



USARC Family Programs Quality of Life Survey Feedback Report

**Prepared by: USARC Family Programs Directorate and Continuous Process
Improvement Office**



Report Overview



- Background
- Executive Summary
- Findings by Section
- Cross-Tabulations



Background



Survey Purpose: To assess the quality of life and readiness of Army Reserve Soldiers and their Spouses

- › Voluntary participation for Soldiers and Spouses
- › All respondents answered sections I, II, IV and V
- › All respondents answered only their specific category in section III
- › ~5 minutes to complete
- › Overall less than 1% response rate (109,296 invitations /1490 responses)

Methodology

- ▶ Beta Test Group 23 Aug 21, $N = 10$
- ▶ Purposive Sampling:
 - Sent to Soldiers with a .mil email (CSMM system of record)
- ▶ Administered online 13 Sep 21 – 12 Nov 21 through UNUM Web-based Survey Platform by National Security Innovation Network (NSIN)
- ▶ Allowed for written comments on check all that apply “other” responses

Dimensions of Interest

- ▶ Section 1: Demographics, 13 questions (2 Soldier specific)
- ▶ Section 2: Command Issues, 11 question based on status (4 Soldier specific), 1 written comment question
- ▶ Section 3: Command Issues, 5 questions based on status (2 Soldier specific), 1 written comment question
- ▶ Section 4: COVID-19 Impact, 4 questions
- ▶ Section 5: Stressors, 5 questions (1 Soldier specific)



Executive Summary



- › Majority of respondents reported a status of:
 - › TPU Soldier
 - › Field Grade Officer – (O4-O6)
 - › Married
 - › Last deployed 5 or more years ago
 - › Have between 1-5 children under 18 years of age
 - › Work at the Company/Detachment Level
- › 76.23% of respondents do not know who their geographic Family Program professional that services their unit is
- › 68.77% of respondents do not know who their Command Family Readiness Representative (CFRR) is
- › Majority of AGR Soldiers reported being aware of installation services provided; AGR Soldiers and Family Members do not have issues with healthcare, childcare or housing
- › TPU Soldiers reported good civilian employment and TPU Family Members reported their spouse's Army Reserve Service does not negatively impact their ability to find employment



Executive Summary (cont'd)



- › 81.1% of respondents reported the COVID-19 pandemic did not impact their ability to purchase basic necessities (food, clothing, etc.), however, 56.1% of respondents reported the COVID-19 pandemic has some impact on them and their family
- › Top five military life issues that are most concern to respondents:
 1. Amount of time away from family as a result of military service
 2. Military benefits
 3. Military pay
 4. Access to military/ VA health care
 5. Lack of control over military career
- › Top three contributions to your family's current financial stress
 1. Student loans
 2. Out-of-pocket housing costs
 3. Major home repairs



Demographics



How to read frequency tables?

Number of respondents who selected this answer choice

% of respondents who selected this answer choice

Response rate for this question overall

Sponsor Status Response	Count	Percent
Commissioned Officer, Field Grade (O4-O6)	369	24.77
Senior Noncommissioned Officer (E7-E9)	346	23.22
Junior Noncommissioned Officer (E5-E6)	309	20.74
Enlisted (E1 thru E4)	178	11.95
Commissioned Officer, Company Grade (O1-O3)	150	10.07
Warrant Officer	73	4.90
General Officer	26	1.74
Spouse	32	2.15
Not Reported	7	0.47
N =	1483	99.99

Total number of responses excluding not reported

Marital Status Response	Count	Percent
Married	1052	70.60
Single	290	19.46
Divorced	123	8.26
Other	17	1.14
Widowed	6	0.40
Not Reported	2	0.13
N =	1488	99.99

