

**Military Family Advisory Network
Military Family 360 Launch News Release
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MFAN launches The Military Family 360 Survey, Recognizes Norah O'Donnell for Transformational Use of Data with Inaugural 'Voice for Change' Award
MFAN and CVS Health announce commitment to expand PCS Pantry Restock program coast to coast in coming year

WASHINGTON, D.C. – Today, the Military Family Advisory Network (MFAN) launched The Military Family 360 survey alongside partnering organizations, corporate and government stakeholders, who reinforced their unwavering commitment to improving the lives of military-connected families, and the commitment to using data to shape collaborative solutions.

Since 2014, MFAN research has garnered over seven million data points, and with more than 10,000 respondents in 2023, this research effort became the nation's largest independent survey of military families. Insights from this biannual research effort continue to shape federal legislation, promote public-private collaboration, and create data-informed programs at military installations across the country.

"America's strength starts at home, with our military families, and it's more important than ever to understand their lived experiences," said MFAN's Chief Executive Officer Shannon Razsadin. "Make no mistake about it: force readiness, our national security, and the future of our all-volunteer force depends on the health and well-being of families who choose to serve. The launch of The Military Family 360 survey gives military families an independent, confidential platform to share their experiences, and we are committed to lifting their voices through data."

The 6th Senior Enlisted Advisor to the Chairman of the Joint Chiefs of Staff (SEAC) David Isom provided keynote remarks at the launch event in Arlington, VA and shared his insights on the importance of military families.

MFAN's Inaugural Voice for Change Award

MFAN's efforts to raise awareness of the experiences of military families have benefited and expanded exponentially through the work of the reporters who cover these issues. At today's launch event MFAN honored one of those dedicated journalists, presenting CBS News' senior correspondent Norah O'Donnell with the inaugural Voice for Change award for her continued coverage of challenges facing military families.

Throughout the COVID-19 pandemic, O'Donnell and other CBS News correspondents put a national spotlight on MFAN's research identifying food insecurity among military families. These journalistic efforts inspired the public to act, donating more than \$600,000 in just 72 hours, enabling the launch of the 1 Million Meals Challenge. MFAN harnessed that momentum to distribute nearly 1.5 million meals to military families across the nation at food distribution events near military installations.

"We must continue to shine a light on our military families and tell their stories," said O'Donnell. "As a self-described Army brat, this recognition is especially meaningful. The servicemember isn't the only one who serves—it's their families too. And no one who serves this country should ever go hungry. Thank you to MFAN for championing this cause."

Since the conclusion of the 1 Million Meals Challenge, MFAN has been dedicated to identifying the causes of food insecurity and developing upstream, dignified solutions. A key driver of food insecurity among military families is the frequency of moves. MFAN data shows that 51% of military families who had moved in the last 24 months experienced food insecurity. This led to the creation of the PCS (Permanent Change of Station) Pantry Restock Box program, which alleviates the financial burden associated with military moves by providing families with pantry and household staples to replace after each move, along with grocery support through Instacart's Fresh Funds Program for those who qualify.

Expanding Support to Military Families

The PCS Pantry Restock Box program is now fully operational at five military installations that have historically higher rates of food insecurity: Fort Hood, Fort Bliss, and Camp Lejeune, Cherry Point, and New River. To date, the program has distributed more than 3,800 PCS boxes to military families. The program also screens participants for food insecurity—when identified, those families receive three months of grocery support through Instacart's Fresh Funds program, valued at \$375.

In 2026, the program will more than double the number of installations served, catalyzed by CVS Health, which announced a challenge grant at today's event. The program will become operational coast to coast at bases in CA, FL, NC, NY, TX and VA.

"We recognize and are proud to support the invaluable work of MFAN and their commitment to understanding and advocating for the needs of military families," said Len Shankman, Executive Vice President and President, Pharmacy and Consumer Wellness, CVS Health. "By continuing our support of this important organization and The PCS Pantry Restock Box program, together, we can drive meaningful change and ensure that those who serve our country and their families receive the support they deserve."

Following the launch event, MFAN convened corporate and industry leaders to explore opportunities for program expansion in 2026 and beyond. Participating partners included Amazon, CVS Health, The Foundation for Fresh Produce, JM Smucker, Tyson Foods, and Umoja Health.

Get Involved

Service members, veterans, National Guard, Reserve, retirees, and their spouses/partners are encouraged to participate in the Military Family 360 survey by visiting milfam360.org.

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About MFAN

MFAN is a national nonprofit committed to ensuring that all military families thrive. MFAN's research, programs, and collaborative efforts not only shape solutions but also inform the national security agenda — demonstrating an inextricable link between military family wellness and the preservation of the United States' all-volunteer force. Learn more at mfan.org.