

March 18 - May 26, 2020

Pain Points Poll Demographics



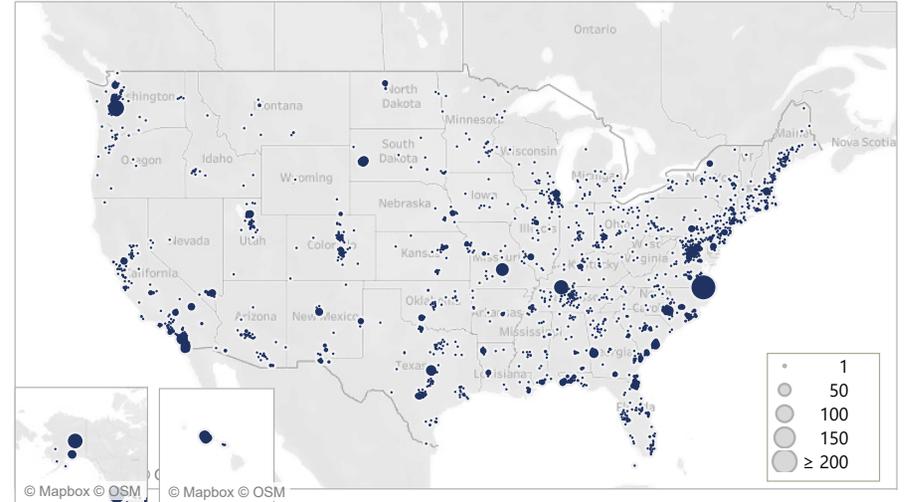
7,421 Respondents

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%



Race/Ethnicity*

White, Non-Hispanic	83%
Hispanic or Latino/a	10%
Black/African-American	6%
Asian	4%
American Indian/Alaska Native	2%
Native Hawaiian or other Pacific Islander	1%
Other	1%

Special Populations*

Civilian considered to be essential personnel	47%
Military member considered to be essential personnel	44%
Single parent	10%
Member of a dual-military couple	7%

Gender*

Female	87%
Male	13%

3% LGBTQ+*

39 average age

Polling and analysis made possible by Booz Allen Hamilton and USAA

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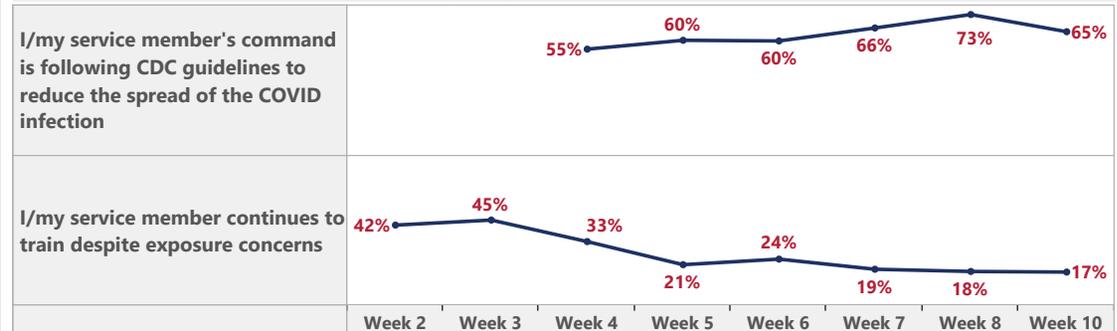
*Avg. across all polling weeks for which the data was collected

Impact on Military Personnel & Family Readiness

OVERALL TAKEAWAY: In addition to the social distancing and decreased travel ability their civilian peers experienced, **ten percent** of military family respondents also reported their **service member was unable to return home from training or deployment due to the Stop Movement order.***



OVERALL TAKEAWAY: Although reports of service members continuing to train despite exposure concerns decreased over the course of the polling period, there are still indicators that there is room for improvement to prevent or reduce the spread of COVID-19. Despite guidance from the DoD and CDC, **only two-thirds** of military family respondents reported their or their service member's unit was **following CDC guidelines** to prevent or reduce the spread of COVID-19 in week 10 of polling.



