

USO GLOBAL IMPACT REPORT

2020



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INTRODUCTION

The USO strengthens America's military service members by keeping them connected to family, home and country, throughout their service to the nation. We are the **Force Behind the Forces**®.

Since 1941, the USO — a private, nonprofit organization — has served the men and women of the U.S. military, and their families, throughout their time in uniform — from the moment they join, through their deployments and as they transition back to their communities.

Today's service members need the care, comfort, connection and support that can only be provided by an organization that is with them at every point of their military journey, wherever they serve.

The USO is continuously adapting to the needs of our men and women in uniform and their families so they can focus on their important mission.

Although the USO is a congressionally chartered organization and works in close partnership with the Department of Defense (DoD), the USO is not part of the federal government.

We are a family of volunteers, sustained by the charitable contributions of millions of generous Americans and united in our commitment to support America's service

members by keeping them connected to the very things they've sworn to defend — family, home and country. Our work is America's most powerful expression of gratitude to the men and women who secure our nation's freedoms.

The USO remains dedicated to expanding access to USO centers and programs around the world, increasing annual service connections and boosting transition services for our service members and their families throughout their time of duty. In every corner of the world, our service members will know that the USO is always by their side.

USO meets all 20 Better Business Bureau Standards for Charity Accountability and is a gold-level GuideStar Exchange participant, demonstrating its commitment to transparency.

To learn more about the USO and how we support service members and military families, visit:

- ★ [USO.org/FORCE](https://www.uso.org/FORCE)
- ★ [Facebook.com/theUSO](https://www.facebook.com/theUSO)
- ★ [USO.org/media-room](https://www.uso.org/media-room)
- ★ [Instagram.com/theUSO](https://www.instagram.com/theUSO)
- ★ [Twitter.com/the_USO](https://www.twitter.com/the_USO)
- ★ [YouTube.com/theUSO](https://www.youtube.com/theUSO)

USO OPERATIONS

USO BY THE NUMBERS

MORE THAN
250 
USO LOCATIONS

 USO
LOCATIONS IN
15 COUNTRIES

United States, Afghanistan, Australia, Djibouti, Germany, Italy, Iraq, Japan, Jordan, Korea, Kuwait, Qatar, Spain, Turkey, United Arab Emirates

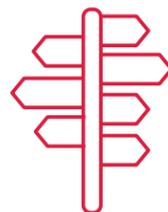
USO LOCATIONS IN
32
STATES
& 1 TERRITORY



AK, AZ, CA, CO, DE, FL, GA, Gu, HI, IA, IL, IN, KS, KY, LA, MA, MD, MO, MS, NC, NJ, NV, NY, OH, OK, OR, PA, SC, TN, TX, VA, WA, WI

USO SERVICES ON
7 CONTINENTS

Supported through facilities, outreach programs, and entertainment



12.7M

TOTAL SERVICE CONNECTIONS
IN 2019 WORLDWIDE



8.1M
Center Visits



4.1M
Center Program and Service Participants



76K
Entertainment Event Attendees



392K
Expeditionary and Family Program Participants



10K
USO Pathfinder® Action Plans



17K
Transition program participants

SOUTHWEST ASIA
2019
SATELLITE DATA



2.8M+ Minutes Talked
309K calls placed
760K Wi-Fi Sessions Logged

USO LOCATIONS

USO locations provide a home away from home for service members and their families around the world. Our locations are the foundation for our connection to the military community and enable the USO to provide outreach support to surrounding areas where no physical facility exists. USO locations provide an inviting and comforting place where service members and their families can connect by internet or phone, play a video game, catch a movie, have a snack or just put their feet up and relax.

USO global operations are organized into four geographic regions – Pacific, Europe, Southwest Asia and Stateside, with leadership teams managing operations and providing strategic support for the military in their respective geographic areas.

In 2019 the USO opened several new locations including Camp Pendleton, Calif.; Fort Huachuca, Ariz.; Camp Dodge, Iowa; DFW Airport, Texas, Seymour Johnson AFB, N.C.; USAG Baumholder, Germany; Honolulu MEPS, Hawaii; and Kansas City MEPS, Mo. In addition to these centers, the USO expanded the center on Guam at Andersen Air Force Base, relocated to a brand-new building and additional facility on Camp Humphreys, Korea, renovated Camp Buehring, Kuwait and our center at MCAS Futenma, Okinawa. In June of 2019, USO Rome closed its doors. In 2019 the USO also opened new Pathfinder locations on Camp Pendleton, Calif. and in Chicago, IL.



