

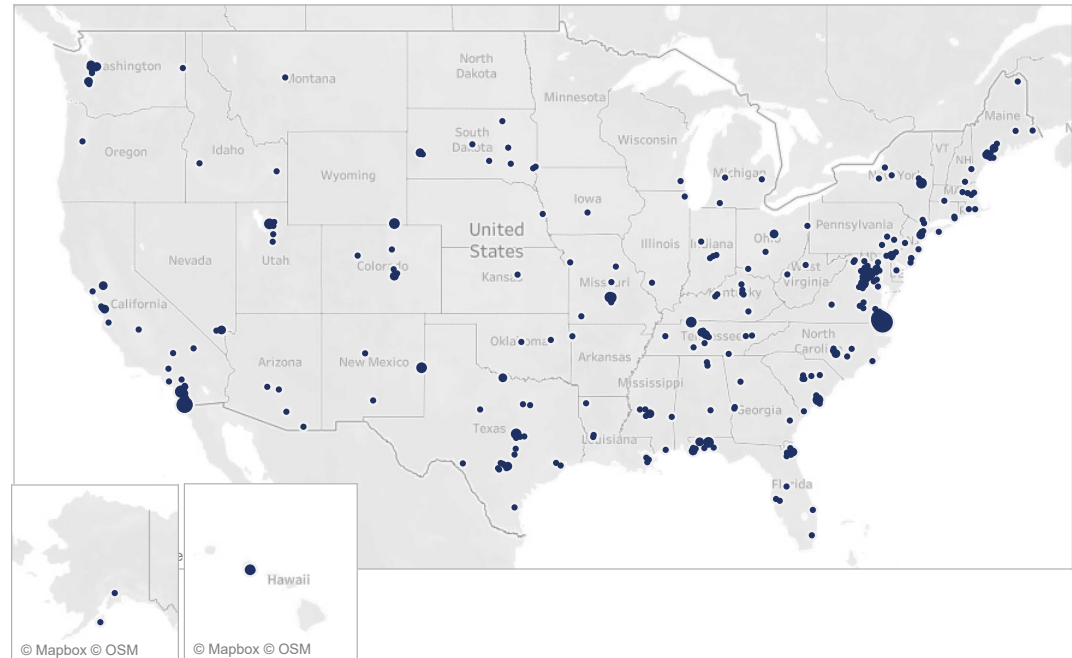
COVID-19 | Weeks 5-10

Defense Community Professional Demographics



Respondents who reported having a professional association to the defense community*

Other military or defense community representative	47%
Employee in the private defense industry (including contracted non-DoD employee working on an installation)	24%
Involved in a state or local professional council or organization that interfaces with a local installation and/or local defense business community	11%
School official with a high density of military-connected children in my district	7%
Business owner that serves the defense community	6%
Association of Defense Communities (ADC) member	6%
Installation manager (e.g. Base Commander or a key representative or liaison of the installation within the community)	5%
State or local civilian public administration official	5%
State or local elected official	2%



Polling and analysis made possible by Booz Allen Hamilton and USAA

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*Average across all polling weeks in which the question was asked.

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Defense Community Concerns



Defense community professionals' average level of concern about local installation and/or community issues

Scale: 1 ("not at all concerned") to 5 ("extremely concerned")