"I am increasingly concerned that service members are not taking this seriously anymore. No one on base is wearing a face covering. Units are still congregating and service members are finding reasons to be in the office because they are bored, so social distancing has gone out the window." - Army Spouse

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Impact on Veteran Employment

OVERALL TAKEAWAY: Of all subpopulations, veterans reported the **highest levels of teleworking**, but only one-fifth reported their work was not impacted by the current crisis. A higher percentage of veterans also reported they were **unable to seek or begin employment** due to the current crisis than other groups.**

Continued to work remotely / through telework	44%
Quality of work declined due to caring for children while working	14%
Reduced working hours	12%
Reduced hours / work to homeschool/educate our child(ren)	12%
Shifted work hours later or earlier in the day due to lack of childcare	10%
I have been unable to seek or begin employment due to the current crisis	10%
Work was not impacted by the current crisis	22%

"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

8% of veteran respondents and **11%** of spouses of veterans report they **have lost their job and/or are unable to work as a result of the crisis***

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*Avg. across all polling weeks for which the data was collected

**Week 7 had an unusually high number of National Guard service member respondents; these statistics reflect responses from week 7 only.



Impact on National Guard Employment

OVERALL TAKEAWAY: National Guard service members have experienced varying levels of employment challenges due to COVID-19. Of all subpopulations, however, National Guard service members report the **highest prevalence of increased work hours.****

Work was not impacted by the current crisis	39%
Continued to work remotely / through telework	34%
Increased working hours	19%
Reduced working hours	12%
Quality of work declined due to caring for children while working	7%
Shifted work hours later or earlier in the day due to lack of childcare	6%
Lost a job and/or was unable to work as a result of the crisis	5%

"We are a National Guard family that relies on orders for income. Cancelled TDYs have left a gap in income. The service member has no additional income from civilian work due to the high optempo of his unit." -National Guard Spouse

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Impact on Military Spouse Employment

OVERALL TAKEAWAY: Although fewer military spouses than veterans report they have applied for unemployment benefits, of all subpopulations, military spouses who were employed prior to the pandemic are the **most likely to report they have lost their job or are unable to work** as a result of the crisis. Military spouses working prior to the pandemic are also the least likely of all groups to report their work was not impacted.**

Continued to work remotely / through telework	32%
Quality of work declined due to caring for children while working	19%
Lost a job and/or was unable to work as a result of the crisis	17%
Reduced hours / work to homeschool/educate our child(ren)	15%
Work was not impacted by the current crisis	15%
Reduced working hours	14%
Increased working hours	11%
Shifted work hours later or earlier in the day due to lack of childcare	11%

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**Avg. across all polling weeks for which the data was collected; this data was collected weeks 5-10

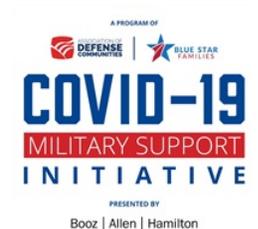
"I have increased working hours teleworking [while] homeschooling my children because schools are closed due to the current crisis. I have to work longer hours to complete my duties and responsibilities for work due to the constant needs of homeschooling, cooking, and providing a healthy learning environment for my children." - Army Spouse