USO Pacific

U.S. military personnel in the Pacific play a critical role in deterring conflict in a region marked by intense geo-strategic competition, five nuclear-armed nations, eight of the world's ten largest militaries, and five of our nation's seven mutual defense treaty allies. U.S. military forces in the Pacific are engaged in counterterrorism operations and defend freedom's frontier along the demilitarized zone (DMZ) in Korea, providing the security essential for diplomatic negotiations and economic prosperity. USO Pacific provides support through permanent locations in mainland Japan, Okinawa, South Korea, Guam and Hawaii; and through expeditionary operations supports deployed forces in Indonesia, Malaysia, the Philippines, Thailand and Australia. USO Pacific strengthens our service members and their families so they can focus on their mission while stationed far from home.

Pacific by the Numbers

- ★ **29 locations** (installation, mobile, MEPS, Pathfinder and expeditionary support locations)
- ★ **1.6M total service connections** in 2019



PACIFIC

USO Europe

U.S. forces serving in Europe play a critical role in deterring traditional military threats to our country and in providing vital support to others deployed in combat operations in Southwest Asia, Africa and beyond. USO locations in Germany, Italy, Spain and Turkey support those service members and their families by helping them stay connected to family, home and country, despite being stationed far from home. USO personnel also directly support troops exercising with our allies in more remote European locations.

Europe by the Numbers

- ★ **22 locations** (installation and mobile locations)
- ★ **1.1M total service connections** in 2019



EUROPE

USO Southwest Asia

U.S. forces are engaged in counterterrorism and combat operations throughout Southwest Asia. For service members deployed to this region, the USO has personnel and centers on the front lines where our military members serve. Nothing speaks louder about the commitment of the USO - and the trust the military has in us - than our presence alongside these warriors.

Southwest Asia locations draw large numbers of service members primarily for connectivity, entertainment and relaxation. Additionally, local programs and community building activities like gaming events, holiday celebrations, creative arts and food-focused events provide a much-needed break from the demanding and difficult environment.

Southwest Asia by the Numbers

- ★ **16 locations** (installation and expeditionary support locations)
- ★ **1.5M total service connections** in 2019



SOUTHWEST ASIA

USO Stateside

America's service members and their families are spread across our country supporting their deployed brothers and sisters, training to counter new threats to our freedoms or awaiting deployment overseas to remote and combat locations. Most of the USO's more than 250 locations are here in the United States at service members' induction sites, at their training bases, or in the airports they pass through. No other military organization has the trust and the reach of the USO.

Stateside based operations are organized into four regions: West, Central, Midwest and East, and are comprised of locations operating under two business models: directly managed and independent chartered organizations, or franchises. The network of USO centers across the country is strong and the mission and impact of USO support is universal, regardless of the operating model.

Stateside by the Numbers

- ★ **195 Locations** (installation, airport, community, mobile, MEPS, Pathfinder and expeditionary support locations)
- ★ **8M total service connections** in 2019



STATESIDE

TYPES OF LOCATIONS

The global reach of the USO includes a diverse set of locations, all designed and established to meet the needs of their specific military community. While no two locations are the same, all fall into a category:

Traditional Installation & Community Locations



A majority of all USO locations fall into what is considered a traditional location category, and date back to the birth

of the organization in 1941. In fact, one such traditional location in Jacksonville, N.C., has been in operation for the entire history of the USO. Traditional centers offer core amenities, including connectivity (internet, phones, Wi-Fi), snacks, drinks and a home-like environment (comfortable seating, TVs, movies, video games). Traditional centers have small staffs and are largely supported and operated by a team of volunteers. Traditional centers host frequent programs and events, and often have a regular schedule of activities.

Airport Locations



Supporting service members and their families as they travel, USO airport locations can be found

across the country in major metropolitan areas, small communities and near major military installations. Airport locations, both inside and outside of security, also offer core amenities including connectivity (internet, phones, Wi-Fi), snacks, drinks and a home-like environment (comfortable seating,

TVs, movies, video games). The USO's network of airport locations are staffed by volunteers who welcome weary travelers and provide resources to ease travel burdens.

MEPS Locations



Military Entrance Processing Stations (MEPS) are DoD joint-service operations staffed with military and

civilian professionals who support enlistment at various locations across the U.S. In 2018, the USO continued to expand its presence to several more MEPS, providing additional support for service members on what may be the first day of their military career. By increasing the USO's presence at MEPS, we can introduce service applicants and their families to the wide range of USO support that they'll find during different phases of their military careers. Service members and their families visiting MEPS often experience long wait times for appointments and evaluations. The USO provides relaxation space and entertainment to help them pass the time.

Mobile Locations



Dubbed "Traditional Centers on Wheels," this fleet of vehicles takes our services to far-reaching corners of

the world for however long we are needed. The vehicles, which operate in the U.S., Europe and the Pacific, range in size from commercial vans to canteens and large recreational vehicles. In addition to

supporting training exercises and bringing USO services to nearby installations, mobile locations also deploy to support our service members in the event of a local or national emergency, such as hurricanes or wildfires.