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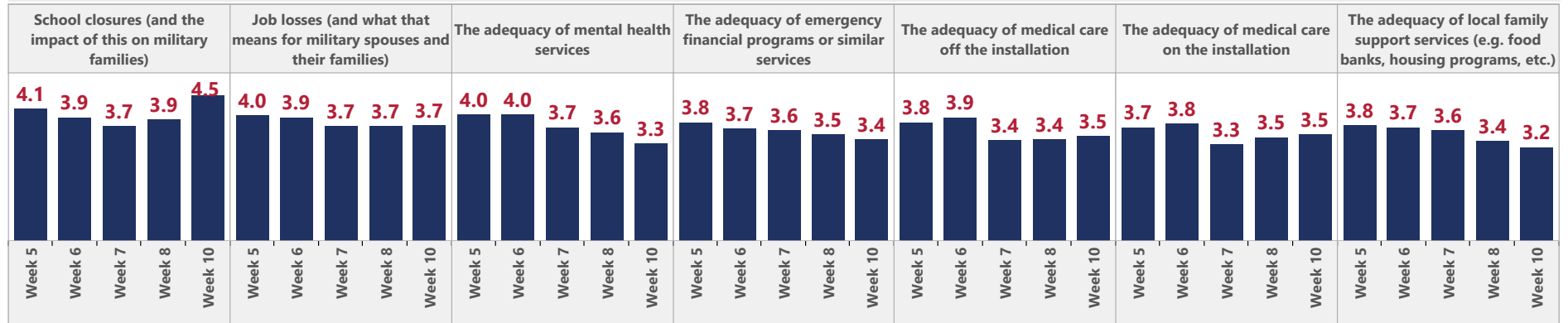
COVID-19 | Weeks 5-10

Defense Community Concerns



Defense community professionals' average level of concern about impact on military families

Scale: 1 ("not at all concerned") to 5 ("extremely concerned")



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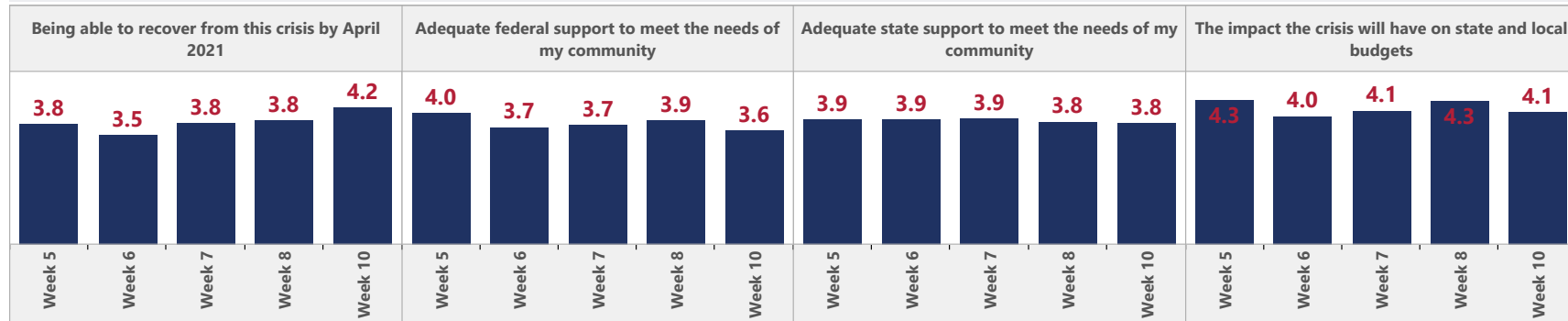
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Defense Community Concerns



Defense community professionals' average level of concern about defense community economic recovery

Scale: 1 ("not at all concerned") to 5 ("extremely concerned")



