

March 18 - May 26, 2020

Pain Points Poll Demographics

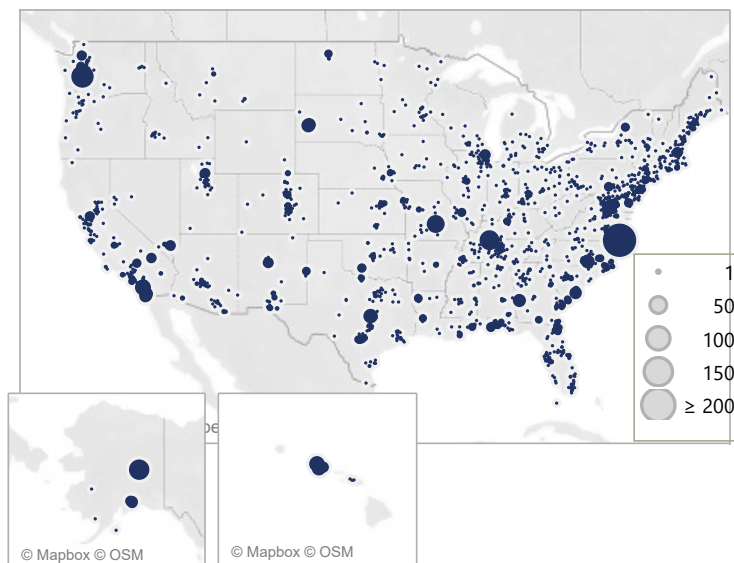
7,421 Respondents

Branch of Service

	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10
Air Force	26%	24%	24%	39%	25%	19%	25%	28%	35%	7%
Army	38%	54%	43%	25%	38%	33%	57%	41%	39%	12%
Coast Guard	2%	1%	3%	7%	3%	2%	4%	4%	3%	9%
Marine Corps	7%	9%	6%	7%	14%	22%	4%	9%	14%	4%
Navy	29%	13%	26%	23%	21%	25%	12%	18%	11%	70%

Military Affiliation

	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10
Active-duty family	89%	88%	83%	80%	78%	79%	54%	78%	61%	86%
Veteran family	14%	14%	19%	18%	17%	23%	23%	17%	26%	18%
National Guard or Reserve family		5%	5%	6%	6%	7%	36%	17%	17%	5%
Civilian / DoD Civilian		8%	11%	13%	9%	9%	10%	7%	13%	7%
Other military affiliation	9%	4%	5%	6%	8%	9%	8%	9%	8%	5%



Polling and analysis made possible by Booz Allen Hamilton and USAA

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COVID-19

Week 10: Acute Pain Points

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

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 need in their local community

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**

70%

of respondents report **"addressing content gaps in grade level standards" is a top-five concern** for completing the 2019-2020 school year

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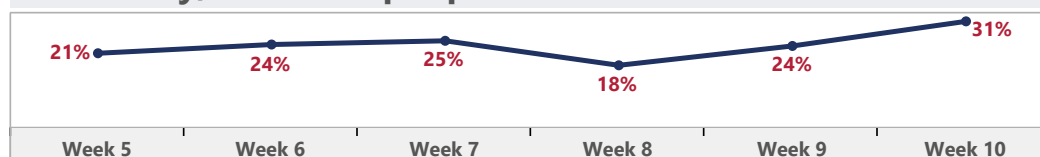


COVID-19

Week 10: Spotlight on Unmet Education Needs



Military Families are consistently reporting "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 for the first time in week 10; military family respondents report it is their community's top unmet need

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

"I am taking at least 2 days a week of PTO because I am required to homeschool my children for grades. It's nearly impossible to do my full-time job, be their mom, and be their teacher."

-Unknown Military Affiliation

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COVID-19

Week 10: Spotlight on Education Concerns



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

Addressing content gaps in grade level standards	70%
Individualized Education Plan (IEP) compliance, including progress and/or completion of goals, skill maintenance, and practice	34%
Collecting school records and belongings from the school if schools remain inaccessible	25%
Enrolling student(s) into summer learning program at current location	19%
Secondary course credit, including how secondary course credit(s) will be assigned by semester and/or for full year courses	14%

"There is no option for school age children who are now not learning new content as we enter the 4th quarter of the academic year and now not learning any new information. Teachers are instructed to only give enrichment activities. How are we going to account for the gap in education due to the continued school closure?"