Expeditionary Support Locations



In remote and isolated areas of the world where we find service members deployed, conducting training

exercises or missions, expeditionary support locations serve as an extension of USO support. Typically unmanned by paid staff, expeditionary sites can be found in the U.S., Pacific and Southwest Asia, and offer traditional amenities including connectivity, snacks and a comfortable place to relax.

USO Pathfinder® Sites



USO Pathfinder® sites focus on coordinating services via a human connection and state-of-the-art technology to

help service members and their families navigate the transition from military service to thriving veteran status.

USO Mobile App



The USO Mobile App gives service members and military families the ability to find USO locations, discover USO events

and entertainment, quickly check in when they arrive at USO locations around the world and track their personalized USO Pathfinder®

Action Plans. The free application, which is available for Apple and Android devices, allows users to see what is happening at USO centers they are most interested in, based on their individual preferences. Service members who are taking advantage of USO Pathfinder® programming during their transition from service can monitor the progress of their action plan and connect with their Scout through the app. Finding a USO location, checking in and discovering USO programs, entertainment events and services has never been faster than it is with the USO Mobile App. Download it from Apple's App Store or Google Play.

USO Volunteers



Our **30,000 USO volunteers** are the heart of the organization. They provide **more than 1.6 million hours**

of service annually. There are countless ways volunteers support the USO, but they are all unified in their dedication to our service members and their families. Whether it's helping at a special event, greeting and cheering at homecomings, working the front desk or providing a listening ear, our volunteers are the reason service members know they can count on the USO.

USO PROGRAMS

USO UNITES

We help nurture and maintain a strong bond between service members, their families and the community. Through programs focused on connection, strengthening, wellness and resiliency, we express America's gratitude and commitment to service members and their families.

Bob Hope Legacy Reading Program



The Bob Hope Legacy Foundation is proud to partner with the USO to create the Bob Hope Legacy Reading Program. In the spirit of Bob Hope and his dedication to bringing military families together, the program is largely driven by virtual, on-demand story time offerings that help the USO extend its reach. The program **connected more than 39,000 military families** around the world through reading in 2019. The Bob Hope Legacy Reading Program focuses on:

Bringing story time on demand around the globe.

Thanks to the generous support of the Bob Hope Legacy Foundation, the USO is able to help service members read to their children around the world. When a service member stationed in the deserts of Kuwait misses the birth of their child, the USO is there to provide that powerful connection back home. Through the Bob Hope Legacy Reading Program, that service member is able to read their newborn child a bedtime story from halfway around the globe. Service members can walk into participating USO locations, record themselves reading their child's favorite story and have that recording shipped home.

Helping military kids stay connected through reading.

Recognizing the challenges military children often face when dealing with separation, the Bob Hope Legacy Reading Program makes it possible for military kids to add a new book to their own library and share story time with someone they love by recording themselves reading. The USO sends the recording to the child's military loved one, helping bring families together, no matter the miles that separate them.

Supporting local reading programs in many USO locations around the world.

Local reading programs are designed to serve the unique needs of each military community. For some locations, the Bob Hope Legacy Reading Program gives military spouses dealing with a loved one's deployment a chance to spend some time with other families in similar situations. Other program events encourage kids to use their creativity and complete a craft that complements a story's theme. No matter where service may take our nation's military families, the Bob Hope Legacy Reading Program is dedicated to helping bridge the distance.

USO, What to Expect and Target Present Special Delivery



The USO and What to Expect have partnered for a seventh year to host baby showers for military parents-to-be around the globe. Heidi Murkoff, the best-selling author of the "What to Expect" book series and founder of What to Expect, hosts each event in conjunction with a local USO center. Combining traditional baby shower games with a one-of-a-kind Q&A session with Heidi, the showers provide a touch of home for moms-to-be who are often away from their families, friends and support networks during their pregnancies. Target continues to support the Special Delivery program for all expectant military families. Also, each attendee receives a personally signed book donated by Heidi and the opportunity for photos and hugs together. **More than 10,000** military spouses and expectant active-duty parents have been served through this program since it was launched in 2013.

Operation Phone Home®



Operation Phone Home® is one of the most frequently-requested services from our forward-deployed service members. At our centers located in Iraq, Afghanistan, Kuwait and Djibouti, service members have access to a network that provides free wireless internet, access to computers with free, high-speed internet and the ability to make free phone calls home. More and more expectant parents take advantage of the USO's free internet access to witness the birth of their children while deployed overseas. In 2019 at USO locations in Southwest Asia alone, **2.8 million minutes of free talk time** and **760,000 Wi-Fi sessions** were logged by service members connecting with their families. For the forward-deployed service members who served in remote areas without access to our centers last year, the USO provided **nearly 23,000** free international prepaid calling cards. To date, the USO has provided **more than 3.5 million** free prepaid international calling cards, allowing service members to connect with their loved ones back home. In other places around the world, many USO locations also offer free internet and free phone calls.