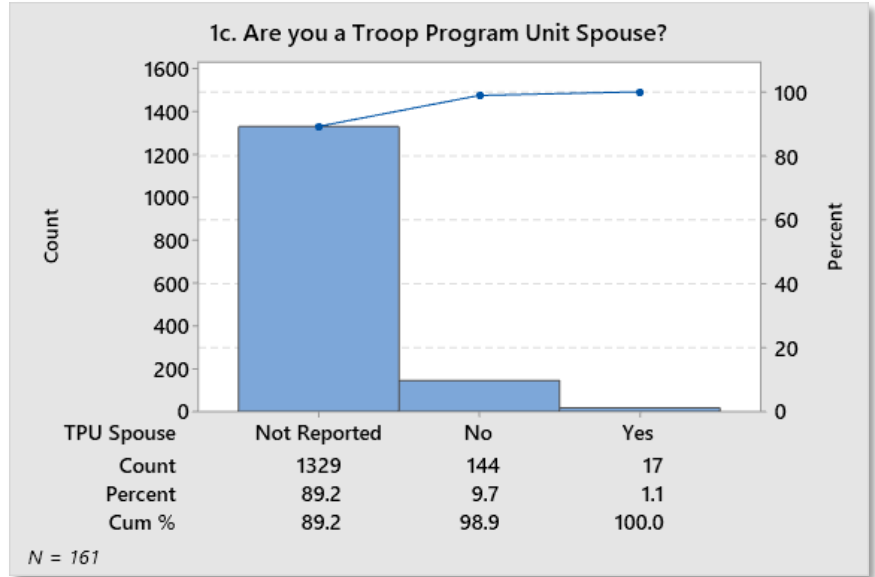
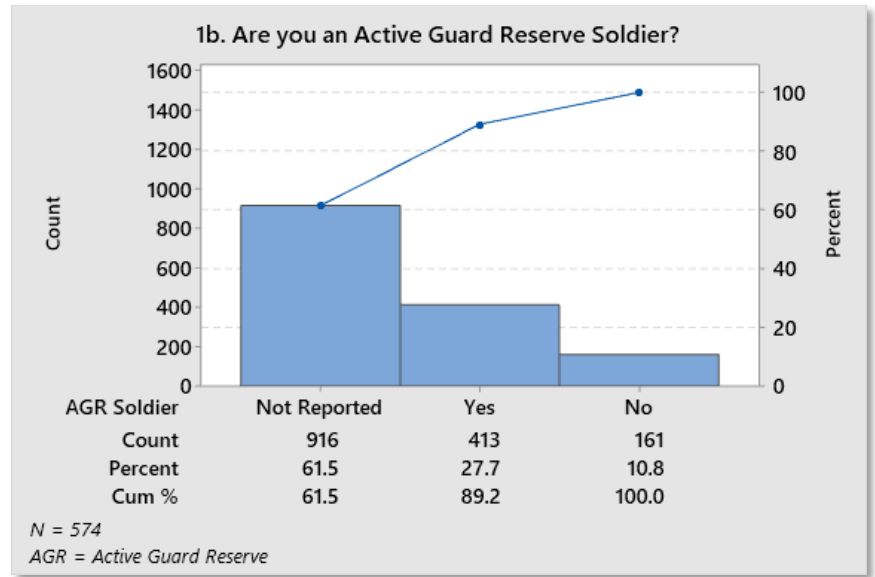
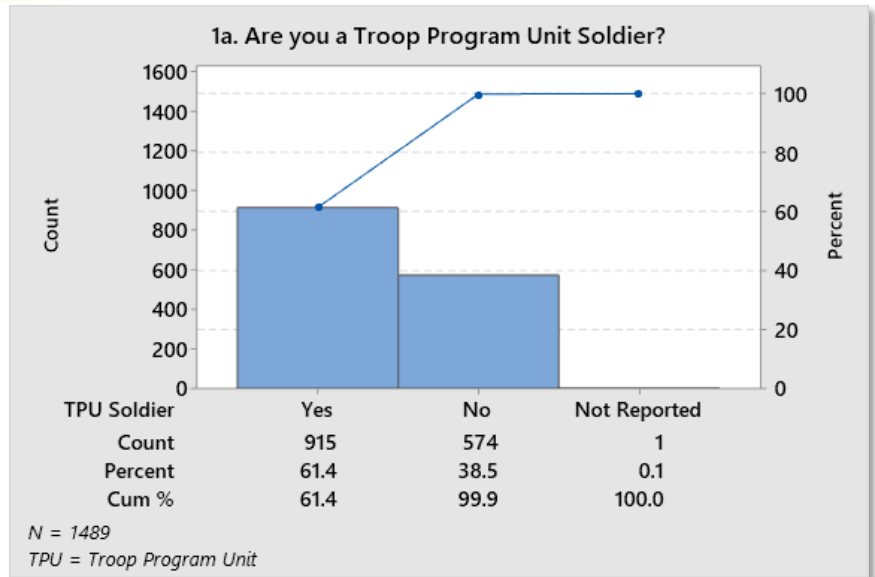
When was your last deployment / mobilization?		
Response	Count	Percent
5 or more years	556	37.34
Never	307	20.62
Less than 1 year	199	13.36
3 to 4 years	134	9.00
1 to 2 years	127	8.53
Not Reported	166	11.15
N =	1323	88.85

What level do you serve at?		
Response	Count	Percent
Company/Detachment	464	31.16
Battalion HHC	264	17.73
USARC / OCAR / Other	184	12.36
Brigade HHC	148	9.94
Division HHC	147	9.87
Command HHC	113	7.59
Not Reported	169	11.35
N =	1489	88.65