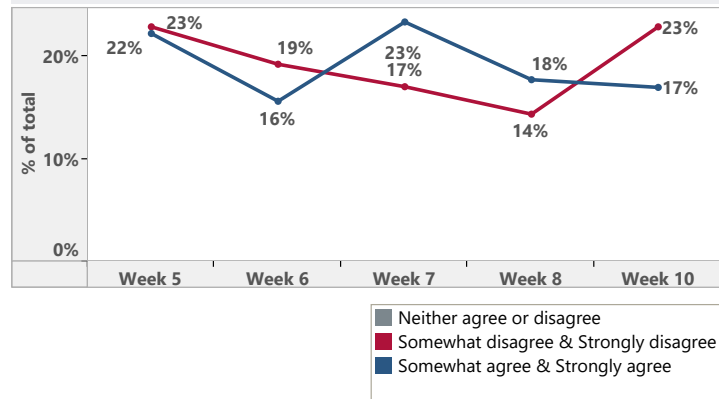
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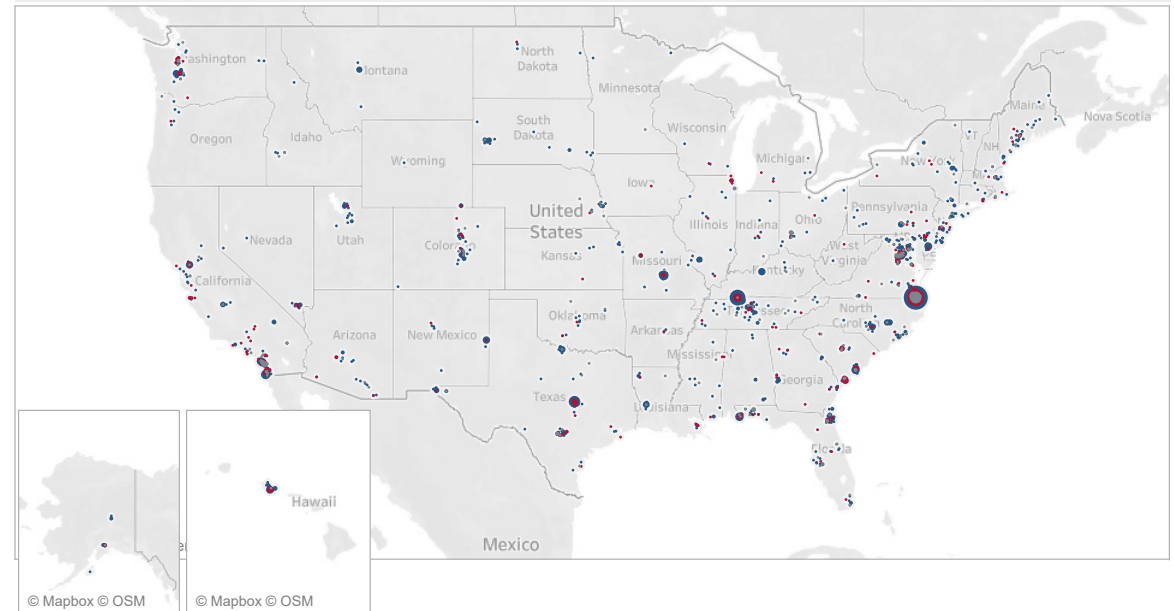
*Average across all polling weeks in which the question was asked.

Effectiveness of Local Installation Communication

Responses to "The installation in my community has effectively communicated its activities and guidance during this crisis" among all respondent groups



Perceived effectiveness of local installation communication across all polling weeks