"We love the USO because they treat us like family. They understand what we are going through."

KRYSTAL ZAMANO, MILITARY SPOUSE

Stronger Families - OXYGEN



The USO works with Stronger Families to bring OXYGEN for Your Relationship Seminars to military couples to help them strengthen their relationships while working on tough issues in a fun, non-threatening environment. Couples learn to improve their communication, better understand each other's needs, resolve conflict, rekindle romance and find renewed hope. The program is offered through two learning platforms: OXYGEN Seminars - a one to two-day program with eight-hour seminars that are customized to the attendees' relationship needs as determined through a pre-assessment questionnaire; and Taste of OXYGEN Events - a 60-90-minute presentation on relationship-strengthening topics selected by the installation hosting the event. In 2019, **more than 6,000 service members and family members** utilized relationship-strengthening resources through the USO's offering of OXYGEN Seminars and Taste of OXYGEN events.

USO Military Spouse Networking Program



The average military spouse moves 8-12 times in the span of a 20-year career. The USO's military spouse programs deliver our mission of connection by providing military spouses the opportunity to build and sustain their networks, whenever and wherever they move. The USO Military Spouse Networking Program debuted in May 2016 to connect military spouses to their social, professional and community networks. Spouses will create their own personal and professional "elevator pitch," learn the art of networking and engage in speed networking with other spouses, hiring employers, community leaders and organizations at the event. Spouses will walk away having made **15-25 new connections** by the end of the day.

Coffee Connections



In addition to USO Military Spouse Networking events, spouses are also encouraged to attend monthly Coffee Connection gatherings to connect with new friends or reconnect with old ones. Coffee Connections are a great way for military spouses to meet friends, share advice and learn about local events. In 2019 the USO hosted **more than 200 events** that connected **more than 7,500 military spouses**. In 2020, the USO plans to host **more than 500 events** that **connect over 8,000 spouses with other military spouses** in their local communities and networks.

Coffee Connection Live



Coffee Connection Live kicked off in February 2019. This program was created in response to requests from Military Spouses who might not have ready access to a USO location but expressed interest in participating in USO spouse programming. This virtual event is an hour long "coffee chat" between a USO military spouse and an influential guest where they discuss topics that are relevant and trending within the military spouse community. Topics such as [The Backbone of our Military](#) research, marriage and the military, PCSing, employment, wellness and many others have been discussed. Guests include Elynn Dunford, Carla Hall, Brittany Boccher, Brian Alvarado, Kellie Artis, Evie King and Corie Weathers. All episodes can be found at uso.org/campaign/coffee-connection-live.

Discovering Your Spark



The USO has teamed up with Brittany Boccher, the 2017 Military Spouse of the Year, to launch a series of workshops around the world. These three-hour workshops, led by Mrs. Boccher and hosted at a USO center, allow spouses to find their passion and purpose and to approach life's challenges with a more positive and proactive outlook. Through our research conducted in 2018, [The Backbone of Our Military](#), we found that spouses around the world felt a feeling of loss, uncertain identity and a lack of purpose caused by the rigors of military life. This workshop helps fill that gap with the determination of empowering, encouraging and inspiring military spouses to find their identities and live their lives with purpose. In 2019 we piloted the program through **21 events** and **reached nearly 400 spouses**.

MilSpouse Squad (Pilot Program)



The MilSpouse Squad is the USO's new digital peer-to-peer mentorship program that connects military spouses with mentors to create conversations with an impact. Through our research conducted in 2018, [The Backbone of our Military](#), we found that spouses around the world struggled with establishing and maintaining trusted networks and support systems. The MilSpouse Squad is a new kind of community that helps spouses feel more connected with one another and supports long-term relationships and support systems. Built with USO content and Veterati technology, the MilSpouse Squad allows military spouses to select mentors for 60-minute calls, connecting on topics relevant to where they are in their military journeys.

The MilSpouse Squad is in pilot status through mid-2020 and will be evaluated for full-scale launch early 2020.

USO ENTERTAINS

We bring entertainment to the doorsteps of service members and their families through a diverse range of activities, keeping America's service members connected to the nation they've vowed to protect. Best known for our historic tours, USO Entertainment brings celebrities, donating their time and talents, to visit service members and families wherever they serve.

Celebrity Tours



In 2019 the USO deployed **95 celebrities** on **45 tours** – four of which visited combat zones – to **20 countries** and **22 states**, entertaining approximately **75,540 service members and military families**.

