COVID-19
MILITARY SUPPORT INITIATIVE
PRESENTED BY
Booz | Allen | Hamilton
MILITARY SUPPORT
TOWN HALL MEETING

MATT BORRON
Executive Director,
Association of Defense Communities

KATHY ROTH-DOUQUET
CEO and Board President,
Blue Star Families
COVID-19 MILITARY SUPPORT INITIATIVE

PRESENTED BY
Booz | Allen | Hamilton

KEY INITIATIVES

- Providing comprehensive coverage of the crisis through a new daily publication that will build on ADC’s widely-read On Base daily newsletter.
- Hosting Virtual Town Halls on the key issues impacting our military, defense communities and military families during the crisis.
- Convening Military Community and Family Organizations and experts to identify and advance best practices and policy solutions.
- Create a repository to capture and document promising practices and lessons-learned.
RESOURCE PARTNERS
QUESTIONS?

To submit a question, please use the questions feature on the webinar toolbar. These questions will be sent to the panel moderator.
March 18 - April 21, 2020

Pain Points Poll Demographics

4,662 Respondents

<table>
<thead>
<tr>
<th>Branch of Service</th>
<th>Week 1</th>
<th>Week 2</th>
<th>Week 3</th>
<th>Week 4</th>
<th>Week 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Army</td>
<td>38%</td>
<td>54%</td>
<td>43%</td>
<td>25%</td>
<td>38%</td>
</tr>
<tr>
<td>Navy</td>
<td>29%</td>
<td>13%</td>
<td>26%</td>
<td>23%</td>
<td>21%</td>
</tr>
<tr>
<td>Air Force</td>
<td>26%</td>
<td>24%</td>
<td>24%</td>
<td>39%</td>
<td>25%</td>
</tr>
<tr>
<td>USMC</td>
<td>7%</td>
<td>9%</td>
<td>6%</td>
<td>7%</td>
<td>14%</td>
</tr>
<tr>
<td>Coast Guard</td>
<td>2%</td>
<td>1%</td>
<td>3%</td>
<td>7%</td>
<td>3%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Military Affiliation</th>
<th>Week 1</th>
<th>Week 2</th>
<th>Week 3</th>
<th>Week 4</th>
<th>Week 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active-duty family</td>
<td>88%</td>
<td>88%</td>
<td>83%</td>
<td>79%</td>
<td>78%</td>
</tr>
<tr>
<td>Veteran family</td>
<td>14%</td>
<td>14%</td>
<td>19%</td>
<td>18%</td>
<td>17%</td>
</tr>
<tr>
<td>Civilian / DoD</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Civilian</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>National Guard or</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reserve family</td>
<td>3%</td>
<td>5%</td>
<td>5%</td>
<td>6%</td>
<td>6%</td>
</tr>
<tr>
<td>Other military</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>affiliation</td>
<td>8%</td>
<td>4%</td>
<td>5%</td>
<td>6%</td>
<td>8%</td>
</tr>
</tbody>
</table>

Polling and analysis made possible by Booz Allen Hamilton and USAA
Pain Points Poll Polling Period: March 18 - April 21, 2020 (Week one: 3/16-3/24; Week two: 3/25-3/31; Week three: 4/1-4/7; Week four: 4/8-4/14; Week five: 4/15-4/21). Total respondents: 4,662. (Week one: 1,321; Week two: 1,234; Week three: 690; Week four: 668; Week five: 749). Questions should be directed to survey@bluestarfam.org.
COVID-19
Week 5: Acute Pain Points

32%
of respondents with current PCS orders report they will be making two or more house payments within 60 days due to their PCS postponement

68%
of military family respondents and 62% of veteran family respondents say they are considerably more stressed than they were before the crisis

19%
of military Mission Essential personnel and 20% of civilian Mission Essential personnel respondents who need childcare don't have it*

The impact the crisis will have on state and local budgets is the greatest issue of concern among defense community professionals

*Respondents from weeks 4 and 5 of polling are grouped here due to a low response rate; however, the percentages are similar for each of the polling periods.
### COVID-19