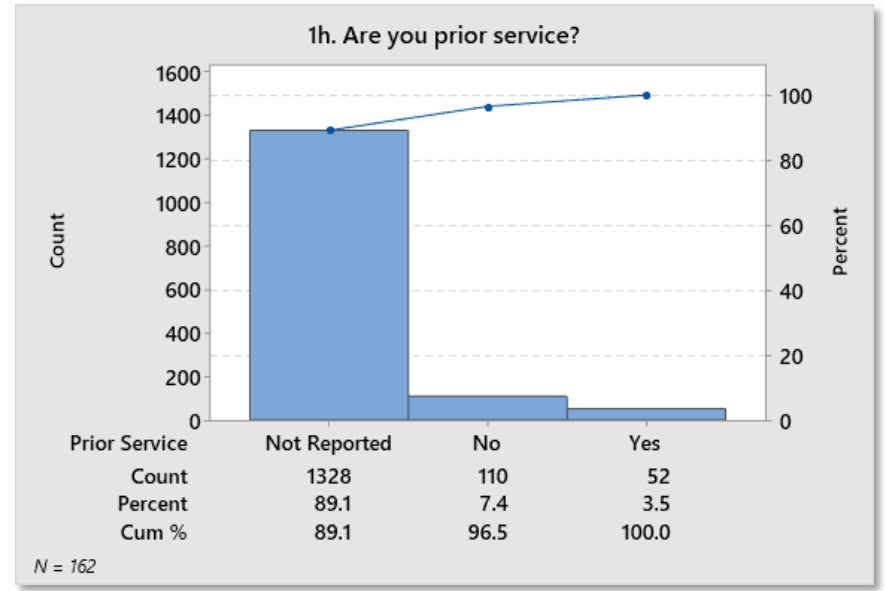
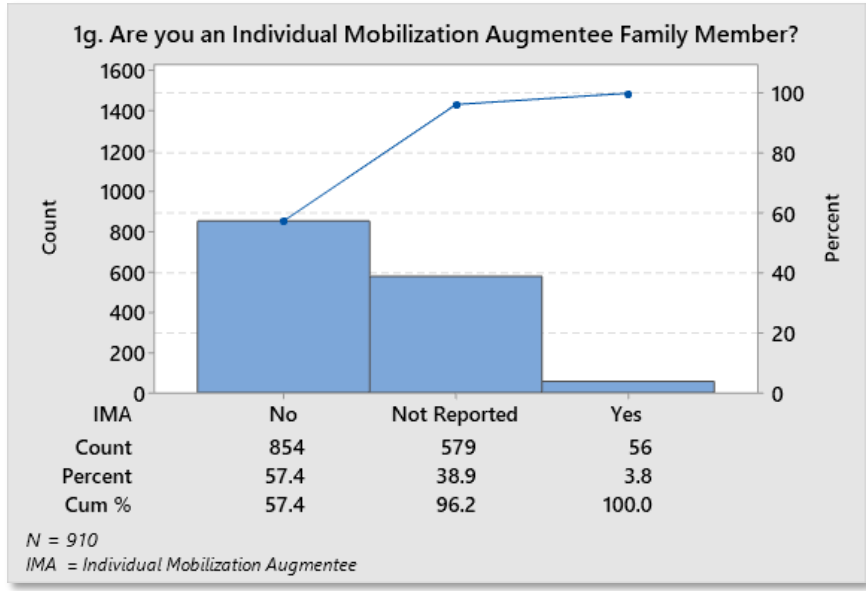
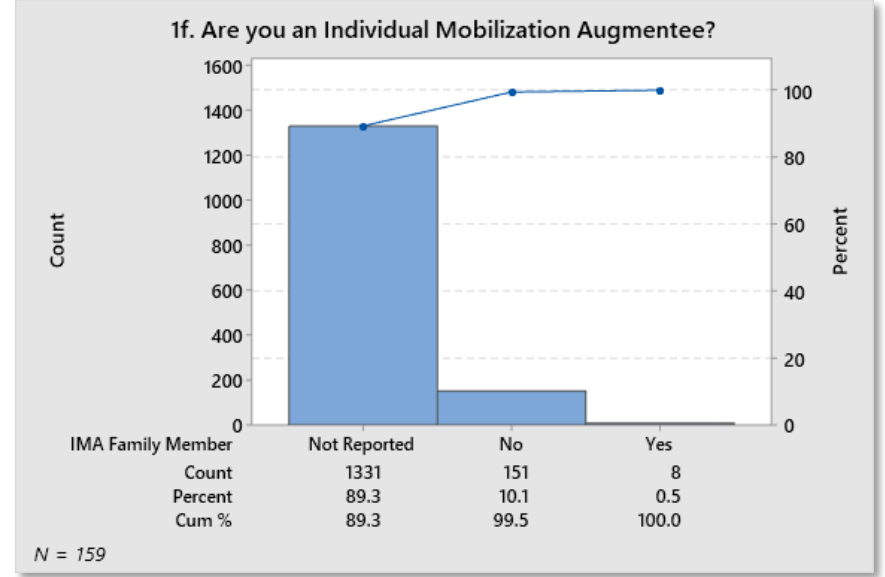
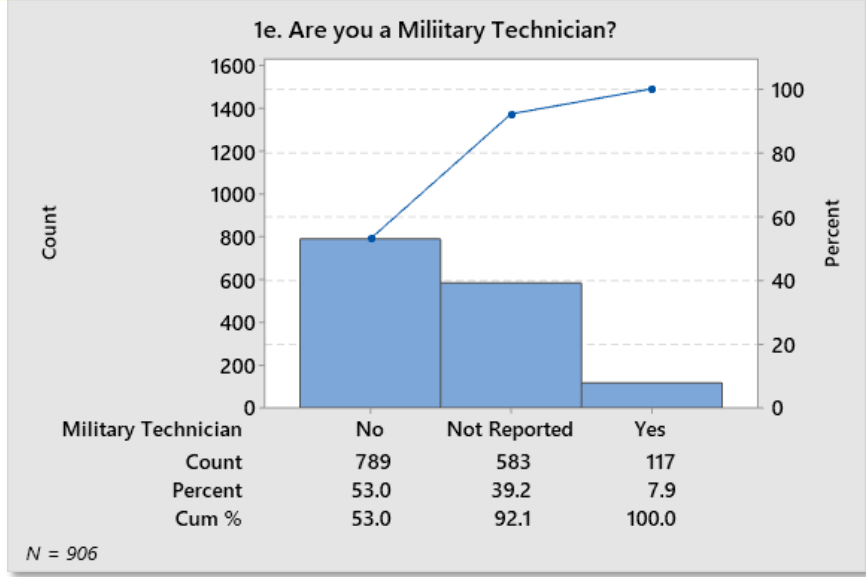
How many children under 18 years of age do you have?		
Response	Count	Percent
1	326	21.88
2	295	19.80
3	135	9.06
4	36	2.42
5	13	0.87
More than 5	7	0.47
None	677	45.44
Not Reported	1	0.07
N =	1489	99.99