USO Show Troupe



The USO Show Troupe entertains more than **200,000 service members and their families** annually, as well as patriotic audiences everywhere. The Show Troupe presents top-notch entertainment with performers possessing extensive Broadway, off-Broadway, film and TV credits. Performances include deployment, homecoming and family appreciation events, commissionings, christenings, retirement and change of command ceremonies at venues such as military hospitals, veterans' homes, VFWs, American Legions, parades, fleet weeks and air shows around the world.



Air Force Gen. Paul J. Selva, vice chairman of the Joint Chiefs of Staff; his staff; aircrew; and USO Entertainers pose for a group photo to conclude the annual Vice Chairman's USO Tour, April 4, 2019 at Joint Base Andrews, Maryland. Country music artist Craig Morgan, celebrity chef Robert Irvine, UFC Hall of Famer BJ Penn, former UFC Middleweight champion Chris Weidman, professional mixed martial artist Felice Herrig, two-time MLB World Series champion Shane Victorino; and professional surfer Makua Rothman joined Gen. Selva on a tour across the world as they visit service members overseas to thank them for their service and sacrifice. (DoD Photo by U.S. Army Sgt. James K. McCann).

The USO is a not-for-profit organization and not part of the Department of Defense. The use of DoD imagery does not constitute an endorsement by DoD.

USO DELIVERS

We deliver support to service members stationed abroad, training in isolated locations, on arduous missions and those deployed to remote areas around the world. Through expeditionary outreach support including care packages, snacks, holiday celebration items and internet services provided throughout challenging deployments, we help ensure service members stay connected. America is by their side, wherever their assignments take them.

Care Packages



The USO Care Package Program is designed to provide service members with two different types of care packages – a Snack Pack and Toiletry Pack. Both are desert tan in color and are constructed with a durable nylon material that has a Modular Lightweight Load-carrying Equipment (MOLLE) system on the back of the pouch for attachment on most military-issued gear. The Snack Pack is assembled with a mixture of healthy treats and drink mixes. The Toiletry Pack comes equipped with a wide range of travel-sized hygiene products. **More than 170,000 were delivered** in 2019.

Mobile USO



USO offers service members in the field support through its mobile vehicle units. Acting as USO centers on wheels, these state-of-the-art mobile vehicles travel to events and military exercises to provide places for service members to relax during downtime, provide USO services to areas without brick-and-mortar USO centers and support communities in times of crisis. Over the last several years, USO expanded its mobile fleet to include three large "recreational vehicles" and three Sprinter vans, designed to provide support to smaller exercises and events. USO's large mobile vehicles both include three slide-out sections, a large canteen window, two 65-inch TVs, five Xbox gaming systems, Wi-Fi, internal and external sound systems, a food-prep area and wheelchair accessibility. Sprinter vans are stationed in Texas, California and Alaska, providing support to communities with large military populations and geographic limitations. USO's mobile fleet has provided support to service members responding to natural disasters such as Hurricanes Harvey, Irma and Maria in 2017 and Hurricanes Florence and Michael in 2018. In 2019, the USO plans to add a new Sprinter van to serve the Southeast United States.

USO2GO



USO2GO was launched in 2008 to ensure service members in remote locations have some of the small comforts of home such as electronic gaming, musical instruments, sports equipment and personal care items. To date, the USO has shipped **more than 2,000 kits**, including those delivered to remote places in Afghanistan, Iraq, Philippines, Egypt, Djibouti, Jordan, Australia, Kuwait and North Africa. USO2GO continues to be the program most requested directly from the field that helps our deployed service members relax and recharge.

USO TRANSITIONS

We provide resources for service members, veterans and military families throughout various transition points of their military service. From the moment their service begins through the time their service is complete — through voluntary separation, the wounds of service or the ultimate sacrifice — those who serve, and their families, are supported with dignity and respect.

Military Entrance Processing Station (MEPS) Support



MEPS are DoD joint-service organizations staffed with military and civilian professionals who support enlistment at various locations across the U.S.. Over the last several years, the USO expanded its presence to more MEPS, providing additional support for service members on what may be the very first day of their military career. By expanding the USO's presence at MEPS, we are able to introduce service applicants and their families to the wide range of USO support that they'll find during different phases of their military careers. Service applicants and their families visiting MEPS often experience long wait times for appointments and evaluations and the USO provides relaxation space, free Wi-Fi and entertainment to help them pass the time.

