41% of active duty family respondents say they use/need **educational resources for children**
- 36% of active duty family respondents say they use/need **grocery or curbside pick-up**