- Army Spouse

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COVID-19

Week 10: Spotlight on Wellness and Outdoor Activities



Respondents' Top 3 Services They Use or Need During the COVID-19 Pandemic

Outdoor recreational activities (in accordance with social distancing best practices)	42%
Educational services for children	39%
Grocery delivery or curbside pick-up	33%

Veteran family respondents

Outdoor recreational activities (in accordance with social distancing best practices)	43%
Educational services for children	41%
Grocery delivery or curbside pick-up	36%

Active-duty family respondents

86%

of veteran family and **78%** of military family respondents who say they *are* taking steps to **support their mental health** report **"spending time outdoors every day"** is one way they are doing so; this is one of the two most common options selected for both groups

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COVID-19

Week 10: Spotlight on Military Spouse Employment



17%

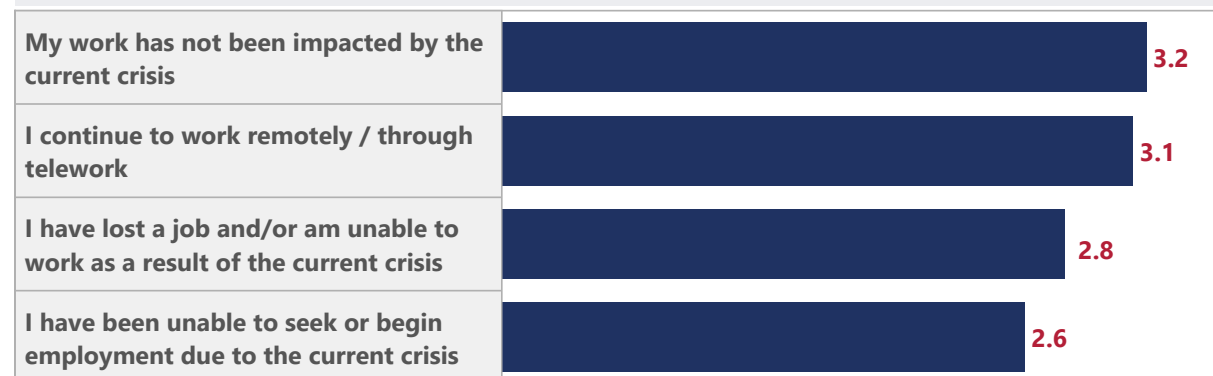
of active-duty spouse respondents, on average across polling weeks 5-10, report they **have lost their job and/or are unable to work as a result of the crisis**

6%

of military spouse respondents report they have **applied for unemployment benefits**

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Responses to "How are you doing?" among active-duty spouse respondents who were working prior to the COVID-19 pandemic*



"Because it's unknown when the preschool will reopen, I'm not able to commit to full-time opportunities like I would have before so I've been looking and applying to jobs here and there, but I cannot commit myself to any employer at this time unless I can manage the childcare deficiency."

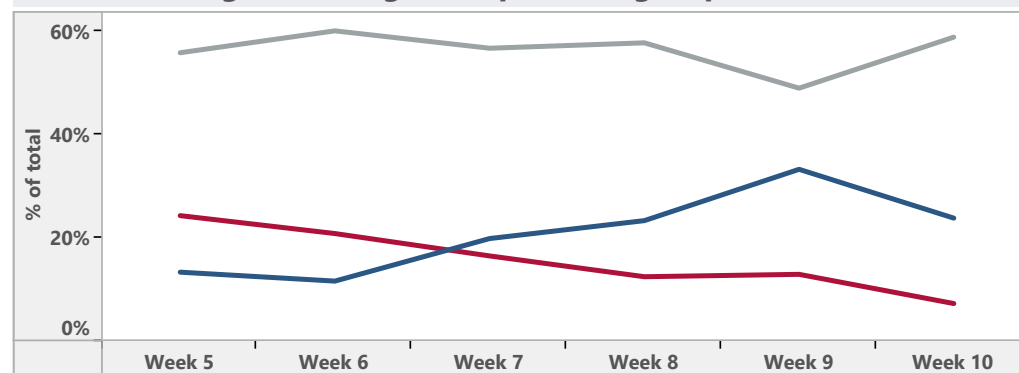
- Military Spouse

COVID-19

Week 10: Spotlight on Defense Community Recovery



Responses to "How is your local community doing now compared to one week ago?" among all respondent groups



- The same as it was
- Much or somewhat better than it was
- Much or somewhat worse than it was

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*Scale: 1 ("Not at all concerned") to 5 ("Extremely concerned")

Level of concern about defense community economic recovery among defense community professionals*

Being able to recover from this crisis by April 2021	3.8	3.5	3.8	3.8	3.7	4.2
The impact the crisis will have on state and local budgets	4.3	4.0	4.1	4.3	4.3	4.1
Adequate state support to meet the needs of my community	3.9	3.9	3.9	3.8	3.9	3.8
Adequate federal support to meet the needs of my community	4.0	3.7	3.7	3.9	3.9	3.6
	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10