Support for Families of the Fallen



The USO has supported every dignified transfer at Delaware's Dover Air Force Base since March 1991. USO centers are located in the heart of Dover Air Force Base to support families of the fallen, as well as those service members assigned to the Air Force Mortuary Affairs complex. Additionally, as family notifications occur at all times of the day and night, **the USO works 24/7** to coordinate with USO locations across the country. The USO is there to support and comfort families who have just received tragic news as they travel to and from Dover. The USO's reach expands beyond Dover with a vast network of support for our families of the fallen from coast to coast. The USO also supports the families of those who have made the ultimate sacrifice through our partnerships with organizations such as the Tragedy Assistance Program for Survivors (TAPS) and Fisher House, as well as the support received at various USO centers across the United States. No matter what the hour or the need, the USO is there for the families of the fallen.



"[The USO] truly, genuinely cares about everybody that comes through those doors. It's because of them that I got the job."

KRISTIN ROGERS, U.S. ARMY VETERAN /
USO PATHFINDER® PARTICIPANT

USO Pathfinder®



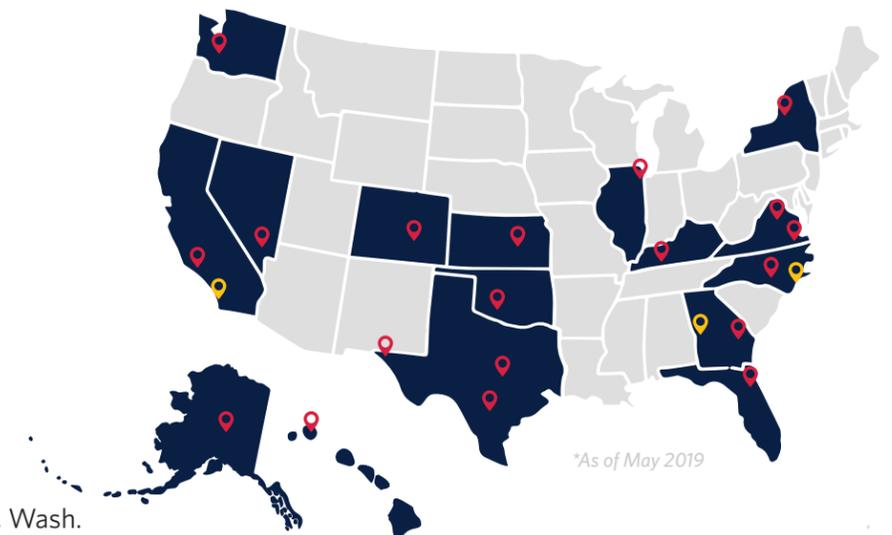
An estimated **200,000-plus service members** transition out of the military each year, and **more than 650,000 military spouses** are constantly transitioning. The USO Pathfinder® program extends the USO experience to active duty, Reserve, National Guard and military spouses as they transition from the military and settle into their new communities. The program also supports military spouses at any point in their military journey as they transition from one installation to the next.

The USO Pathfinder® operation works with strategic partners to connect service members and military spouses to resources within these focus areas: employment, education, financial readiness, veterans' benefits, housing, legal, family strength and wellness and volunteerism.

USO Pathfinder® Scouts can support service members and military spouses up to 12 months prior to transition and extend that support for up to 12 months beyond their date of separation or transition from the military through personalized, one-on-one support. Through the creation of an individualized action plan, Scouts collaborate with individuals to identify their personal and professional goals and build a roadmap to achieving those goals, identifying services and resources that are the best fit for their needs and geographic location. In 2019, **more than 10,000 action plans** were completed by service members and spouses.

With sites located across the country, the USO Pathfinder® program connects people to resources and opportunities before they separate as well as at their point of destination. The USO currently offers the following **19 Pathfinder locations** throughout the U.S.:

- ★ Camp Pendleton, Calif.
- ★ Chicago, Ill.
- ★ Fort Belvoir, Va.
- ★ Fort Bliss, Texas
- ★ Fort Bragg, N.C.
- ★ Fort Campbell, Ky.
- ★ Fort Carson, Colo.
- ★ Fort Drum, N.Y.
- ★ Fort Hood, Texas
- ★ Fort Riley, Kan.
- ★ Fort Sill, Okla.
- ★ Fort Stewart, Ga.
- ★ Fort Wainwright, Alaska
- ★ Joint Base Lewis-McChord, Wash.
- ★ NAS Jacksonville, Fla.
- ★ Naval Station Norfolk, Va.
- ★ Nellis Air Force Base, Nev.
- ★ San Antonio, Texas
- ★ Schofield Barracks, Hawaii



*As of May 2019

★ Under consideration for 2020:
Camp Lejeune / San Diego / Ft. Benning

USO Pathfinder® Transition Programs and Events



USO Pathfinder® sites provide relevant and valuable local programming to service members and military spouses as they overcome the challenges that transitions can create. With the support of national partners, the Pathfinder program also offers:

The Google IT Support Professional Certificate: In partnership with Google, the USO launched the Google IT Support Professional Certificate program in August of 2018. This program is designed to help **1,000 transitioning service members and spouses** prepare for entry-level jobs in IT support in about six to eight months. All program participants are paired with a USO Pathfinder® Scout and receive an action plan to support their transition journey while they are completing the Google IT Support Professional Certificate.