#### Week 5: Spotlight on Mental Health

<table>
<thead>
<tr>
<th>Top 3 Ways Respondents Are Caring for Their Mental Health*</th>
<th>68% of military family respondents and 62% of veteran family respondents say they are considerably more stressed than they were before the crisis</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ACTIVE-DUTY FAMILY</strong></td>
<td><strong>VETERAN FAMILY</strong></td>
</tr>
<tr>
<td>Talk to friends/family via phone or videochat</td>
<td>76%</td>
</tr>
<tr>
<td>Spending time outside every day</td>
<td>68%</td>
</tr>
<tr>
<td>Regular exercise and/or walks</td>
<td>67%</td>
</tr>
<tr>
<td>Hobbies</td>
<td>72%</td>
</tr>
<tr>
<td>Talk to friends/family via phone or videochat</td>
<td>70%</td>
</tr>
<tr>
<td>Regular exercise and/or walks</td>
<td>70%</td>
</tr>
</tbody>
</table>

Polling and analysis made possible by Booz Allen Hamilton and USAA

*Poll Points Poll: Polling Period: March 18 - April 21, 2020 (Week one: 3/18-3/24; Week two: 3/25-3/31; Week three: 4/1-4/7; Week four: 4/8-4/14; Week five: 4/15-4/21). Total respondents: 4,662. (Week one: 1,321; Week two: 1,234; Week three: 690; Week four: 668; Week five: 749). Unless otherwise indicated, all statistics included here are from Week 5 of polling and refer to ALL respondents, including civilians. When citing statistics, please include the respondent group and polling period (e.g. “37% of military spouse respondents polled from April 1-7, 2020 indicate they have lost their job, are unable to work, or have had to reduce hours as a result of the crisis”). Questions should be directed to survey@bluestarfam.org. *

*Among respondents who indicate they are proactively caring for their mental health.

"I was supposed to have already returned from my deployment, however, we are repeatedly being extended with no information on when I can get home. My wife who suffers from anxiety has had 2 mental break-downs this week from being quarantined with our 3 kids and worrying about when I’ll be home to help her."

-Service Member
COVID-19

Week 5: Spotlight on School-Aged Children

Children’s behavior continues to change due to their inability to socialize with peers.

42% 53% 61% 55% 64%

Week 1 Week 2 Week 3 Week 4 Week 5

39% of military family respondents say they’ve grown closer to their school-aged child(ren) as a result of their family’s social distancing.

Stories of Strength

“I am just beginning to out-process for retirement after almost 27 years in the Air Force. [...] Home life, however, has been good. [...] I feel like I have actually grown closer to my children (ages 7 and 11) after being together so much more than our typical weeks allow. Unanticipated blessings...”

- Air Force Service Member

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MODERATOR:
KATHY ROTH-DOUQUET
CEO, Blue Star Families

KOBY LANGLEY
Senior Vice President, International Services and Services to the Armed Forces, American Red Cross

KEVIN KELLY
Senior Director, Community Preparedness Program, American Red Cross

LIZ BUBEL
Senior Associate, Community Preparedness Program, American Red Cross

LYNN CRABB
Senior Director, Services to the Armed Forces, American Red Cross
QUESTIONS?

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Readiness during COVID-19

American Red Cross
Service to the Armed Forces
Readiness in COVID-19

American Red Cross Tips for Improving Self and Family Resiliency

• Preparedness has never been more important than today.
  • First responders are focused on critical mission essential activities
  • Access to social support systems and non-emergency care is limited
  • Durable and non-durable supplies that were available yesterday may not be available today
  • The time available to engage the entire family is available now, it may not be available tomorrow
  • Disasters continue and continue to escalate, and how you respond in COVID-19 will be crucial to help meet your basic needs and the need of your loved ones
TIP: COVID-19 Virtual Resiliency Module Online

Module Overview This virtual module was developed by a team of licensed behavioral health professionals Resiliency volunteers and SAF staff members to bring support to our military and veteran communities during the COVID-19 pandemic.

The workshop is live, interactive and virtual and is facilitated by Red Cross mental health volunteers.

For information on upcoming virtual workshops, contact your local Red Cross or Service to Armed Forces point of contact, or download the Hero Care App and schedule a course.