Demographics (cont'd)



Demographics (cont'd)





4. How far is your home from the unit's Battle Assembly?

	Count	Percent
Under 50 miles	654	43.92
Over 150 miles	369	24.78
50 to 150 miles	290	19.48
Not Reported	176	11.82
N=	1313	88.18

5. How long does it take you to travel to your unit?

	Count	Percent
Less than one hour	603	40.50
More than three hours	319	21.42
One to two hours	281	18.87
Two to three hours	120	8.06
Not Reported	166	11.15
N=	1323	88.85

6. When do you receive pay from Battle Assembly?

	Count	Percent
One to two weeks	650	43.65
Two to three weeks	283	19.01
Less than one week	233	15.65
More than three weeks	65	4.37
Not Reported	258	17.33
N=	1231	82.68

7. Do you know in advance when your service member is on military duty?

	Count	Percent
Yes	115	7.76
No	44	2.97
Not Reported	1323	89.27
N=	159	10.73

8. Does your chain of command inform you on operational and training matters?

	Count	Percent
Yes	1132	76.02
No	186	12.49
Not Reported	171	11.48
N=	1318	88.51

9. Within the last 12 months, has your command provided you with information regarding Family Programs and/or other Family services or resources?

	Count	Percent
Yes	793	53.22
No	691	46.38
Not Reported	6	0.40
N=	1484	99.60

10. Are you aware of your units Soldier Family Readiness Group?

	Count	Percent
Yes	756	50.77
No	724	48.62
Not Reported	9	0.60
N=	1480	99.39

11. Do you know who your Command Family Readiness Representative is?

	Count	Percent
No	1024	68.77
Yes	458	30.76
Not Reported	7	0.47
N=	1482	99.53



Command Issues (cont'd)



12. Do you know who your geographic Family Program professional that services your unit is?		
	Count	Percent
No	1135	76.23
Yes	344	23.10
Not Reported	10	0.67
N=	1479	99.33
13. Are you aware that Army Reserve Family Programs has a webpage, if so have you ever navigated to it? (https://usar.army.mil/ARFP?)		
	Count	Percent
No	940	63.13
Yes	547	36.74
Not Reported	2	0.13
N=	1487	99.87
14. How close is the nearest military installation from the home of record.		
	Count	Percent
Less than one hour	857	57.56
One to two hours	362	24.31
Two to three hours	143	9.60
More than three hours	119	7.99
Not Reported	8	0.54
N=	1481	99.46



Command Issues (cont'd)