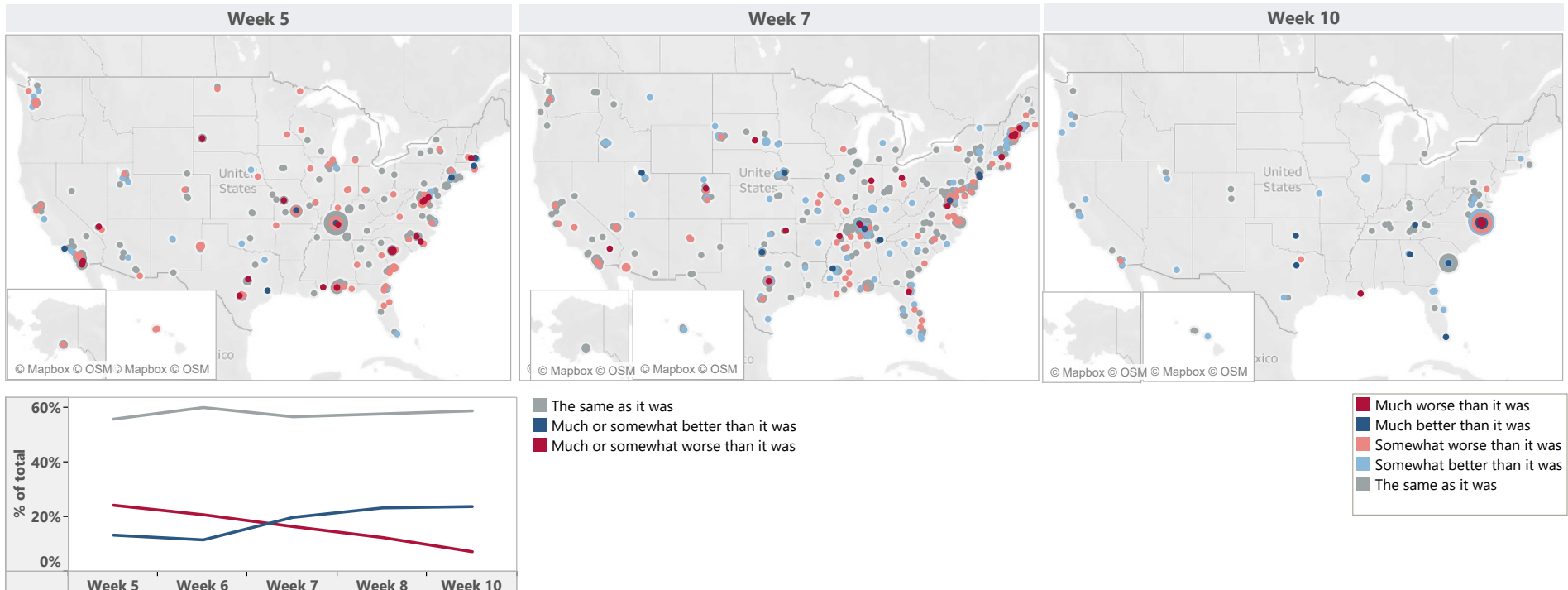
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Assessing Community Recovery: Responses to "How is your local community doing now compared to one week ago?"



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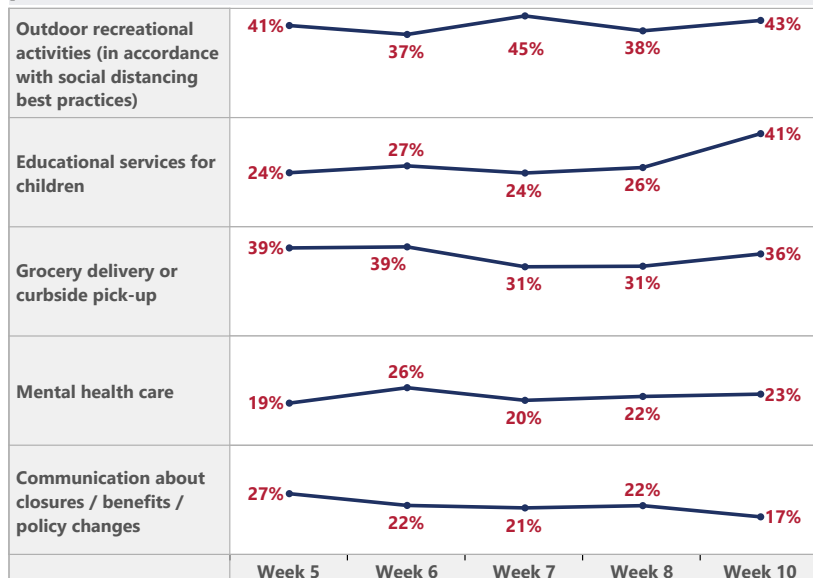
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COVID-19 | Weeks 5-10

What Active-Duty Families Reported They Needed During COVID-19



Services or resources in which perceived need/demand varied at least five percentage points over the course of the polling period



Average reported need/demand for services or resources that did not vary more than five percentage points over the course of the polling period*

Virtual activities for children	18%
Childcare	13%
Digital library resources	10%
Virtual activities for adults	8%
Communication about resources / services available	16%
Healthcare	17%
Virtual activities for children with special needs	5%

"[We need] IEP assistance, school help at CDC and youth center for school work when parents are working full time. Trying teletherapy for speech, but it's been difficult. Haven't been able to setup occupational therapy." -Army Spouse

