Blue Star Families' Pain Points Poll: Demographics

Week One (March 18-24, 2020)

1,321 Respondents

<table>
<thead>
<tr>
<th>Branch of Service</th>
<th>Percentage</th>
</tr>
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<tbody>
<tr>
<td>Army</td>
<td>37%</td>
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<tr>
<td>Navy</td>
<td>28%</td>
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<tr>
<td>Air Force</td>
<td>25%</td>
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<tr>
<td>USMC</td>
<td>7%</td>
</tr>
<tr>
<td>National Guard</td>
<td>3%</td>
</tr>
<tr>
<td>Coast Guard</td>
<td>2%</td>
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<tr>
<td>Reserves</td>
<td>1%</td>
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<table>
<thead>
<tr>
<th>Military Affiliation</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Military families</td>
<td>88%</td>
</tr>
<tr>
<td>Veteran families</td>
<td>14%</td>
</tr>
<tr>
<td>Other military affiliation</td>
<td>8%</td>
</tr>
<tr>
<td>National Guard / Reserve families</td>
<td>3%</td>
</tr>
</tbody>
</table>

Questions should be directed to survey@bluestarfam.org.
COVID-19

Most Acute Pain Points

46% of respondents or their spouses have lost their job, are unable to work, or have had to reduce their hours as a result of the crisis.

21% of respondents with PCS orders are currently or will in next 60 days be paying two mortgage or rent payments.

14% cannot access special education or support services for their special needs child.

12% cannot maintain continuity of care for mental or behavioral health.

11% are paying for childcare while the provider is closed.

8% are unable to afford one week of food and 6% are now food insecure because they cannot access school-based food programs.

6% do not currently have housing due to delayed PCS.

5% are unable to make their basic rent or utility payment.
COVID-19

Issues Impacting the Most People

#1
child is unable to participate in extracurricular activities they consider important (43%)

#2
unable to take previously-planned trip or vacation (29%)

#3
child’s behavior has changed without peer interaction (27%)

#4
reduced hours at work to homeschool child (21%)

#5
lost job or are unable to work during the crisis (18%)

*Pain Points Poll Polling Period: March 18 - 24, 2020. Total respondents: 1,321. Questions should be directed to survey@bluestarfam.org.*
Top COVID-19 Employment Pain Points

21% of respondents indicate that they or their spouse have reduced hours at work in order to homeschool their child

18% of respondents report they or their civilian spouse have lost their job or been unable to work during the crisis

15% of respondents indicate they have increased hours at work during the current crisis

34% of respondents indicate they (or their spouse) continue to work remotely / through telework

46% of respondents or their spouses have either lost their job, are unable to work, or have had to reduce their hours as a result of the crisis

"I work while my children are at school, with school cancelled I cannot work and my spouse is deployed"

- Marine Corps spouse
### Top COVID-19 Permanent Change of Station (PCS) Pain Points

<table>
<thead>
<tr>
<th>Pain Point</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sixty-one percent of respondents are not currently PCS-ing</td>
<td>61%</td>
</tr>
<tr>
<td>Seven percent of all respondents (and 27% of those with PCS orders) indicate they have incurred unanticipated expenses due to their postponed PCS</td>
<td>7%</td>
</tr>
<tr>
<td>Six percent of all respondents (and 21% of those with PCS orders) indicate they are or will in next 60 days be making to house/rent payments due to a delayed PCS</td>
<td>6%</td>
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</tbody>
</table>

- **28%** of respondents report their PCS is not impacted by the current crisis
- **6%** of respondents with PCS orders do not currently have housing due to their delayed PCS

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*"[Service member] has gone ahead, we were to follow, we’ve leased our house out June and do not have a place to live come June or funds to pay to move without an official PCS."*

- National Guard spouse

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Top COVID-19 Non-Employment or PCS-related Financial Pain Points

Eleven percent of total respondents indicate their family is still paying for childcare services, even though their provider is closed

- 11% 89%

Eight percent of respondents are unable to afford one week’s worth of food

- 8% 92%

Six percent of respondents indicate their family usually uses the Free and Reduced Lunch Program and is now food insecure

- 6% 94%

5% of respondents report they are unable to make payments on basic utilities and rent during this crisis

"WIC items are low, and often we have to travel to multiple stores or go to the store multiple times a week to get all our WIC eligible items."

