



COVID-19 Military Support Initiative

Pain Points Data

Data included here was collected from April 1-7, 2020, as part of CMSI "Pain Points Poll."

Polling and analysis made possible by Booz Allen Hamilton

Questions about this information should be directed to survey@bluestarfam.org.

Acute Pain Points:

- 62% of military family respondents **say a grocery delivery service is needed to better support their community during the outbreak**; this was the most commonly requested community resource among all respondent groups
- 61% of respondents with school-aged children report their **child has had behavioral changes due to their inability to interact with peers**, up from 42% in Week 1 of polling
- 40% of respondents who require childcare report they **cannot currently use their normal childcare option, up from 27% in week 1 polling**
- 13% of military respondents indicate they (or someone in their household) is at high risk of infection and they are **unable to shop for groceries/medicine due to fear of exposure**
- 9% of respondents indicate they (or their spouse) **have or will use Paid Time Off (PTO) due to their inability to obtain childcare**

Community Service Needs:

- 39% of respondents indicated grocery or curbside pick-up services are needed
- 29% indicated communication about resources and services is a needed community service
- 28% of respondents indicate virtual activities for children is needed

Employment Issues:

- 35% of respondents continue to work remotely through telework
- 34% of respondents have lost their job, are unable to work, or have reduced their work hours due to the outbreak

Military Family with Unique Health Needs:

- 47% of caregiver respondents indicate their special needs child is unable to maintain continuity of care
- 9% of military respondents indicate that (or someone in their household) has a dietary restriction, but they are unable to find the food they need due to food shortages at the local grocery store

Permanent Change of Station (PCS)

- 41% of respondents report their PCS is on hold
- 16% of respondents indicate they will/do have out-of-pocket expenses due to PCS postponement
- 16% of respondents are (or will in the next 60 days) be making two house payments due to postponed PCS