"Deliveries of food to those in self quarantine. If my friends can't have base access and we are quarantined because of a possible covid 19 exposure (my husband is still working though reduced hours), I am afraid my special needs child with a special diet would starve." -Air Force Spouse

Polling and analysis made possible by Booz Allen Hamilton and USAA

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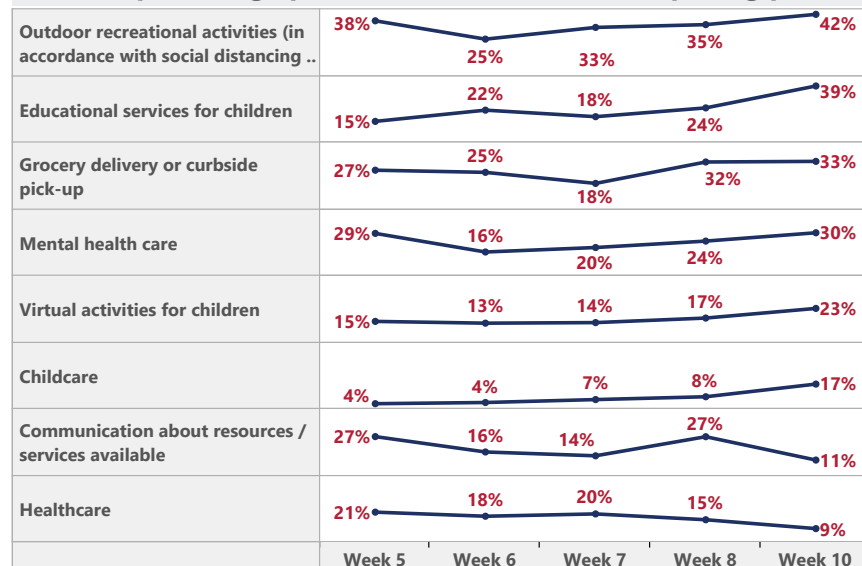
*Average across all polling weeks in which the question was asked.

COVID-19 | Weeks 5-10

What Veteran Families Reported They Needed During COVID-19



Services or resources in which perceived need/demand varied at least five percentage points over the course of the polling period



Average reported need/demand for services or resources that did not vary more than five percentage points over the course of the polling period*

Digital library resources	11%
Virtual activities for adults	14%
Financial assistance	18%
Communication about closures / benefits / policy changes	18%
Virtual activities for children with special needs	3%

"Games, activities not electronic, something to help keep kids busy... that doesn't cost too much money."
-Spouse of a Veteran

Polling and analysis made possible by Booz Allen Hamilton and USAA

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What National Guard Families Reported They Needed During COVID-19



Average reported need/demand for services or resources*

Outdoor recreational activities (in accordance with social distancing best practices)	47%
Grocery delivery or curbside pick-up	33%
Healthcare	20%
Financial assistance	20%
Mental health care	20%
Communication about closures / benefits / policy changes	13%
Virtual activities for adults	13%
Childcare	13%
Communication about resources / services available	7%
Educational services for children	7%