15. AGR Soldier. Mark all that apply.

Response	Count
I AM aware of installation services provided.	252
I DO NOT have issues with childcare.	248
I DO NOT have issues with housing.	237
I DO NOT have issues with healthcare.	208
I have issues with healthcare.	125
I AM NOT aware of installation services provided.	122
I have issues with housing.	85
<i>N</i> =	1277

16. AGR Family Member. Mark all that apply.

Response	Count
I DO NOT have issues with healthcare.	12
I DO NOT have issues with housing.	10
I AM NOT aware of installation services provided.	9
I DO NOT have issues with childcare.	9
I have issues with housing.	7
I have issues with childcare.	4
I have issues with healthcare.	4
I AM aware of installation services provided.	3
<i>N</i> =	58

19. Do any of these circumstances describe your current employment? Please select all that apply.

Response	Count
None apply	801
My pay level is lower than it should be given my work experience.	336
My pay level is lower than it should be given my level of education.	272
I am overqualified for my current position.	244
My pay level is lower in my current position than in my previous position.	124
I work fewer hours than I would like to.	86
Prefer not to answer	95
<i>N</i> =	1958



Command Issues (cont'd)



17. TPU Soldier. Mark all that apply.

Response	Count
I have good civilian employment / I work full-time (35 or more hours per week).	746
I have civilian employment health care.	336
I AM enrolled in Army Reserve Select Health Care.	317
I DO NOT have issues with childcare on Battle Assembly weekends and annual training and other required military duty.	314
I AM NOT enrolled in Army Reserve Select Health Care.	211
I DO NOT have civilian employment health care.	124
I have issues with childcare on Battle Assembly weekends and annual training and other required military duty.	114
I AM underemployed / I work part-time (fewer than 35 hours per week).	55
I AM unemployed / I want or need paid employment.	54
Does not apply	20
I AM unemployed / I DO NOT want or need paid employment.	15
Prefer not to answer	15
Retired	10

N = 2331

18. TPU Family Member. Mark all that apply.

Response	Count
I AM NOT connected with other Army Reserve Family members from my spouse's unit.	9
My spouse's Army Reserve service DOES NOT negatively impact my ability to find good civilian employment.	9
I have civilian employment health care.	6
I have good civilian employment / I work full-time (35 or more hours per week).	5
I AM underemployed / I work part-time (fewer than 35 hours per week).	4
I DO NOT have issues with childcare on Battle Assembly weekends and annual training.	4
I DO NOT have civilian employment health care.	4
I AM connected with other Army Reserve Family members from my spouse's unit.	4
Prefer not to answer	3
I AM enrolled in Army Reserve Select Health Care.	2
I AM NOT enrolled in Army Reserve Select Health Care.	2
I AM unemployed / I DO NOT want or need employment.	2
I have issues with childcare on Battle Assembly weekends and annual training and..	2
I AM unemployed / I want or need paid employment.	1
My spouse's Army Reserve service negatively impacts my ability to find good civil	1
Retired	1
Does not apply	1

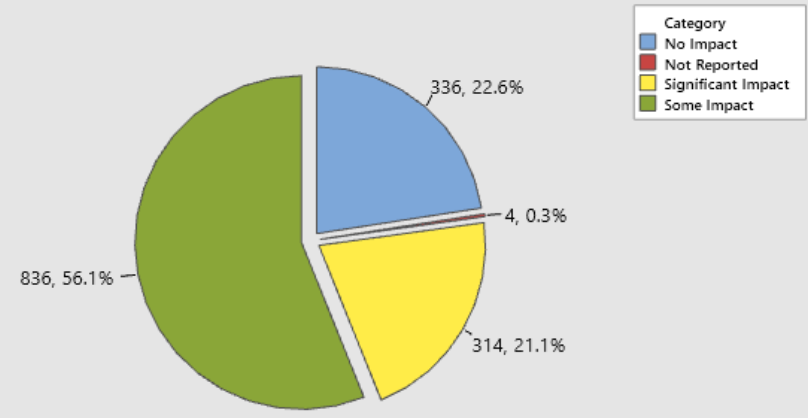
N = 60



COVID 19 Impact

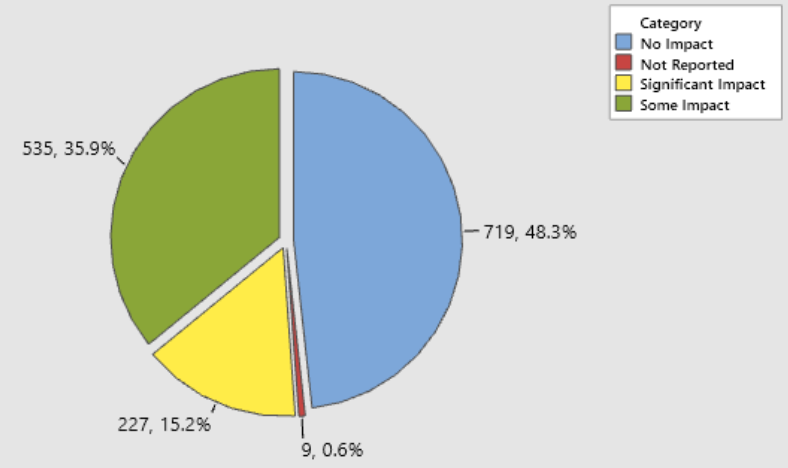


Q20. How has the COVID 19 pandemic impacted you and your family?