13%

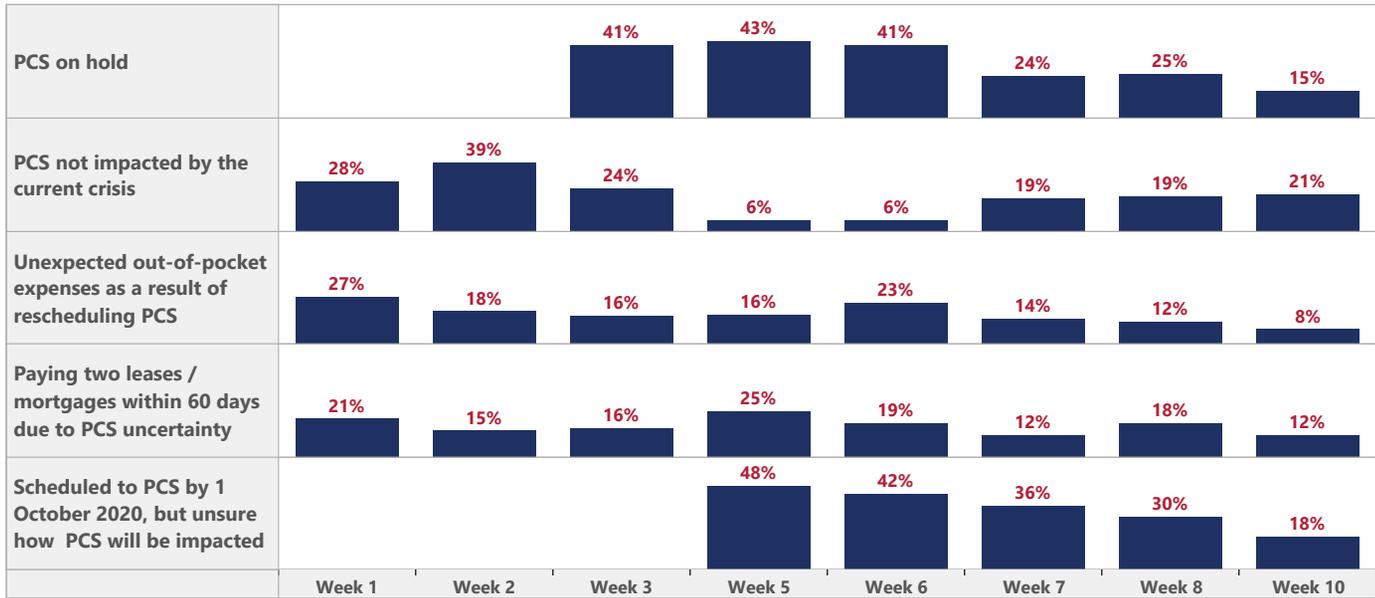
have or **will use paid time off** or **unpaid leave** due to lack of child care or school closures*

6%

have applied for unemployment benefits*



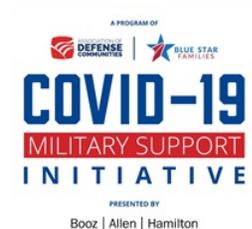
Impact of the Stop Movement Order on PCSing Families



"We lost money when the sale of our house fell through and we had to cancel the contract on the house we were going to buy at our new PCS station." - Air Force Spouse

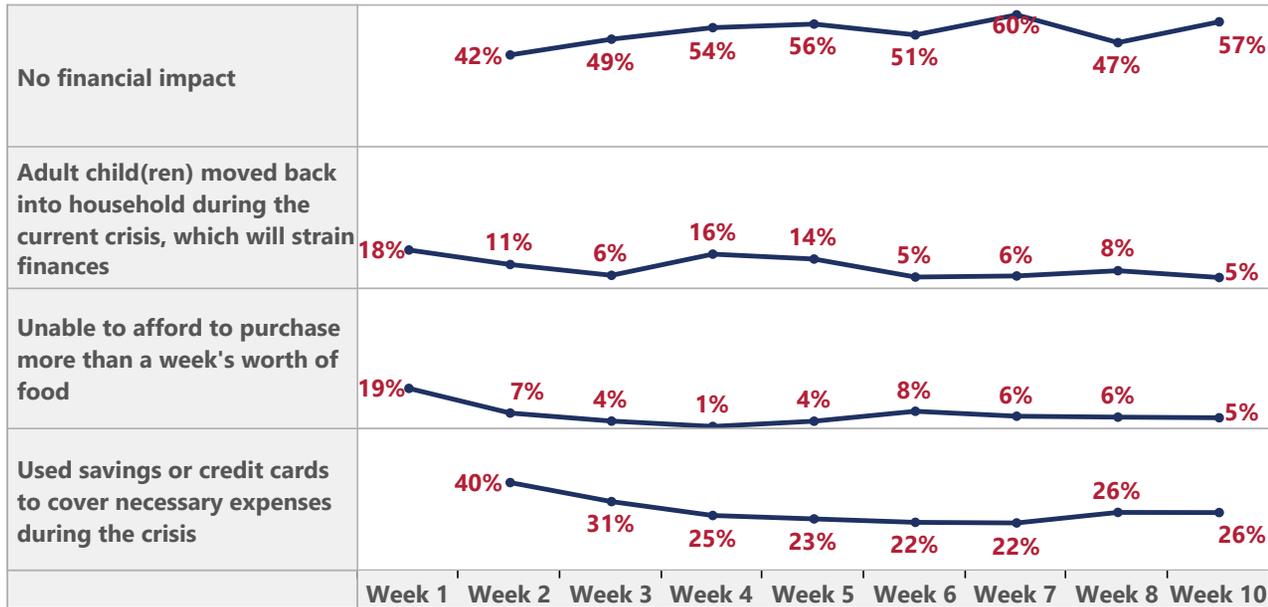
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COVID-19 | Weeks 1-10