Personal Branding Workshops: Launched in 2019 in partnership with LinkedIn expert, Michael Quinn, these interactive workshops support transitioning service members and spouses as they learn to develop a personal brand and a robust LinkedIn profile to support career transition after military service. Workshops are hosted in USO centers and virtually via a webinar format.

Individuals may also access their plan anywhere through the [USO's Mobile App](#), to update action plan tasks and communicate directly with their Scout.

Warrior and Family Center Programs and Services



The USO has three locations that primarily serve wounded, ill and injured service members, their families and caregivers. Opened in 2008, the USO Warrior Center at Landstuhl Regional Medical Center (LRMC) in Germany provides a home away from home for wounded service members, many of whom visit multiple times daily between medical appointments. A wide spectrum of programs and activities are always available, including home-cooked meals and family-style cookouts.

The two additional locations operate near Washington, D.C.: the USO Warrior and Family Center at Naval Support Activity Bethesda in Maryland and the USO Warrior and Family Center at Fort Belvoir, Va. The facilities offer a comprehensive array of specialized services and programs in a supportive, home-like setting. Created for our nation's healing heroes and their families, the centers feature classrooms, sports lounges, communal kitchen and eating areas, business centers, healing gardens and more. Further support is also provided in other key military hospitals in the U.S., such as outreach dinners to build bonds with families and recovering service members at Brooke Army Medical Center in San Antonio, Texas.

Outreach in Afghanistan and other areas of Southwest Asia range from uplifting community events to outfitting breakrooms for the military medical community.

GOVERNMENT RELATIONS AND EXTERNAL AFFAIRS

USO CONGRESSIONAL CAUCUS



The USO Congressional Caucus was formed in 2003 to enhance the outreach efforts of the American people to members of the U.S. Armed Forces and their families, providing a critical link between military service members and their elected representatives. The bipartisan and bicameral caucus brings together members of the U.S. Senate and the U.S. House of Representatives who share

an interest in supporting and improving the lives of our nation's military service members and their families. The USO Congressional Caucus unites leaders in Congress to strengthen the bridge that bolsters American's military service members by keeping them connected to family, home and country.

USO SERVICE COUNCIL



The USO Service Council is comprised of more than 30 spouses of our nation's senior military and government leaders. Members of the Council, most of whom are military spouses themselves, participate in monthly activities including volunteer opportunities, networking events for military spouses and informational briefings regarding USO programs and services. All activities are designed

to support the USO and its mission of strengthening America's military service members by keeping them connected to family, home and country, throughout their service to the nation.

WAYS TO BE A FORCE BEHIND THE FORCES®

We often hear from people who say they want to give back to our nation's service members, but they don't know how to get involved. The USO provides a variety of ways to show support and appreciation for our military heroes and to help make a difference in their lives. Below are several ways that military supporters can join the USO as a **Force Behind the Forces®**.

CAMPAIGN TO CONNECT



Campaign to Connect is the USO's digital platform that allows civilians to share messages of gratitude and encouragement with service members. The messages are shared via USO locations around the world. Since launching in 2016, the Campaign to Connect platform has collected approximately **8 million messages**. These morale-boosting messages strengthen our troops and help address the military-civilian divide by keeping service members connected to a grateful nation. Military supporters can visit [USO.org/FORCE](https://www.uso.org/FORCE) to select a message or write their own. Campaign to Connect is also popular among USO corporate partners, who use the digital platform as an easy and engaging way to activate at events, integrate into campaigns or leverage for employee engagement. As a digital platform, Campaign to Connect can be accessed from any web-enabled device (smartphone, tablet, desktop, etc.) and provides a simple user experience that can be completed in less than five minutes. The simple act of sharing a message can make a big impact.

USO WISHBOOK



Found at [USOWishbook.org](https://www.usowishbook.org), this online alternative giving catalog offers donors a way to support the USO by purchasing symbolic gifts for friends and loved ones that help America's service members and their families. Since the launch of USO Wishbook in 2011, more than **100,000 gifts** have been purchased to support our nation's military community. The most popular gifts are phone calls home, comfort food packages and long-distance bedtime stories. Throughout the year, individual gifts and packages are added in honor of special gift giving occasions. USO Wishbook leverages print and corporate partnership integrations to grow this online giving opportunity and continue to give Americans a way to support our service members and their families in a fun, creative and simple way.