The Hero Care App is available to download for free in app stores, by texting ‘GETHEROCARE’ to 90999 or by clicking on the following link from a mobile device http://3cu.be/sharehc.
### Preparing for Disasters During COVID-19

<table>
<thead>
<tr>
<th>Which disasters could I face?</th>
<th>How will I meet my basic needs in a disaster during a pandemic?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use the <a href="https://www.redcross.org">Red Cross interactive map</a> to identify likely disasters in your area</td>
<td><strong>Learn lifesaving skills</strong>, such as First Aid and CPR. The Red Cross has <a href="https://www.redcross.org">online classes</a>. Download the free <a href="https://www.redcross.org">First Aid App</a> (search “American Red Cross” in app stores).</td>
</tr>
</tbody>
</table>
| Download the free [Emergency App](https://www.redcross.org) (search “American Red Cross” in app stores). Familiarize yourself with the [Red Cross Emergency Library](https://www.redcross.org) | **Assemble emergency supplies and a 1-month supply of prescription medication.** Start with this **basic supply list**:

  - Stay-at-home kit (for 2 weeks)
  - Evacuation kit (for 3 days) in a “go bag” Include sanitizing wipes, hand sanitizer with 60% alcohol and [cloth face coverings](https://www.redcross.org)
  - 1-month supply of prescription medication. Include fever-reducing drugs and medical supplies. Keep items together in a separate container
  - Keep supplies fresh - check expiration dates twice per year |
| Find contact information for **state, local and tribal governments and agencies**, and for **state emergency management agencies** | |
Preparing for Disasters During COVID-19

How do I make a disaster plan during a pandemic?

- **Plan what you will do before, during, and after each type of disaster.** Different emergencies require different actions to stay safe.
  - Involve all household members in planning. Practice your plans with everyone.
  - Resources to help include Red Cross Emergency Library and Emergency App.

- **Be sure that you can find out quickly about a hazard**
  - Have access to weather alerts and community notifications even during a power outage.
  - Register to receive free emergency alerts that your community may offer. Consider purchasing a battery-powered radio or downloading the free Red Cross Emergency App.

- **Stay or Go?** Some disasters require you to stay in place to stay safe. Others require you to go somewhere else to stay safe. If you need to go somewhere else, think through these questions:
  - Where will I go? How will I get there? Where will I stay? How can I help protect myself and others from COVID-19?
<table>
<thead>
<tr>
<th>If I am separated from my family, how will I reconnect with them?</th>
<th>What critical documents do I need to recover quickly?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Create a plan to reconnect with loved ones if communication networks are down</td>
<td>Having important documents will help you to start recovering right away</td>
</tr>
<tr>
<td>❑ Have a back-up battery to charge your cell phone</td>
<td>❑ Safeguard personal, financial, insurance, medical and other records. Important documents include:</td>
</tr>
<tr>
<td>❑ Complete a <a href="#">contact card</a> for each household member</td>
<td>• Birth certificates, passports, Social Security cards</td>
</tr>
<tr>
<td>❑ Text is best</td>
<td>• Current digital photos of loved ones updated every six months, especially for children</td>
</tr>
<tr>
<td>❑ Designate an out-of-town contact</td>
<td>• Insurance policies, deed, mortgage, lease, and loan papers</td>
</tr>
<tr>
<td>❑ Plan a meeting spot</td>
<td>• List of medications, allergies, and medical equipment</td>
</tr>
<tr>
<td>• In a specific location, at a safe distance from home (home fire)</td>
<td>• Photos of valuable belongings you may want to include in an insurance claim</td>
</tr>
<tr>
<td>• Outside your neighborhood, in case you cannot return home or must evacuate</td>
<td></td>
</tr>
<tr>
<td>❑ Familiarize yourself with the <a href="#">American Red Cross Safe &amp; Well website</a></td>
<td>More information, see <a href="#">Disasters and Financial Planning</a> and <a href="#">Emergency Financial First Aid Kit</a></td>
</tr>
</tbody>
</table>
Additional Resources

- **Center for Disease Control**
  - (Spanish, Chinese, Vietnamese, and Korean)

- **American Red Cross**
  - If you are in immediate need of help, [please contact your local Red Cross](http://www.redcross.org) or [find an open shelter](http://www.redcross.org)
  - (Spanish, French, Haitian, Chinese, Korean, Vietnamese, and Tagalog)
  - Sign up for a free online course on [Mental Health First Aid for COVID-19](https://www.redcross.org) (English)

- **Find contact information for state, local, tribal governments and agencies**
  - [usa.gov/state-tribal-governments](https://www.usa.gov/state-tribal-governments) (English and Spanish)
  - [fema.gov/emergency-management-agencies](https://www.fema.gov/emergency-management-agencies)
  - [naccho.org/membership/lhd-directory](https://www.naccho.org/membership/lhd-directory)
Additional Resources

• **National Disaster Distress Helpline**: Available to anyone experiencing emotional distress related to COVID-19. Call 1-800-985-5990 or text **TalkWithUs** to 66746 to speak to a caring counselor.
  