N = 1486

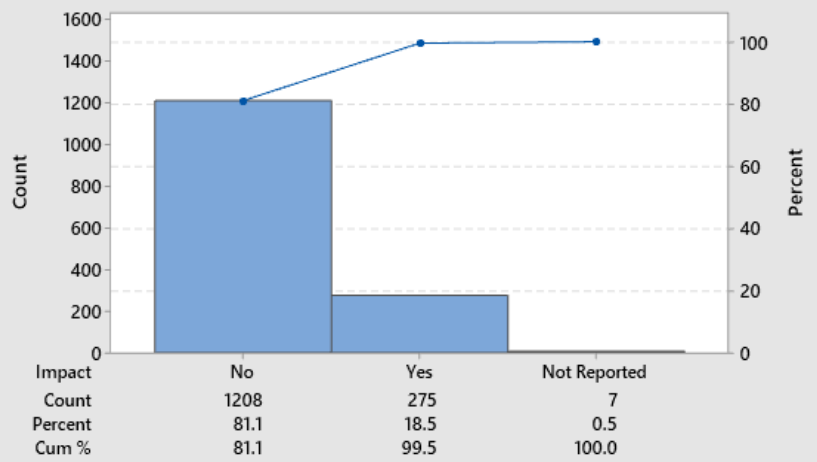
Q21. How has the COVID 19 pandemic impacted your employment?



N = 1481

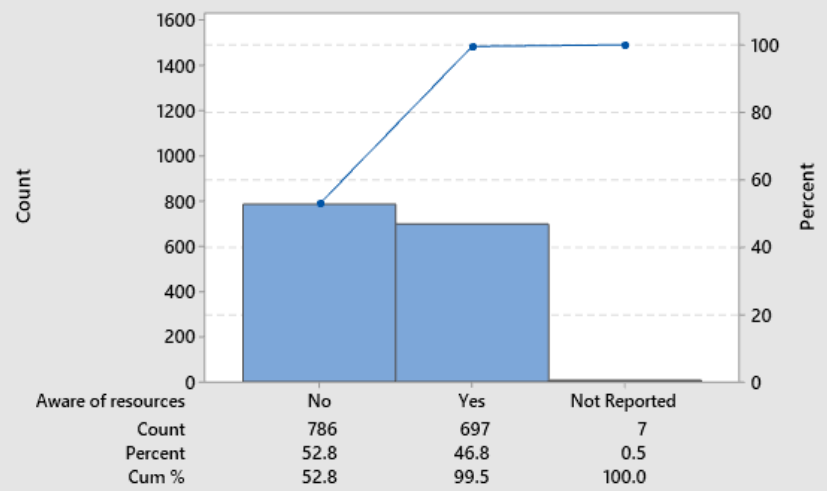
99% Response Rate for this section

Q22. Has the COVID 19 pandemic impacted your ability to purchase basic necessities (food, clothing, etc.)



N = 1483

Q23. Are you aware of resources within your specific geographic area?



N = 1483



Stressors



24. Please select up to 5 military life issues that most concern you (Soldiers only).

Response	Count
Amount of time away from family as a result of military service.	568
Military benefits.	459
Military pay.	456
Access to military/VA health care.	375
Lack of control over military career.	367
General military operational tempo/deployments/training time.	290
Higher education benefits, including transferability.	271
Military family stability.	265
Impact of deployment on family.	242
Transition support when leaving military.	221
Relocation/PCS issues.	220
Veteran employment.	206
Understanding of military/veteran issues among civilians.	199
Dependent child(ren)'s education.	189
Military spouse employment.	175
BAH/Off-base housing concerns.	169
Moral/emotional support for families of deployed service members.	166
Lack of childcare.	148
PTSD/combat stress/TBI.	134
Service member/veteran/family member suicide.	116
Base housing concerns.	40
N=	5276