Polling and analysis made possible by Booz Allen Hamilton and USAA

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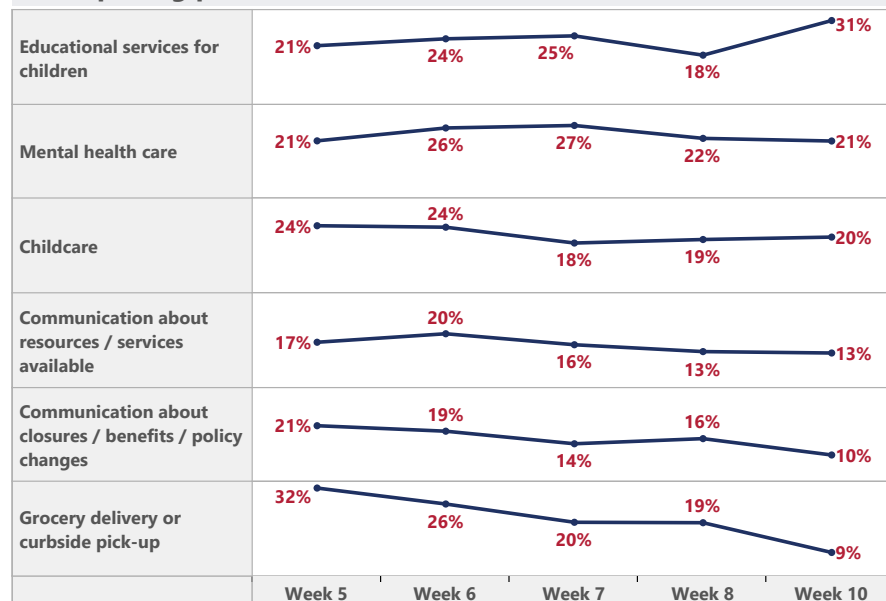
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COVID-19 | Weeks 5-10

Unmet Community Needs According to Military Families



Services or resources in which perceived unmet community need/demand varied at least five percentage points over the course of the polling period



Average reported unmet community need/demand for services or resources that did not vary more than five percentage points over the course of the polling period*

Outdoor recreational activities (in accordance with social distancing best practices)	28%
Financial assistance	19%
Virtual activities for children	11%
Healthcare	12%
Virtual activities for children with special needs	7%
Virtual activities for adults	9%
Digital library resources	5%

"Things to do with kids as a community with social distance and not in touch with anybody. We love the chalk challenge [and] putting bears or stuffed animals or even drawing in the window so kids can walk or in the car or bicycle and count how many they can find...activities like that are awesome."

-Air Force Service Member Spouse

"Free or low cost childcare. I am a nurse and have to work daily. My husband is on military orders until June or so. My oldest child 14 yrs old takes care of my 5yr old soon to be 6yrs old."

-Air Force Spouse

12%

of military family respondents reported their **community does not have any unmet needs***

Polling and analysis made possible by Booz Allen Hamilton and USAA

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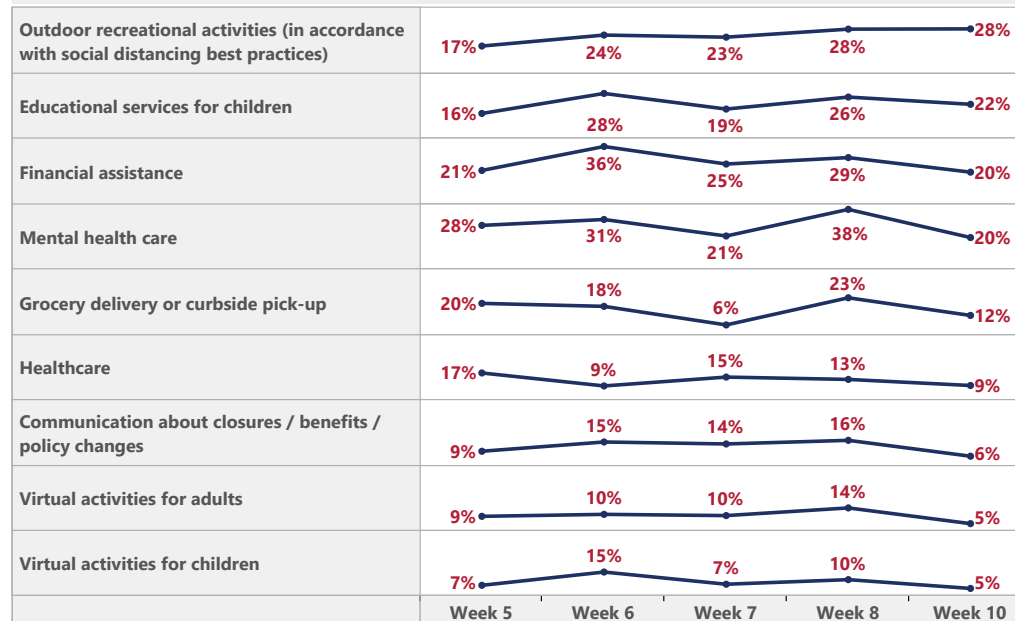
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COVID-19 | Weeks 5-10