- Air Force Spouse
Top COVID-19 K-12 School Closure Pain Points

- 43% of respondents indicate their child is unable to participate in extracurricular activities they consider important
- 27% of respondents indicate they have noticed a change in their child’s behavior, which they attribute to their child’s inability to socialize with peers
- 14% of respondents indicate their child cannot currently access the special education and support services they need

21% of respondents indicate they or their spouse has reduced their hours at work to homeschool a child

6% of respondents indicate their family usually uses the Free and Reduced Lunch Program at school and is now food insecure

"We cannot afford internet at home, so after work I drive the kids to the school parking lot, where we sit in the car while they log onto the school wifi and work on school assignments."
- Air Force spouse
### Top COVID-19 Child Care Pain Points

<table>
<thead>
<tr>
<th>Description</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Seventeen percent of respondents are unable to use their normal child care provider</td>
<td>17%</td>
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<tr>
<td>Five percent of respondents have or will use Paid Time Off due to the inability to find childcare during the crisis</td>
<td>5%</td>
</tr>
<tr>
<td>Four percent of total respondents indicate that restricting base access will impact their childcare plan</td>
<td>4%</td>
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</tbody>
</table>

7% of respondents indicate they or their spouse have reduced work hours because they cannot obtain childcare. 11% of respondents indicate their family continues to pay for childcare, even though the provider is closed.

I am teleworking from home and still have to pay for childcare. My child is at home with me for the foreseeable future, and his daycare still wants to charge his tuition despite the crisis.

- Army spouse
# Top COVID-19 Health & Well-Being Pain Points

15% of respondents indicate their family **cannot access healthcare (for reasons other than COVID-19)** as a result of the crisis.

| 15% | 85% |

12% of respondents **cannot maintain continuity of care for mental or behavioral health** as a result of the crisis.

| 12% | 88% |

11% of respondents indicate a member of their household is at high risk of infection and they are **unable to shop for key items (e.g. food and medicine) due to fear of exposure**.

| 11% | 89% |

58% of respondents are **taking proactive steps to support their mental health through this crisis**.

22% of respondents indicate they have received **emotional support during the crisis**.

"My family’s service member has to report to OTS training during this time of crisis since training is mission essential. [...] Neither I nor my two adult medically at-risk who are in the EFMP will be able to leave our home without putting ourselves at high risk for infection."

- Air Force Spouse
Top COVID-19 Personnel and Readiness Pain Points

29% of respondents indicate they are prevented from participating in a previously-planned trip or vacation due to the outbreak.

13% of respondents indicate the outbreak has/will affect their service member’s deployment schedule.

13% of respondents indicate their family or a member of their household is currently quarantined within the US.

7% of respondents indicate their family or a member of their household is currently quarantined outside of the US.

"My husband and I are dual military stationed in different locations and are unable to visit one another due to travel restrictions as a result of COVID-19."

- Army service member and spouse

Questions should be directed to survey@bluestarfam.org.
Top COVID-19 Caregiver Pain Points

11% of respondents report a member of their household is at high risk of infection, and they are unable to shop for food and medicine due to fear of exposure.

9% of respondents indicate a member of their household has a dietary restriction and they are unable to find the food they need due to food shortages at grocery stores.

6% of respondents indicate they cannot obtain their prescription medicines as a result of the outbreak.

"My hubby and I are high risk. My hubby is not 60 but he and I have underlying conditions. I have congestive heart failure. How am I going to get my meds in 11 days?"

- Veteran and a spouse of a Veteran