Impact on Veteran Families' Financial Security



7%

sought emergency food assistance*

6%

unable to make payments on basic utilities and rent*

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Impact on Transitioning Service Members

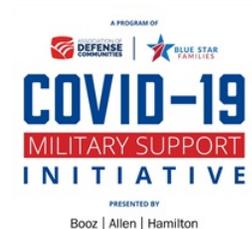
Unable to complete necessary steps to transition out of the military due to closures from COVID-19	32%
Family has purchased/rented a home and are unable to move due to the crisis	21%
Unable to file for or complete VA processing due to the crisis	19%
Transition out of service disrupted due to the crisis	14%
Respondent or their service member would like to delay an anticipated transition out of the military due to COVID-19	12%

"We are transitioning out of the military. My husband starts a new job in another state in 5 weeks. House hunting is impeded. We cannot schedule a move. We will be paying two rents for him to report to work. We live on public/private housing. Unknown if/when we can register for a new school." - Military Spouse

"[My] husband is [retiring] out of active-duty service at beginning of April; due to [the] crisis, job opportunities we were relying on have evaporated." -Navy Spouse

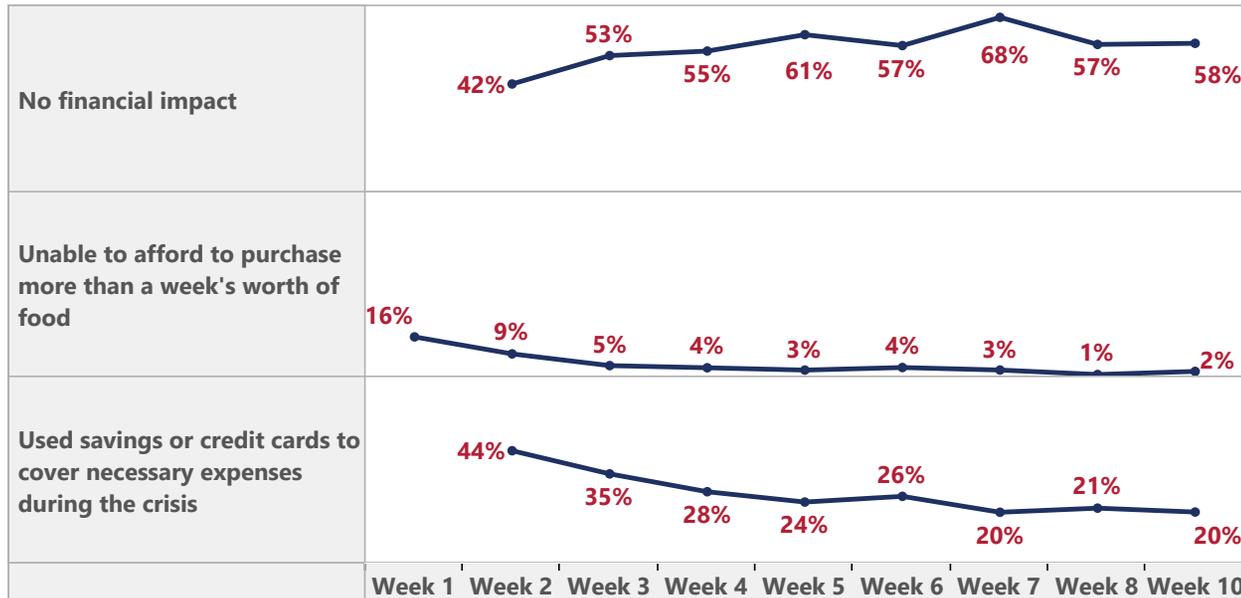
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COVID-19 | Weeks 1-10