Top 5 Issues

**24. Written Response: Other, please specify.**

- “Incompetent, abusive medical 'care' within the military. (REF#'s E&F: Congress sabotaging benefits with 10-USC-12316 and 38-USC-5304c.)”
- “Access/availability of normal military support to Compo 2/3.”
- “all good.”
- “Army Reserve is a REACTIVE component vs. PROACTIVE compo.”
- “Battle Assembly travel expenses.”
- “Being a twin in the military and having almost identical names and social security numbers (one number different) our records get mixed up a lot and up to now we are being told that there's nothing anyone can do. For example. We are unable to log in to VA.gov.”
- “BS political pandering by military leaders.”
- “Civ. employment and a lack of assistance or engagement in civilian professional.”
- “Cost of prescription medication for AGR dependents not stationed near an installation.”
- “Disparities, Race and Age discrimination in the AGR Program.”
- “Disruption to civilian career.”
- “Getting kicked out of service for refusing to be a guinea pig for the claimed to be vaccine.”
- “I have issues with SLRP/GI bill/Payments.”
- “Impact of deployments and Reserve commitments on civilian career opportunities.”
- “Insane and unnecessary vaccine mandate which is purging the military of 1000s of.”
- “Lack of FRG support to families.”
- “Lack of leadership.”
- “lack of understanding between civilian and military career obligations.”
- “Moral injury among military personnel and spouses.”
- “morale/emotional support for service members or families.”
- “Not eligible for Tri-Care Reserves because FED Employee.”
- “Nothing.”
- “Personal.”
- “Political.”
- “Security Clearance preservation, unit is waiting until it is almost expired to start investigation.”
- “The Cost of Tricare for Retired Reserve Soldiers is too high. If you retire with 20 yrs of service you should be able to continue to use TRS or similar for the same cost you pay while you are a TPU. I think more Soldiers would stay for their 20 yrs if the retirement.”
- “Time it takes to process extension orders for mobilized service member (i.e. - packet started less than 30 days to end of current orders, normally starts 60 days prior to end of orders).”
- “Too many surveys and online training requirements.”
- “Too much”
- “Working outside of drill and balancing personal life, full time civilian employment and off duty reserve tasks.”

N = 32

Stressors (cont'd)



26. Which of the following contributes to your family's current financial stress? Please select your top 3 choices.

Response	Count
Student loans	367
Out-of-pocket housing costs	241
Major home repairs	230
Out-of-pocket medical costs	212
Military paycheck errors	182
Underemployment or unemployment	163
Change in family situation	154
Out-of-pocket childcare costs	153
Out-of-pocket relocation costs	146
Other debt	145
Excessive credit card debt	140
Maintaining two households/geo bachelor	126
Out-of-pocket higher education costs	109
Owning a home in another location	101
Errors related to military benefits	99
Out-of-pocket child education costs	99
Getting behind on bills	95
Elderly care	66
Excessive interest rates on purchased product	53
Excessive automobile debt	40
Non-bank lenders (payday loans, pawn shops)	1
N =	2922



Top 3 choices

Note: No overall response rate for "select all that apply questions."

**26. Written Response: Other, please specify.**

"29 day orders for AT resulting in BAH type II, causing financial hardship."

"Battle Assembly travel expenses."

"Cost of living due to governmental inflation."

"Decrease in pay when doing military duty."

"Economy and inflation."

"Employment situations out of my control."

"Just not being able to get ahead because something always comes up. Can't save rapidly".

"Life threatening, chronic, Mystery illness from last deployment prevents me from getting employment; The medical community's diagnosis/treatment did nothing, and I am still sick; Spent my life savings trying to recover and to get medical care that is within the moral/ethical standards of my religion and community. (Invasive procedures are sexual assault and completely unacceptable.)"

"Not being able to pick up overtime at my civilian job because of all the extra unpaid military work I am required to do."

"Out of pocket expense incurred during monthly Battle Assembly."

"Price inflation."

"Retirement funds."

"Self inflicted over spending. Nothing the Army can do about that."

"Spouse paycheck changes."

"The US economy seems to be inflating faster than my paycheck. This is especially so for my Civilian Law Enforcement Career and my wife's public Schools teaching career. The Military has done a better job about keeping up with inflation than I think most other organizations have, however this (Army) is not my primary source of income."

N = 15



25. Overall, thinking of your assets, debts, and savings, how much stress does your family's current personal financial condition cause you?

Response	Count	Percent
Some stress	513	34.43
Not very much stress	433	29.06
No stress at all	294	19.73
A great deal of stress	207	13.89
Prefer not to answer	38	2.55
Not Reported	5	0.34
N =	1485	99.66

27. Have you participated in any of the following programs in the past 12 months? Please select all that apply.

Response	Count
None of the above	1355
NSLP (National School Lunch Program) / FRLP (Free and Reduced Lunch Program)	50
SNAP (Supplemental Nutrition Assistance Program)	40
WIC (Women, Infants and Children)	27
SFSP (Summer Food Service Program)	7
CACFP (Child and Adult Care Food Program)	2
N =	1481

28. Are you willing to participate in a local/virtual family community meeting?

Response	Count	Percent
No	797	53.49
Yes	684	45.91
Not Reported	9	0.60
N =	1481	99.40



Cross-tabulations



Rows: Sponsor Status / Columns: Q10 Are you aware of your units Soldier Family Readiness Group?