Unmet Community Needs According to Veteran Families



Services or resources in which perceived unmet community need/demand varied at least five percentage points over the course of the polling period



Average reported unmet community need/demand for services or resources that did not vary more than five percentage points over the course of the polling period*

Communication about resources / services available	18%
Childcare	17%
Virtual activities for children with special needs	8%
Digital library resources	4%

"The school is doing awesome and there are a lot of educational/virtual opportunities for learning and social interaction. However, with both me and [my] spouse working full-time (thankfully) it's hard to engage [because] it's offered during the daytime and we do not get back till 6 pm." -Army Spouse & Veteran

10% of veteran family respondents reported their **community does not have any unmet needs***

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COVID-19 | Weeks 5-10

Unmet Community Needs According to National Guard Families



Average reported unmet community need/demand for services or resources

Financial assistance	25%	Healthcare	10%
Outdoor recreational activities (in accordance with social distancing best practices)	23%	Virtual activities for children	10%
Childcare	18%	Virtual activities for adults	10%
Mental health care	17%	Communication about closures / benefits / policy changes	8%
Grocery delivery or curbside pick-up	15%	Digital library resources	5%
Educational services for children	15%	Virtual activities for children with special needs	3%
Communication about resources / services available	14%		

"Our daughter received weekly speech and counseling therapy at school and since school has been out we have not been able to receive these services and nothing has been provided as far as resources for us to seek them on our own." -National Guard Spouse

19%
of National Guard families reported their
community does not have any unmet needs*

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The Impact of COVID-19 on Food Insecurity



Member of my family has dietary restrictions and **family is unable to find the food we need due to food shortages** at local grocery store*

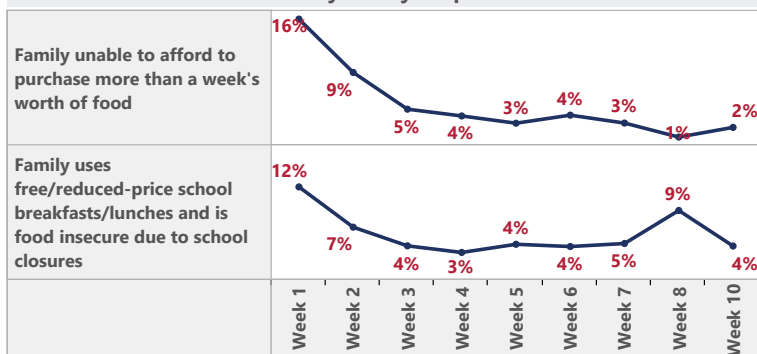
Member of family is at high risk of infection and **family is unable to shop for key items (e.g., food and medicine) due to fear of exposure***

Reported **"grocery delivery or curbside pick-up"** as a need for their family during the pandemic*

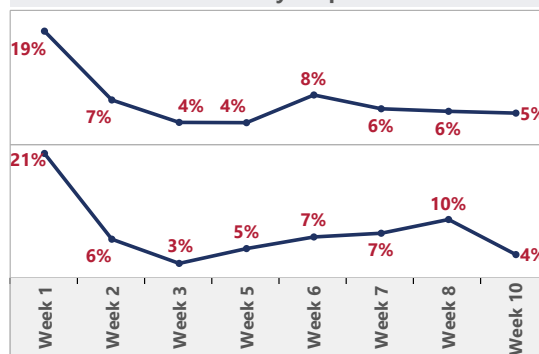
Active-Duty Families	7%	8%	35%
Veteran Families	9%	14%	26%
National Guard Families	5%	6%	22%

"Husband is locked down on base for up to 90 days. I have to food shop and do not want to take my two younger children for fear of exposure to them and it's not like I can call someone into our home to watch them while I go."
-Navy Spouse

Active-Duty Family Respondents



Veteran Family Respondents



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