Impact on Military Families' Financial Security



7%

were **required to pay for child care**, even though the facility was closed*

6%

usually used a free or reduced price lunch program and became **food insecure due to school closures***

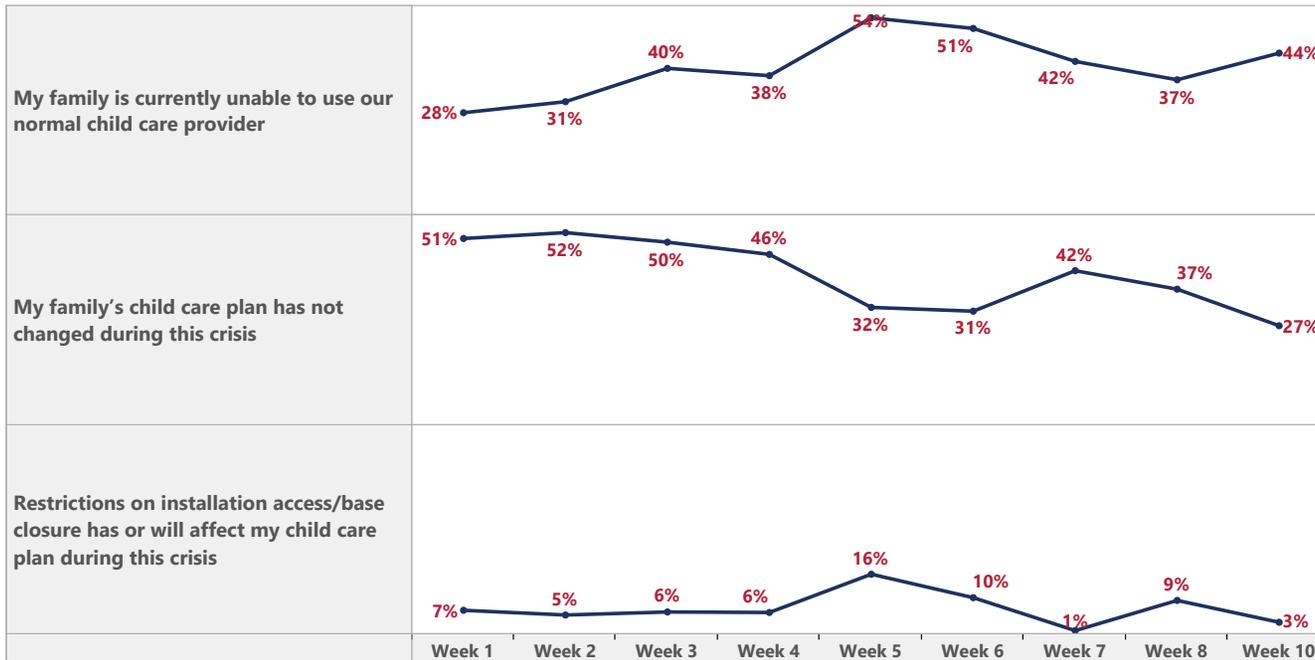
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Impact on Military Family Child Care



28%

of female active-duty service member respondents report their family's child care plan has not changed during this

crisis, compared to **55%** of their male colleagues*

17%

of civilian and military mission essential personnel were unable to find or use child care*

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