



## COVID-19 Military Support Initiative

### Pain Points Data

Data included here was collected from April 29- May 5, 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](mailto:survey@bluestarfam.org).

#### Acute Pain Points:

- 38% of service member respondents report they are at least **somewhat concerned about the impact of COVID-19 on their ability to receive a fair evaluation of their current position\***
- 25% of National Guard respondents believe **financial assistance is a top unmet need in their community**
- 16% of female respondents who were working prior to the crisis say **their work quality has declined, compared with 5% of male respondents who say the same**
- 18% of military spouse respondents who were working prior to the COVID-19 crisis have **lost their job or unable to work**
- 10% of military spouse respondents report they are **struggling to pay off student loans due to the current crisis**

\*Grouped statistics from weeks 5-7 to increase response rate.

#### Permanent Change of Station (PCS):

- 14% of PCSing respondents have had unexpected out-of-pocket expenses as a result of rescheduling a PCS
- 12% of PCSing respondents are currently (or will in the next 60 days) be paying two leases/mortgages due to PCS uncertainty
- 8% of PCSing respondents have been displaced, but do have housing, due to delayed PCS orders
- 5% of PCSing respondents say their family currently does not have housing due to canceled move orders

#### Employment:

- 41% of female respondents and 18% of male, **continue to work remotely/ through telework**
- 17% of female respondents say their **working hours have increased**, compared to 16% of males
- 16% of female respondents report the **quality of their work has declined due to caring for children while working**, 5% reported from males
- 12% of female respondents report they have reduced hours/ work to homeschool/educate our child(ren) because schools are closed compared to 2% of males

#### National Guard Needs:

- 37% of NG families reported they need more **outdoor activities (in accordance with social distancing best practices)**
- 17% of NG families reported they need **grocery or curbside pickup in their community**
- 16% of NG families need **more virtual activities for children**

*"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*