USO 1941 LEGACY SOCIETY

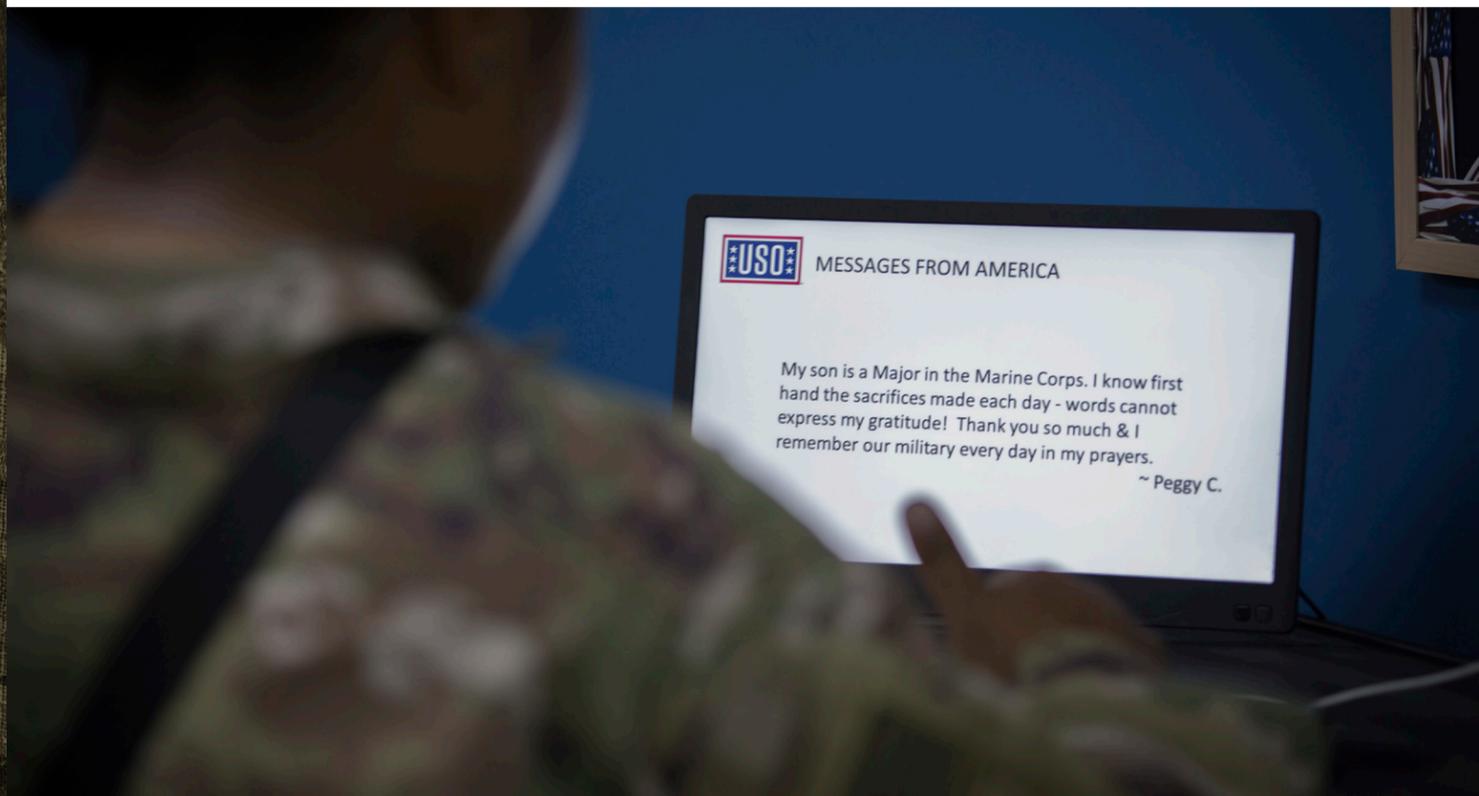


The [USO 1941 Legacy Society](https://www.uso.org/1941) recognizes friends of the USO who make a gift through a will, trust or other estate plan to continue the USO's long tradition of connecting service members back to family, home and country. The generosity, dedication and patriotism of our 1941 Legacy Society members allows the USO to continue its mission. We deliver critical programs and services that promote a healthy, resilient, confident and prepared military as our dedicated service members continue to deploy far from their families and communities.

USO LEADERSHIP COUNCIL



[USO Leadership Council](https://www.uso.org/leadership) is a giving society comprised of generous individuals and family foundations who make commitments to the USO of \$10,000 or more. Each member's generosity significantly expands the USO's ability to strengthen and empower the military for decades to come. Members receive special recognition and opportunities to see the impact of their support.





FORCE BEHIND THE FORCES®

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