  • **Deaf/Hard of Hearing.** Text TalkWithUs to 66746. Use your preferred relay service to call the **Disaster Distress Helpline** at 1-800-985-5990. TTY 1-800-846-8517

  • **Spanish Speakers.** Call 1-800-985-5990 and press "2" From the 50 States, text Hablanos to 66746. From Puerto Rico, text Hablanos to 1-787-339-2663

• **If you are feeling overwhelmed** with emotions such as sadness, depression, anxiety, or feel like you want to harm yourself or someone else, call 911 or the National Suicide Prevention Lifeline at 1-800-273-TALK (1-800-273-8255)
Additional Resources

• Find your local food bank at feedingamerica.org/find-your-local-foodbank. Different food banks have different procedures. Call first to check your food bank’s requirements.

• Call 211 for community resources and referrals. Or visit the national 211 Call Center Search website to find the 211 information and referral center nearest you.

• Visit auntbertha.com for other local resources. Find out if resources are available at your local Salvation Army at salvationarmyusa.org.

• Contact the HOPE Crisis Hotline to receive free virtual support from financial experts on mitigating the financial impacts of COVID-19. For assistance call: 1-888-388-HOPE (4673) or go to OperationHOPE.org.
Resources for Youth at Home

- Children at Home? Share These Kid-Friendly Activities
- Emergency Preparedness for Kids Webpage
- Prepare with Pedro Disaster Preparedness Activity Book

Disaster Safety for Kids »  Fire Safety for Kids »  Household Resources »
MILITARY SUPPORT
TOWN HALL MEETING

QUESTIONS?
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GRIEF DURING A GLOBAL PANDEMIC
April 2020

TRAGEDY ASSISTANCE PROGRAM FOR SURVIVORS

3033 Wilson Blvd, Third Floor
Arlington, VA 22201
202.588.TAPS (8277)
TAPS.org
TAPS is the national nonprofit organization providing compassionate care to all those grieving the death of a military loved one.
Between March 31, 2020 and April 14, 2020, 1,431 military and veteran survivors responded to a survey on the impact of COVID-19.

- Inability to engage in grief rituals
- Inability to host and attend funerals
- Commemorate in grief milestones
- Live in isolation without their loved one
- Isolation while in grief
- Delay in benefits
- Inability to connect with mental health professional for themselves or their children
90% report a noticeable increase in the anxiety, depression, and grief of their family members as a result of COVID-19.

82% of grieving survivors report an increase in feelings of grief, anxiety, depression, and sadness as a result of COVID-19.

64% of survivors responding to the survey are not eligible for government survivor benefits following the death of their military loved one.

37% reported a decrease in income, in some cases because they are small business owners or have lost their jobs.
TAPS SURVIVORS KNOW...

❤ Family and Community are our Bedrock
❤ Resilience is Within Us
❤ We Embrace Perseverance
❤ We Understand Loss
❤ We are Thankful for the Little While
MOURNER’S BILL OF RIGHTS

- You have the right to experience your own unique grief
- You have the right to feel a multitude of emotions
- You have the right to experience “grief bursts”
- You have the right to embrace your spirituality
- You have the right to reach out for support
- You have the right to talk about the death and your grief
- You have the right to be tolerant of your physical and emotional limits
- You have the right to make use of ritual
- You have the right to search for meaning
- You have the right to move toward your grief and heal
“The lives of those we love and remember and honor are carved into our soul, imprinted on our hearts and woven into the fabric of our nation. They make us stronger, they inspire us, and in that way, they are eternal.”

- Bonnie Carroll, TAPS Founder and President
TAKE OUR SURVEY

https://bluestarfam.us/post-webinar-survey

(Link will also be included in our post-webinar email)
MILITARY SUPPORT

TOWN HALL MEETING

INNOVATIVE INSTALLATION-COMMUNITY MEDICAL PARTNERSHIPS

THURSDAY, APRIL 30 | 3:00PM – 4:00PM ET