	Not Reported	No	Yes	All
Commissioned Officer, Company Grade	0 0.00	84 56.00	66 44.00	150 100.00
Commissioned Officer, Field Grade	5 1.36	183 49.59	181 49.05	369 100.00
Enlisted (E1 thru E4)	1 0.56	99 55.62	78 43.82	178 100.00
General Officer	0 0.00	8 30.77	18 69.23	26 100.00
Junior Noncommissioned Officer	0 0.00	146 47.25	163 52.75	309 100.00
Not Reported	0 0.00	2 28.57	5 71.43	7 100.00
Senior Noncommissioned Officer	4 1.16	152 43.93	190 54.91	346 100.00
Spouse	0 0.00	20 62.50	12 37.50	32 100.00
Warrant Officer	0 0.00	30 41.10	43 58.90	73 100.00
All	10 0.67	724 48.59	756 50.74	1490 100.00

How to read cross-tabulations?

← Total Response Count

← % of Row

Cross-tabulations are simple data tables that present the results of the entire group of respondents, as well as results from subgroups of survey respondents. The purpose is to examine relationships within the data that might not be readily apparent when only looking at total survey responses.

Key Point:

› **54.91% of the respondents that reported “Yes” they are aware of their Soldier Family Readiness Group were Senior Noncommissioned Officer rank.**

Row responses are in ascending order.



Cross-tabulations (cont'd)



Rows: What level do you serve at? / Columns: Q10 Are you aware of your units Soldier Family Readiness Group?

	Not Reported	No	Yes	All
Battalion HHC	3 1.14	126 47.73	135 51.14	264 100.00
Brigade HHC	0 0.00	59 39.86	89 60.14	148 100.00
Command HHC	0 0.00	43 38.05	70 61.95	113 100.00
Company/Detachment	1 0.22	223 48.06	240 51.72	464 100.00
Division HHC	2 1.36	76 51.70	69 46.94	147 100.00
Not Reported	2 1.18	101 59.41	67 39.41	170 100.00
USARC / OCAR / Other	2 1.09	96 52.17	86 46.74	184 100.00
All	10 0.67	724 48.59	756 50.74	1490 100.00

Key Finding:

› **51.72% of respondents that are aware of their units Soldier Family Readiness Group serve as the Company/Detachment level.**



Cross-tabulations (cont'd)



Rows: What level do you serve at? / Columns: Q11 Do you know who your Command Family Readiness Representative is?

	Not Reported	No	Yes	All
Battalion HHC	1 0.38	181 68.56	82 31.06	264 100.00
Brigade HHC	1 0.68	97 65.54	50 33.78	148 100.00
Command HHC	0 0.00	72 63.72	41 36.28	113 100.00
Company/Detachment	0 0.00	313 67.46	151 32.54	464 100.00
Division HHC	2 1.36	110 74.83	35 23.81	147 100.00
Not Reported	2 1.18	120 70.59	48 28.24	170 100.00
USARC / OCAR / Other	2 1.09	131 71.20	51 27.72	184 100.00
All	8 0.54	1024 68.72	458 30.74	1490 100.00

Key Finding:

› **67.46%** of respondents that do not know who their Command Family Readiness Representative is serve at the Company/Detachment level.



Cross-tabulations (cont'd)



Rows: Sponsor Status / Columns: Q12 Do you know who your geographic Family Programs Professional that service your unit is?

	Not Reported	No	Yes	All
Commissioned Officer, Company Grade	0 0.00	126 84.00	24 16.00	150 100.00
Commissioned Officer, Field Grade	5 1.36	274 74.25	90 24.39	369 100.00
Enlisted (E1 thru E4)	1 0.56	142 79.78	35 19.66	178 100.00
General Officer	0 0.00	10 38.46	16 61.54	26 100.00
Junior Noncommissioned Officer	1 0.32	259 83.82	49 15.86	309 100.00
Not Reported	0 0.00	4 57.14	3 42.86	7 100.00
Senior Noncommissioned Officer	4 1.16	239 69.08	103 29.77	346 100.00
Spouse	0 0.00	27 84.38	5 15.63	32 100.00
Warrant Officer	0 0.00	54 73.97	19 26.03	73 100.00
All	11 0.74	1135 76.17	344 23.09	1490 100.00

Key Finding:
 › **74.25% of respondents that do not know who their geographic Family Programs Professional that service your unit is were Field Grade Officers.**